



Greater  
Hamilton  
Health  
Network  
ONTARIO HEALTH TEAM




# Annual Report

2024



*Building community  
health together*



# TABLE OF CONTENTS



## ABOUT

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About .....	03
Moment with Melissa .....	04
5 Years of the GHHN .....	05
Mission and Vision .....	06
Our Priorities .....	07
2024 Highlights .....	11
Message from our Board Chair .....	31

## TEAM

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Our Team .....	08
GHHN Board .....	09
Patient Advisors .....	10

## PORTFOLIO

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Primary Care .....	<u>13</u>
Priority Populations .....	<u>16</u>
Medical Assistance in Dying .....	<u>18</u>
Physician Recruitment .....	<u>19</u>
Integrated HealthPathways .....	<u>21</u>
Engagement and Communications .....	<u>22</u>
Health Equity .....	<u>25</u>
Mental Health and Addictions .....	<u>26</u>
Haldimand .....	<u>27</u>
Environmental Sustainability .....	<u>28</u>





# 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 150+ 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](https://greaterhamiltonhealthnetwork.ca)





**MELISSA MCCALLUM**  
EXECUTIVE DIRECTOR

## A MOMENT WITH MELISSA

This year, we celebrate five incredible years at the Greater Hamilton Health Network — a milestone made possible by the unwavering dedication of our partners, patients, staff, and community. Together, we have achieved remarkable progress, transforming healthcare in our region through innovation, collaboration, and compassion.

As Ontario's first incorporated Ontario Health Team, we've led the way in

building an entirely new model of care. From the ground up, we assembled a passionate and talented team, developed new programs and services, secured vital funding, and forged partnerships that span sectors and communities. To our incredible patient partners – thank you for being supportive, engaging and keeping us accountable. You have paved the way in new and exciting ways and have been dedicated to the GHHN mission from day one.

I know there are so many stressors and challenges in the system today – but I am forever grateful for the over 150+ partners and organizations that show up to make a difference, lend their time and lead the way. We're just getting started — and we can't wait to see what we'll accomplish together next. The future is bright at GHHN as we build community health together.

*"To everyone who has been part of this journey, thank you. Your vision, commitment, and partnership have shaped these five years into something extraordinary."*





