



Greater
Hamilton
Health
Network



Annual Report

2023



*Building community
health together*

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About Us

The Greater Hamilton Health Network is one of the first approved Ontario Health Teams in the province and serves a population of approximately 700,000 residents across Hamilton, Haldimand and Niagara Northwest.

We are the first fully incorporated not for profit OHT in the province, supported by funding from the Ontario Government with a purpose of transforming healthcare in partnership with patients, families, care partners, primary care, local organizations and our local communities.



We are proud to have over 50 local health, community, municipal, charity, and social service sector partners working together to build a connected and integrated health care system with primary health and community care at its centre.



greaterhamiltonhealthnetwork.ca



A Moment with Melissa

Another year of Greater Hamilton Health Network collective action in the books! This past year has been filled with achievements, many firsts and of course challenges.

The GHHN was recognized as one of the most advanced OHTs in the province, accelerating us on a track to designation. We continue to mature and pave our path – this is only accomplished by active participation, listening, learning, and leaning in of our partners, patients and communities.

In 2023-24, collective efforts to work together on funding proposals have resulted in the GHHN securing over 5 million in additional funding that span initiatives for high priority communities, black health, primary care and palliative care. We are working more together to determine the needs of communities, a key pillar of integrated care. The GHHN continues to work across sectors to achieve patient centered care.

We are proud to have traditional and non-traditional health partners involved in our GHHN work. We need everyone to be part of the GHHN family, we need to plan, prioritize and react as one ecosystem for the benefit of all.

By leveraging the strengths and expertise of organizations, lived experience, and communities we can continue to make a difference. There are challenges of course: funding cycles, changing directions, political climates. But at the heart of these challenges, nothing can stop us from working together. I hope you enjoy this look back on 2023-24!



MELISSA MCCALLUM
EXECUTIVE DIRECTOR



Our Vision

A healthier community that provides an equitable and seamless continuum of care that actively improves population health and meets the individual needs of our community.



Our Mission



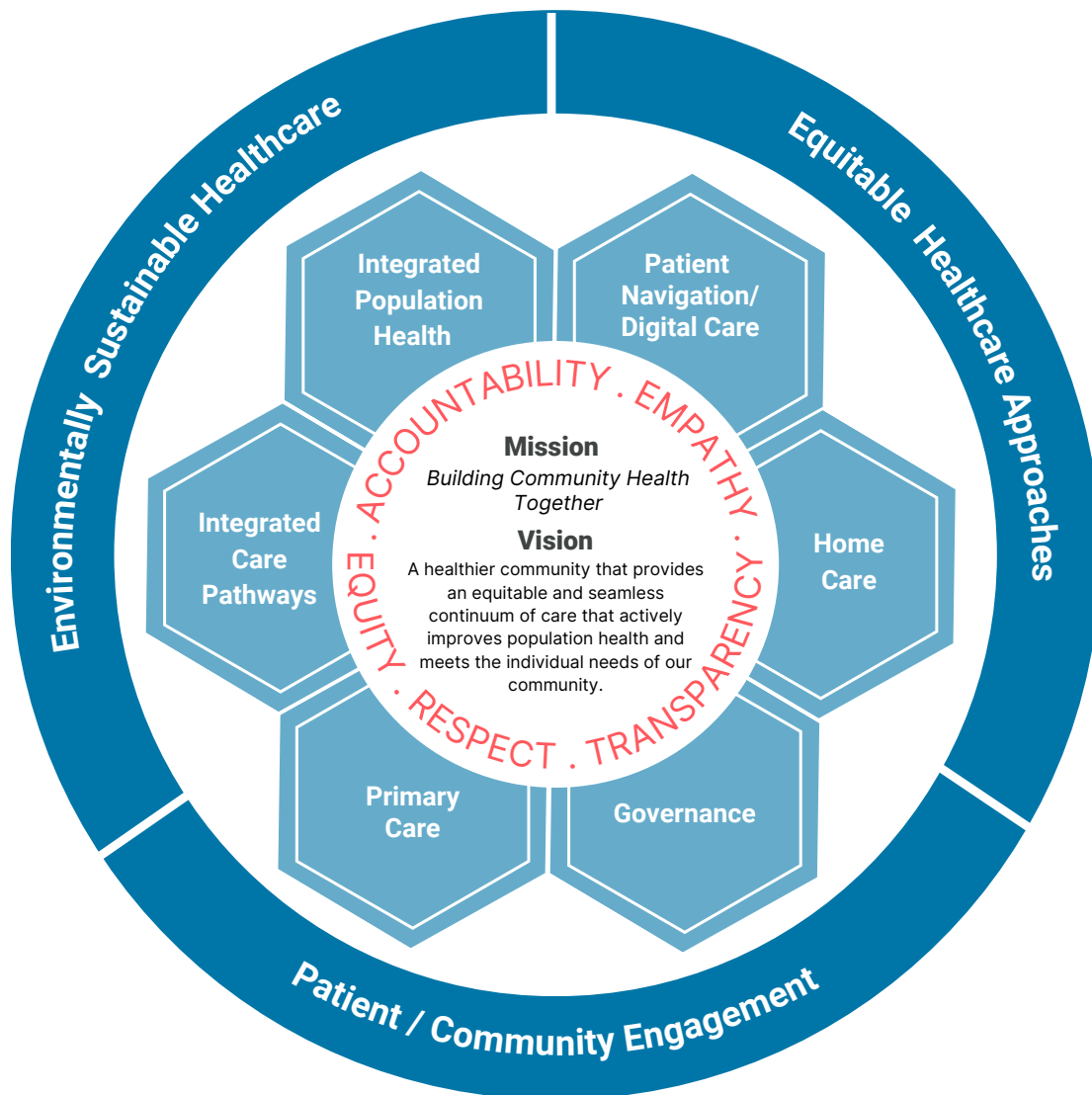
*Building community
health together*



Our Priorities

We are pleased to present the 2024/25 GHHN strategic plan refresh!

The Greater Hamilton Health Network (GHHN) is one of 12 OHTs chosen to implement an advanced workplan and work towards OHT designation at a rapid rate. With this advancement comes the introduction of new work priorities like home care and integrated clinical pathways. The GHHN remains committed to supporting locally important initiatives as well as provincial priorities, we will do so with a lens of creating an equitable care system with the person at the center.





Our Team

A small staff team that works to develop priorities each year that include the foundational elements of Equitable Healthcare Approaches, Patient and Community Engagement, and Environmental Sustainability.



Melissa McCallum
Executive Director



Brad van den Heuvel
Director of
Physician Recruitment



Megan Lynch
Manager, Priority
Populations



Sarah Precious
Manager, Engagement
& Communications



Marijka Jurriaans
Manager, Primary Care &
Environmental Sustainability



Kiran Sidhu
Operations Lead



Ceara Holditch
Project Manager,
Digital Health



Heather Shaw
Manager, Integrated Health
Pathways & System
Navigation



Anna Burns
Coordinator, Engagement
& Communications



Ryan Janssen
Project Manager, Health
Equity, Haldimand, & Mental
Health and Addictions

To learn more about the
team visit us at
greaterhamiltonhealthnetwork.ca



Our Board

A special thank you to our Board Chair and Directors for your leadership, guidance and the stewardship of the Greater Hamilton Health Network.



Steve Sherrer



Omar Aboeela



Liz Buller



Angela Burden



John Fleming



Anita Gombos-Hill



Gloria Jordan



Barbara Klassen



Dr. Brian McKenna



Clare Mitchell



Dr. Elizabeth Richardson



Dr. Cathy Risdon



Medora Uppal



France Vaillancourt



Building community health together.



Our Patient Advisors

A special thank you to our Patient Advisors for your leadership, guidance and for sharing your lived experience to support the transformation of healthcare.



Ike Agbassi



David Cooke



Barbara Dolanjski



Janice Duda-Kosar



John Fleming



Angela Frisina



Anita Gombos-Hill



Su Heenan



Bernice King



Ruth Morris



Bonnie Pataran



Jodi Rick



Leila Ryan



Angie Tracz



Murray Walz



Sue Wilkins

2023 Highlights

DR. TAMMY PACKER 2023 GHHN LEADERSHIP AWARD WINNER



ANITA GOMBOS-HILL 2023 GHHN PATIENT, FAMILY, CAREPARTNER LEADERSHIP AWARD WINNER

INTERNATIONAL CONFERENCE ON INTEGRATED CARE **2023**

Melissa and Sarah presented on 'Building a Foundation of Engagement' at the International Conference on Integrated Care in Belgium