# CELEBRATING 5 YEARS OF THE GHHN 2019 - 2024 WATCH OUR JOURNEY







# OUR MISSION

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 VISION

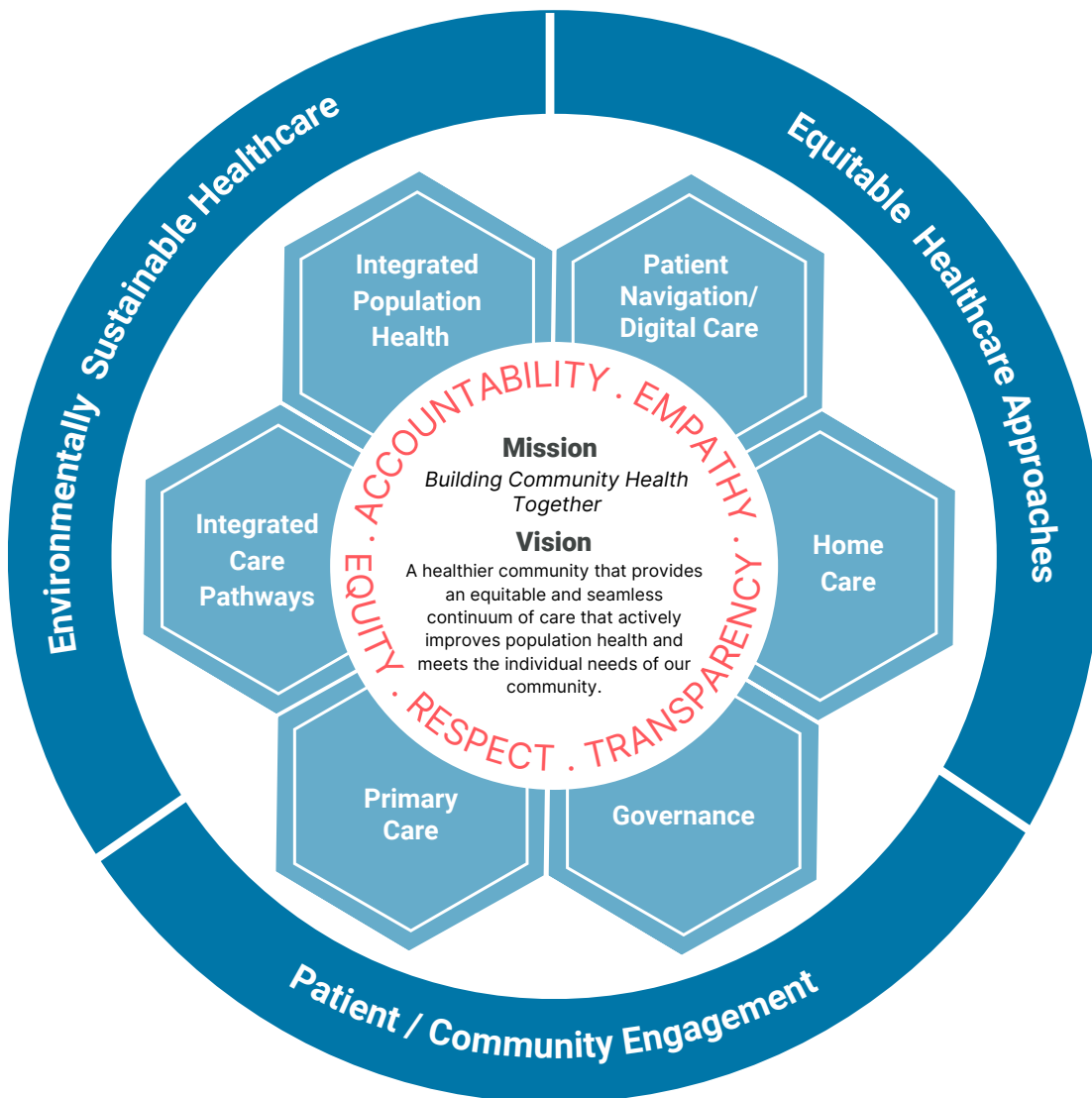


*Building community  
health together.*



# Our Priorities

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. This year, we are excited to welcome Becky McMahon and Subiksha Nagaratnam to the team.