COLLABORATIVE AOTEAROA NEW ZEALAND

Sarah and Megan were invited to the Collaborative Aotearoa Conference in New Zealand in September as keynote speakers, sharing the collective work of the Greater Hamilton Health Network

GHHN WEBSITE
REACHED
70 COUNTRIES
13.3K PEOPLE



**ADDRESSING
INEQUITIES
THROUGH
STRATEGIC
PARTNERS**
ALLIANCE FOR
HEALTHIER
COMMUNITIES
CONFERENCE



CHURCHILL FELLOWSHIP AUSTRALIA

Sarah met with Nick Coxon from Australia to discuss his project, 'To explore how governments can promote social service integration for people with complex needs' and the work being done across the GHHN



COLLABORATIVE AOTEAROA STUDY TOUR

The GHHN was pleased to host Collaborative Aotearoa during their international study tour, Te Ara Ako o (the pathway to both teach and learn) Collaborative Aotearoa Study Tour



2023 Highlights



Primary Care

In alignment with provincial direction, the GHHN has established a Primary Care Network to support the coordination and collective action of the primary care sector. To achieve this the PCN is an inclusive 'ecosystem' that includes more than 700 primary care providers, their teams, and numerous primary care organizations.

The PCN is an OHT-based forum for dialogue, priority setting, strategizing, and collective action, all in service of the strengthening and transformation of primary care.

Primary Care Stakeholder Council Summit Series:

In early 2023, the Primary Care Stakeholder Council, comprised of 30 primary care representatives, including family physicians, interdisciplinary health professionals, administrators, patient advisors and community partners, hosted a Summit Series to continue strengthening relationships, identify Primary Care Network priorities, and develop a road map.

Presented at AFHTO:

Members of the GHHN Primary Care Stakeholder Council co-presented with members from the North York Toronto Health Partners at the 2023 AFHTO conference. Our presentation, Primary Care Connects: Networks and Other Methods to Center Primary Care in an OHT, focused on sharing the unique and similar journeys of developing and centering Primary Care Networks within both OHTs.

We know that bringing together the collective experiences and expertise of primary care and it's champions is needed to support healthcare transformation.



MARIJKE JURRIAANS

TEAM-BASED
EXPRESSION OF
INTEREST JOINT
APPLICATION
\$2.2 MILLION
AWARDED



600+
PRIMARY CARE
NETWORK
MEMBERS

32
PRIMARY CARE
NETWORK
NEWSLETTERS



9
PRIMARY CARE
NETWORK
TOWNHALLS

Primary Care Highlights



Primary Care: Looking Ahead

CONNECTING PATIENTS TO CARE

In alignment with the Ministry of Health and Ontario Health, the PCN will be developing a model for unattached patients to find a family doctor.

ADVOCACY

The PCN will continue to advocate for additional resources to expand comprehensive full-scope team-based primary care to ensure all residents within the GHHN catchment area have equitable access to team-based primary care. With incremental funding available, the PCN has developed a stepped approach, starting with priority populations.

VISION AND GROWTH

The PCN will undergo a Visioning and Identity Exercise to gain a better understanding of;

- The PCN's ideal relationship with the GHHN, Ontario Health, and the Ministry of Health,
- An ideal governance structure that reflects the PCN and best supports and advances our goals,
- Short and long term priorities, and
- A brand, including a name, logo, and core principles, that reflect our diverse PCN membership of family physicians, nurse practitioners, interdisciplinary health professionals, administrators, and more, across our large urban and rural geographies.





Environmental Sustainability

The GHHN invites partners and collaborators to join them in incorporating sustainability in how they work, the things they choose to procure, and the way they deliver and organize care to have a positive impact on the environment.

The GHHN believes sustainability initiatives align with improving the health and well-being of our population and will work with partners and local leaders to support environmental sustainability in healthcare.

To learn more about this work read our [Environmental Sustainability in the GHHN, Research Findings and Report June 2022](#).

Tree Planting at Wentworth Lodge:

A total of 30 trees were planted thanks to the help of 20 volunteers including our partners, staff, patient advisors and community members.

Partnering with McMaster Sustain 2SS3 Students on Environmental Sustainability projects:

- Bike Project ([January 2024 Newsletter.docx](#))
- PEACH Mural @ Haldimand War Memorial ([March 2023 Newsletter.docx](#))

Leadership:

Su Heenan joined as a dedicated Environmental Sustainability Patient Advisor

Education Sessions:

The GHHN supported education sessions for various departments, such as Diagnostic Imaging and Family Medicine. These sessions focused on tailored sustainable solutions and practices for that audience.

Looking Ahead



- Implement the recommendations outlined in the Environmental Sustainability Research Findings Report and implementing the Environmental Sustainability lens across all GHHN portfolios
- Establish a GHHN Environmental Sustainability Council
- Develop an OHT-wide Sustainability Community of Practice to share with and learn from other OHTs
- Host the annual GHHN Tree Planting event



Priority Populations

The Priority Populations portfolio encompasses a number of working groups and councils to provide an integrated care approach to healthcare transformation.

Funding:

- \$1.2 million Juravinski Research Institute grant that will seek to improve equitable access to integrated care in subsidized residential care facilities
- The GHHN was the recipient of a grant through the Public Engagement in Health Policy (PEHP) [Community Fellowship Program](#) that was used to support the development of the Older Adults and Caregiver Health Days event in Haldimand.

The Let's Go Home Program (LEGHO)

A bundle of community support services offered to ensure successful discharges from either the hospital or emergency department. LEGHO provides patients with access to complimentary services for a period of four to six weeks so they can regain their strength and independence. Over **435** patients served across the GHHN in 2023.

Health & Community Care Worker Wellness working group

through its Hope, Healing, and Recovery Exchange sub-group, hosted two impactful webinars. These virtual panel sessions, open to all health and community care workers, focused on enhancing mental health and well-being and providing vital support to healthcare workers across Hamilton.

Lower Limb Preservation Integrated Care Program

Aims to reduce the amount of lower leg and foot amputations through a more coordinated, integrated and patient-centred approach.

The GHHN uses a health equity lens and local data to focus our integrated care work.



MEGAN LYNCH

**4 WOMEN'S
HEALTH DAYS
EVENTS
322 PERSONS
SERVED**



**FIRST MEN'S
HEALTH DAYS
EVENT
141 PESONS
SERVED**

**First Older Adult
and Caregiver Day
in Haldimand
79 PERSONS
SERVED**



**HOMELESSNESS
OUTREACH
NETWORKING
EVENT
55 STAFF
16 OUTREACH
TEAM ATTENDEES**

**Priority
Population
Highlights**

Priority Population Highlights

SOCKS OFF,
PART OF THE
LOWER LIMB
PROJECT
**\$600,000 IN
PROVINCIAL
FUNDING**



**GHHN HEALTH
DAYS REPORT**
2021-2023

Harm Reduction
in Primary Care
Virtual Webinar
**80+ IN
ATTENDANCE**



290+
LOWER LIMB
PRESERVATION
INTEGRATED CARE
PROGRAM
ASSESSMENTS
COMPLETED



Medical Assistance in Dying

The Greater Hamilton Health Network Medical Assistance in Dying (MAiD) Steering Committee is made up of individuals from GHHN member organizations, and patient advisor(s). It was established to develop a GHHN region wide approach to the delivery of MAiD services intended to meet the needs of patients seeking MAiD services.

Looking Ahead:

- Provide educational opportunities and resources for MAiD health care providers, assessors and practitioners
- Meet the needs of patients seeking MAiD services
- Share information about current activities around assisted dying, and planning for service delivery

To learn more about the available MAiD resources available please visit greaterhamiltonhealthnetwork.ca

GHHN MAiD Steering Committee Educational Offering

Provided CAMAP Curriculum Module 7: MAiD and Mental Disorders for 29 attendees.

Innovation Fund Proposal

Was submitted in collaboration with five GHHN partner organizations for Implementing & Evaluating a New Model of Care for Track 2 Medical Assistance in Dying (MAiD) in the Greater Hamilton Health Network region.



KIRAN SIDHU



Digital Navigation

GHHN organizations are providing regional leadership in supporting several provincial digital health initiatives including:

- Coordinated access to mental health and addictions
- Diagnostic imaging centralized waitlist management

Digital Funding

The Greater Hamilton Health Network has received over \$250,000 for local digital initiatives and nearly \$3,000,000 to support broader regional initiatives.