**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



**Anna Burns**  
Coordinator, Engagement  
& Communications



**Heather Shaw**  
Manager, Integrated Health  
Pathways & System  
Navigation



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



**Subiksha  
Nagaratnam**  
Primary Care Coordinator



**Becky McMahon**  
Physician Recruitment  
Coordinator





# 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**



**Rashed Afif**



**Omar Aboelela**



**Liz Buller**



**Angela Burden**



**John Fleming**



**Anita Gombos-Hill**



**Genevieve Hladysh**



**Gloria Jordan**



**Barbara Klassen**



**Tracey MacArthur**



**Dr. Brian McKenna**



**Clare Mitchell**



**Dr. Cathy Risdon**



**Dr. Elizabeth  
Richardson**



**Medora Uppal**



**France Vaillancourt**





# 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**



**Angela Frisina**



**John Fleming**



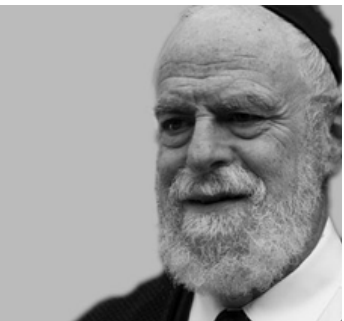
**Anita Gombos-Hill**



**Su Heenan**



**Bernice King**



**Lester Krames**



**Ruth Morris**



**Bonnie Pataran**



**Leila Ryan**



**Jodi Rock**



**Angie Tracz**



**Murray Walz**



**Sue Wilkins**

# 2024 Highlights

STEVE  
SHERRER  
**2024 GHN  
LEADERSHIP  
AWARD  
WINNER**



JOHN FLEMING  
**2024 GHN  
PATIENT, FAMILY,  
CAREPARTNER  
LEADERSHIP  
AWARD WINNER**

HEALTH CARE AT  
EVA ROTHWELL  
LAUNCH  
**394 ROSTERED  
PATIENTS**



TREE PLANTING  
**34 TREES PLANTED  
IN PARTNERSHIP  
WITH LOCAL  
HEALTHCARE  
FACILITIES**



PRIMARY CARE  
FUNDING  
**\$2.2 MILLION TO  
EXPAND PRIMARY  
CARE TEAMS  
ACROSS THE GHHN**



**PHYSICIAN  
RECRUITMENT  
PROGRAM  
EXPANSION**  
SUPPORTING  
PHYSICIAN  
RECRUITMENT  
IN HALDIMAND  
COUNTY



INTERNATIONAL  
CONFERENCE ON  
INTEGRATED  
CARE **2024**  
**IRELAND**  
PRESENTING ON  
EMPOWERING  
COMMUNITIES



LOWER-LIMB  
PRESERVATION  
INTEGRATED  
CARE PROGRAM  
**389 INDIVIDUALS  
SCREENED**



# 2024 Highlights

## PRIMARY CARE

In alignment with provincial direction, the GHHN has established a Primary Care Network (PCN) 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.

**15,500+ people across Hamilton, Haldimand, and Niagara Northwest are now connected to primary care through collaboration across the Primary Care Network**

Thanks to a \$2.2M investment and the combined efforts of more than 10 health and community organizations, this achievement reflects what's possible when we work together toward a shared goal: better access to care for everyone.



**SUBIKSHA NAGARATNAM**



**MARIJKE LJOGAR**



LAUNCHED A  
PRIMARY CARE  
COMMUNICATIONS  
COMMUNITY OF  
PRACTICE  
**12 ORGANIZATIONS**



**750+**  
PRIMARY CARE  
NETWORK  
MEMBERS

**66**  
PRIMARY CARE  
NETWORK  
NEWSLETTERS



**75**  
PRIMARY CARE  
NETWORK  
TOWNHALLS

Primary Highlights  
Care





# PCN SUCCESS: 15,500 PEOPLE CONNECTED TO PRIMARY CARE

The Greater Hamilton Health Network (GHHN) Primary Care Network (PCN) is excited to share some fantastic news! Through a truly collaborative effort across our region and with a \$2.2 million investment from the government, 15,500+ individuals in Hamilton, Haldimand, and Niagara Northwest are now newly connected to primary care! This achievement reflects the deep collaboration among health teams, community partners, and local organizations, all working together toward a common goal – demonstrating the power of working together with a shared vision.

The achievement has been formally recognized by Deputy Premier and Minister of Health Sylvia Jones, Dr. Jane Philpott (Chair of the Primary Care Action Team), and MPP Monica Ciriello, who shared their congratulations with all involved. You can read their full message of thanks [here](#) or watch their congratulatory video [here](#).



# **PRIORITY POPULATIONS**

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

## **Community Wellness Hubs opening in Hamilton**

The Greater Hamilton Health Network (GHHN) and AbleLiving Services, as part of Thrive Group, were excited to announce the launch of two Community Wellness Hubs within CityHousing Hamilton buildings.

We have almost 100 members registered and have 10 partners signed up to provide care onsite. A highlight of January's programming included Hamilton Burlington SPCA Pet Care clinic.

## **Current State Analysis of Outreach Teams serving the Homeless Hamilton, Niagara Northwest, and Haldimand**

Building community health solutions that offer the right service, at the right time, in the right place.