The Kemp Care Network

Established an interactive palliative care navigation platform with a combination of digital and virtual services and resources for clients, caregivers, families and providers to support the end-of-life journey. The 3 services include: Advance Care Planning, an Interactive Palliative Navigation Website (GHHN) and Bereavement Digital Resources and Virtual Support. Over 40 organizations will be available in the navigation portal: www.palliativeportal.ca



CEARA HOLDTICH



HEATHER SHAW

2.2K

**VIRTUAL
URGENT
CARE VISITS**



2.5K

**PATIENTS
PARTICIPATED IN
SURGICAL
TRANSITIONS REMOTE
PATIENT MONITORING**

350+

**ONLINE
APPOINTMENT
BOOKING
LICENCES,
SERVING 100K
PATIENTS**



350+

**PATIENTS SUPPORTED
WITH REMOTE PATIENT
MONITORING
HAMILTON
PARAMEDIC SERVICE**

**Digital
Health
Highlights**



Engagement and Communications

The GHHN is committed to engaging patients, families, carepartners, organizations, our communities, and primary care in co-designing and transforming the healthcare system across Hamilton, Haldimand and Niagara Northwest.

2023 was an exciting year that was focused on supporting the overall GHHN priorities while actively pursuing patient initiated priorities to support the transformation of healthcare.

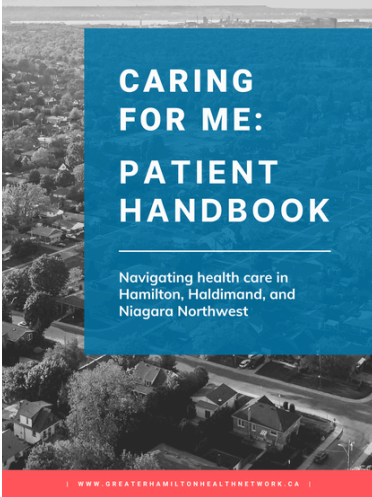
The Patient Family CarePartner Leadership Network is comprised of 15 dedicated Patient Advisors who are embedded as active advisors and leaders across the GHHN. We have 4 patient advisors in the patient pool and use our online EngageGHHN engagement platform to engage our partners and the broader community. The work of the GHHN would not be possible without the lived experience of the patients, families and carepartners we have the privilege to work with.



ANNA BURNS



SARAH PRECIOUS



CARING FOR ME: PATIENT HANDBOOK

A TOOL TO HELP
NAVIGATE CARE
ACROSS THE GHHN



GHHN ENGAGEMENT TOOLKIT

DEVELOPED TO
PROVIDE TOOLS AND
RESOURCES TO HELP
SHAPE ENGAGEMENT
ACROSS THE GHHN



PATIENT FAMILY CAREPARTNER DECLARATION OF VALUES

A PILOT WITH
ST. JOSEPH'S
HEALTHCARE
HAMILTON



MCMASTER MIRCRO- CREDENTIAL

SUPPORTED THE
DEVELOPMENT
OF THE COURSE

Engagement Highlights

Engagement Highlights



Understanding the Patient Journey:

Chronic Care
Pathway Experience



**BUILDING
COMMUNITY
HEALTH EVENT
3RD ANNUAL
BCHE CENTERING
PRIMARY CARE
90+ ATTENDEES**

Collaborative
Aotearoa
**PRESENTING ON
ENGAGEMENT
AND MEETING
WITH
HEALTHCARE
LEADERS**



**INTEGRATED
CARE PATHWAYS
TOWNHALLS
ACROSS THE GHHN &
THE BURLINGTON
ONTARIO HEALTH
TEAM**



2023 Social Media



INSTAGRAM

242

New Followers

1.1 k

Profile Vists



FACEBOOK

46

New Followers

1.5 k

Profile Vists



TWITTER

153

New Followers

252

Mentions



LINKEDIN

299

New Followers

46k

Impressions

1,249

Total Social Media Posts

Total Impressions

161 K

49.6 k

Total Users Reached



Health Equity

At the GHHN we work to provide an equitable and seamless continuum of care that actively improves population health while meeting the individual needs of the community, prioritizing equity driven investment planning in all areas across the GHHN.

eQUITY Link Project

Facilitated by the GHHN and Entité, this project supports organizations to understand their own French Language Service needs and planning. Entité is working closely with our partner, Idlewyld Manor, to support them in applying for LTC designation within the next 5 years, to provide LTC services and provision in French.