## **8 GHHN Long-Term Care Network newsletters**

200+ Recipients

## **GHHN Long-Term Care Advisory**

12 Members



**MEGAN LYNCH**



**LONG-TERM  
CARE (LTC)  
INNOVATION  
NETWORK**  
6 MEETINGS  
PER YEAR



**POET  
(PREVENTION OF  
ERROR-BASED  
TRANSFERS)**  
11 NEW LTC  
HOMES HAVE  
IMPLEMENTED  
POET



**GHHN LTC  
ADVISORY**  
4 IN-PERSON  
ADMINISTRATOR  
AND LEADERSHIP  
MEETINGS



**4 GHHN WOMEN'S  
HEALTH DAYS**  
321 PARTICIPANTS  
SERVED



**Priority  
Population Highlights**





# MEDICAL ASSISTANCE IN DYING (MAID)

The role of the Greater Hamilton Health Network (GHHN), 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 region wide approach across Hamilton, Haldimand, and Niagara Northwest for the delivery of MAiD services intended to meet the needs of patients seeking MAiD services.



## From February 2024 to January 2025

The GHHN MAiD Steering Committee has provided 4 Educational Sessions, with a total of 130 attendees.

To learn more about the available MAiD resources available please visit [greaterhamiltonhealthnetwork.ca](https://greaterhamiltonhealthnetwork.ca)

## LOOKING AHEAD

Our mandate as the GHHN MAiD Steering Committee includes providing accurate unbiased information about assisted dying to our community partner organizations as requested.

We will continue to:

- 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



**KIRAN SIDHU**

# 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.

## **Since April 2024 the GHHN Physician Recruitment Program:**

- Expanded the program to support physician recruitment in Haldimand County
- Promoted Family Medicine Opportunities at 11 (provincial, national, and international) Physician Recruitment Events
- Supported the recruitment of 19 permanent and 30 temporary (locum) physicians to family practices within Hamilton and Haldimand
- Supported the recruitment of an additional 9 family medicine physicians to provide coverage in non-traditional practice settings (hospitals, student wellness centres, long-term care, CHCs)
- Supported community stakeholders via presentations, data sharing, and engagement on healthcare initiatives.



**BRAD VAN DEN HEUVEL**



**BECKY MCMAHON**



11

PHYSICIAN  
RECRUITMENT  
EVENTS



19 PERMANENT  
FAMILY  
PHYSICIANS

30 LOCUM  
PHYSICIANS



BRAD VAN DEN HEUVEL  
RECEIVES THE 2024  
CANADIAN SOCIETY OF  
PHYSICIAN  
RECRUITMENT (CASPR)  
**RECRUITER  
RECOGNITION AWARD**



9

FAMILY MEDICINE  
PHYSICIANS TO  
PROVIDE COVERAGE  
IN NON-  
TRADITIONAL  
PRACTICE SETTINGS



Physician Recruitment Highlights



# INTEGRATED HEALTHPATHWAYS

The Greater Hamilton Health Network, Burlington Ontario Health Team and Middlesex London Ontario Health Team were thrilled to announce the launch of HealthPathways in Canada. The agreement marks a milestone for integrated health systems by introducing a proven model that enhances health outcomes through a collaborative approach with our local healthcare providers.

## What are Community HealthPathways?

Community HealthPathways provides primary care physicians and clinicians with access to a suite of locally agreed-upon pathways covering assessment, management, and referral to community and hospital care services.

## The Greater Hamilton Health Network HealthPathways platform will offer:

- Integrated Care Pathways
- Real-Time Access
- Efficient Referrals & Education
- Access to Best Practices
- Collaboration Across Specialties

## Why are Community HealthPathways Needed?

HealthPathways addresses critical healthcare challenges such as:

- Reducing variations in patient outcomes
- Minimizing unnecessary specialist referrals
- Streamlining administrative inefficiencies



**HEATHER SHAW**

To learn more about Integrated HealthPathways, visit [greaterhamiltonhealthnetwork.ca](https://greaterhamiltonhealthnetwork.ca)





# 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.

The Patient Family CarePartner Leadership Network is comprised of 15 dedicated Patient Advisors who are embedded as active advisors and leaders across the GHHN. 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.

## Launched GHHN Engagement Network

A collaborative network of Patient Advisor Groups that can be engaged to support and enhance broader patient and community engagement activities across the Greater Hamilton Health Network.

## Engagement Planning Template

We co-developed an engagement planning template to support GHHN staff, and community partners in creating meaningful engagement workplans.



**ANNA BURNS**



**SARAH PRECIOUS**



## **ESSENTIAL CAREPARTNER PROJECT**

WITH 3 OHT'S AND 7  
HOSPITALS BEGINS



## **ENGAGEMENT CAPABLE OHT SELF ASSESSMENT**

SUPPORTING  
ENGAGEMENT  
ASSESSMENT AND  
ACTION PLAN  
DEVELOPMENT



## **4TH ANNUAL BUILDING COMMUNITY HEALTH EVENT CELEBRATING 5 YEARS OF THE GHHN**

110+  
ATTENDEES



## **GHHN OHT IMPACT SOCIAL CAMPAIGN**

150+ AVERAGE  
USER REACH  
PER POST

# Engagement Highlights



# Communications Highlights

VIDEO LAUNCH  
HIGHLIGHTING  
**THE PRIMARY  
CARE NETWORK**



VIDEO LAUNCH  
HIGHLIGHTING  
**THE PHYSICIAN  
RECRUITMENT  
PROGRAM**



VIDEO LAUNCH  
HIGHLIGHTING  
**THE GREATER  
HAMILTON HEALTH  
NETWORK**



GHHN NEWSLETTERS  
**17 EDITIONS TO DATE**



# **HEALTH EQUITY**

The GHHN Health Equity Council is the primary mechanism for addressing systemic racism and oppression, challenging the status quo, addressing systemic barriers, and changing practices. Guided by the recommendations outlined in the GHHN's 2022 Health Equity Report, this table provides critical analysis and advice to GHHN in its efforts to serve priority populations within the region.

It has specific work streams for Two Spirit and LGBTQIA+ communities (GHHN Positive Space Working Group), Black communities (GHHN Black Health Working Group), and work pertaining to the collection and use of sociodemographic and race-based information for the purpose of driving equity across the system (GHHN Health Equity Data Collection Working Group), in addition to ongoing discussion and coordination with proximate First Nations, urban Indigenous advisory groups, and the Entité2 for French-language health planning.

Advanced work on the responsible collection and use of **sociodemographic and race-based data in healthcare**, in line with First Nations data sovereignty and community governance

Provided Indigenous Cultural Safety training to parts of the health network identified by the Indigenous Well Being Advisory Circle

Struck a multisector Black Health Working Group to develop and action a regional Black health strategy

Published a **Positive Space Assessment Toolkit** and supported two new gender-affirming care clinics in Hamilton

Health equity has been core to the Greater Hamilton Health Network since its inception, and all health systems planning rests on the foundation of equitable access to, experiences with, and outcomes of the healthcare system.



**RYAN JANSSEN**





# MENTAL HEALTH AND ADDICTIONS

Mental health and addictions (MHA) remain a central local focus of the GHHN. Health coordination takes place through the GHHN Mental Health and Addictions Secretariat, a planning body of more than sixty senior leaders from thirty-three health service providers and support organizations who meet regularly to coordinate and improve care.

The MHA Secretariat came back online in 2024, and has worked towards clear lines of communication and coordinated action towards four clinical areas of focus and two health systems priorities: serious mental illness including schizophrenia, alcohol and opioid use disorder, anxiety and depression, models of supportive housing for mental illness, and transitions from hospitals to shelters.

The MHA Secretariat and working groups provided a variety of resources to mental health and addictions leaders and front-line providers; such as through an:

## **Addictions Service Mapping Exercise**

Clear support of an important tool in managing addictions

## **Evidence Informed Position Statement on Harm Reduction**

Clarifying changes to the addictions landscape

## **CTS Closure Fact Sheet**

## LOOKING AHEAD

The groundwork that these tables have set in 2024/25 provides a firm foundation for moving transformational projects forward into the coming years, such as: a regional coordinated access point for the mental health and addictions system, enhanced supportive housing for mental health and addictions, and implementing Health Quality Ontario's quality standards for mental health and addictions care.



As we reflect on the collective work between Haldimand and the GHHN we recognize Haldimand's unique history and our journey to partnership. In 2021 when Haldimand joined what was then known as the Hamilton Health Team, their local health service providers put in extensive time and effort mobilizing as a region before ultimately becoming a partner to what is now known (and was co-developed) as the Greater Hamilton Health Network, an Ontario Health Team that serves Hamilton, Haldimand and Niagara Northwest.