Gender Affirming Care Position Statement:

The Greater Hamilton Health Network recognizes the right to receive gender-affirming care for all in our catchment area and beyond. The GHHN is committed to supporting increased capacity for gender-affirming care for transgender and non-binary people through its Trans Health Community of Practice, as well as creating safer spaces for those in the 2SLGBTQ+ community through the Positive Space Working Group. Further recommendations can be found in the GHHN Health Equity Framework and Supplementary Report.

Our work has been founded and rooted in the principles and frameworks of engagement and health equity from the start of our journey to build an Ontario Health Team.

Health Equity Training

The GHHN has selected a core set of trainings that all staff, patient advisors and board members have completed to support capacity building and the skills needed to keep health equity at our centre.

- [Active Offer](#)
- [San'yas Indigenous Cultural Safety Online Training](#)
- [Rainbow Health 2SLGBTQ Foundations Training](#)
- Engagement 101



RYAN JANSSEN

**BLACK
HEALTH
WORKING
GROUP
APPROVED**



Attended
Hamilton for All
**BE PART OF
AN INCLUSIVE
HAMILTON**

**HEALTH
EQUITY DATA
COLLECTION
WORKING
GROUP
FORMED**



**POSITIVE SPACE
WORKING GROUP
DEVELOPING A
POSITIVE SPACE
ASSESSMENT
TOOLKIT TO SUPPORT
PARTNERS**

**Health
Equity
Highlights**



Physician Recruitment

The GHHN physician recruitment program focusses on recruiting new family physicians in Hamilton and Haldimand while supporting those currently practicing in the community.

Our Program strives to improve access to primary care for all patients in our communities. We help local family physicians navigate the process of transitioning into or out of practice and we help our existing primary care providers access the temporary coverage they may need throughout their career.

We are here to support our primary care providers and we are available to answer questions related to the current family medicine landscape, the local medical community, primary care payment models, licensing, immigration, the process of taking over a practice, options after retirement and more.

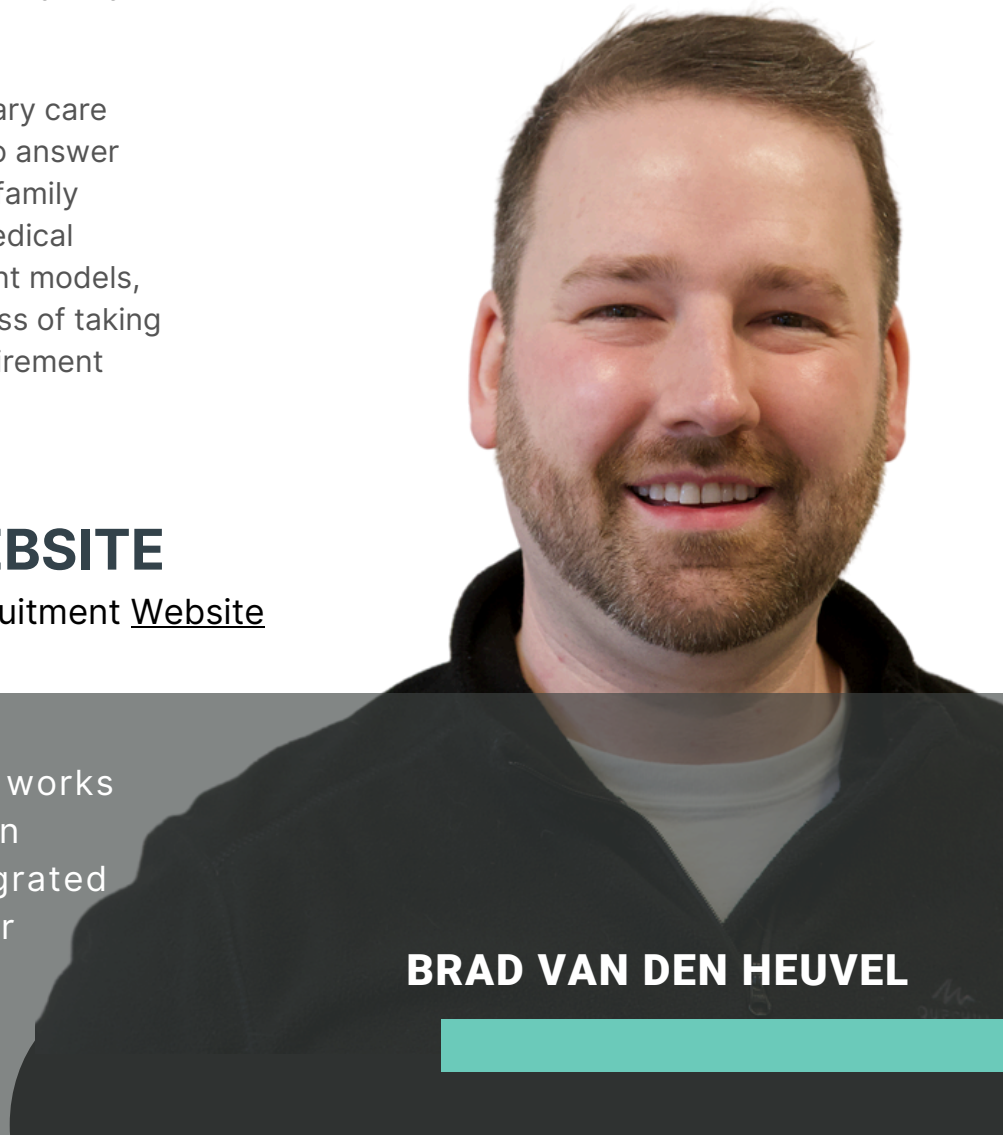
PHYSICIAN RECRUITMENT WEBSITE

Visit our new Physician Recruitment [Website](#)

We are a community that works differently, breaking down siloed care for more integrated care approaches to better serve patients, families and carepartners.

Haldimand Physician Recruitment

Together, the Greater Hamilton Health Network (GHHN), an Ontario Health Team serving Hamilton, Haldimand and Niagara Northwest, Haldimand County, and the GHHN Haldimand Stakeholder Council Executive Committee is pleased to announce a new partnership that will provide an additional staff member to support the GHHN's existing [physician recruitment program](#) and allow it to expand services to Haldimand.



BRAD VAN DEN HEUVEL

9

RECRUITMENT
CONFERENCES
AND FAIRS
ATTENDED



99

NEW
PHYSICIAN/RESIDENT
CONTACTS

20

PERMANENT
FAMILY
PHYSICIANS
TO THE
HAMILTON
AREA



38

LOCUM PHYSICIANS
TO THE HAMILTON
AREA

Physician Recruitment Highlights



Message from our Board Chair

As I reflect on the last year, I am honoured by the amazing work done by the Greater Hamilton Health Network team and all of our partners. On behalf of the Board of Directors, I would like to express my sincere gratitude and appreciation to all of you for your support, participation and for continually being dedicated to creating integrated pathways for those we serve in the healthcare system.

We have continued to stay true to our mission of “Building Community Health Together” through our core values of Accountability, Empathy and Compassion, Equity and Engagement, Respect and Dignity and Transparency. We recently refreshed our Strategic Plan and thank you for informing our Strategic Priorities for the coming year.

Early last fall, we were delighted to be selected as one of the most advanced Ontario Health Team in the province. This selected group of 12 OHT's are on an accelerated path towards ministry designation. The key priorities of this accelerated path includes work in continuing to develop integrated care pathways, building on our primary care networks, continuing with system navigation, committing to full governance and demonstrating a readiness for home care modernization. We are well on our way to attaining designation.

As you know, the GHHN, from the early days, has remained committed to moving the local agenda forward to address current and emerging health care challenges while embracing provincial priorities. We are proud of the work done by the various working groups of the GHHN and ask that you continue to keep abreast of new developments through our website, social media platforms and our publications.

A huge thank you to the team for another incredible year. I look forward to working with all of our partners to continue to transform the healthcare system. We are in an exciting time of development and your continued engagement is paramount to our success.



STEVE SHERRER
BOARD CHAIR

STAY CONNECTED



greaterhamiltonhealthnetwork.ca



info@ghhn.ca



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[@GHHN_TheNetwork](https://twitter.com/GHHN_TheNetwork)



<https://www.linkedin.com/company/greater-hamilton-healthnetwork>