This year a group of Haldimand-based providers gathered existing data sources and needs assessments to identify top priority health needs and short-to medium-term solutions that will lead to community health improvement.

With higher-than-average number of older adults within the county relative to the rest of the province, the table has taken on work specific to older adults and their caregivers in the region.

Supported work to **embed mental health and addictions staff** within hospital emergency departments in Haldimand.

**Second Annual Older Adult and Caregiver Day** with nearly **20+** local health service providers

**Deep Dive: Older Adults and Caregivers**  
Haldimand Population Health Review Report

## LOOKING AHEAD

We are developing a Haldimand specific Communications working group to focus on the local health communications challenges in the region, a 3<sup>rd</sup> annual Older Adult Caregiver Day, and deepening relationships with neighbouring First Nations.





# 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.

## GHHN Newsletter Environmental Corner

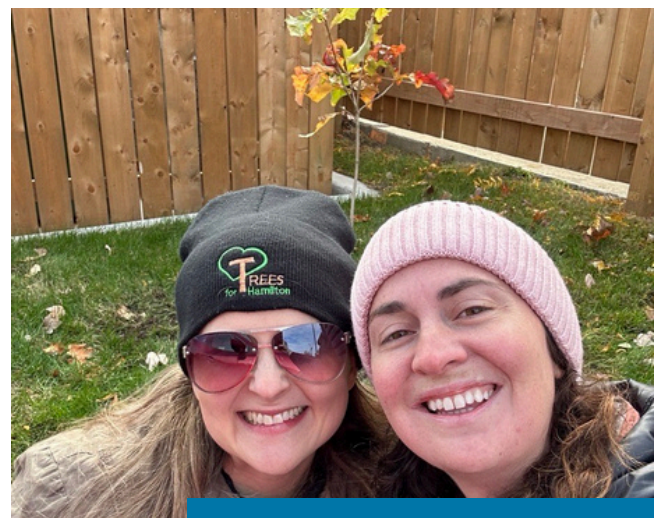
A space to learn, share and work towards greener healthcare. We highlight GHHN and partner initiatives focused on sustainability.

## Tree Planting with the GHHN

The GHHN continues to host a once a year Tree Planting Event alongside a healthcare facility. In October 2024, we partnered with Urban Core and planted a total of 4 trees.

## LOOKING AHEAD

- Implement the recommendations outlined in the Environmental Sustainability Research Findings Report and implementing the Environmental Sustainability lens across all GHHN portfolios
- Host an annual GHHN Tree Planting event





**STEVE SHERRER**  
BOARD CHAIR

## MESSAGE FROM OUR BOARD CHAIR

It is hard to believe that my two year term as Chair is coming to an end. The 2024-25 fiscal year has once again proven the need to continue on the path of transforming the healthcare system.

A number of key achievements that the GHHN was involved in with the support of partners in the community are highlighted below:

The GHHN celebrated its five year anniversary and continues to champion the work of over 150 partners in the community and we continued to play a keyrole with the Ministry of Health and Ontario Health as one of the twelve advanced OHT's in the province. A new initiative named **Community HealthPathways** was launched in partnership with regional OHT's with an aim at localizing pathways available to clinicians so that there can be better transitions which are proving to result in better outcomes for patients.

A continued commitment to physician recruitment is a priority for the GHHN and we have expanded our services to Haldimand County. A new **Physician Recruitment Video** was developed and has been well received.

**Wellness HUBS** in Wards 1 and 6 were launched in CityHamilton Housing buildings, offering health and social service guidance with a goal to expand access to primary care to support individuals to safely remain in their homes.





# MESSAGE FROM OUR BOARD CHAIR STEVE SHERRER

CONTINUED

The Primary Care Network was the recipient of **\$2.2 million in primary care funding** to further support the expansion of services to attach individuals to a physician in their community.

**The Eva Rothwell Centre** expanded its operation with a holistic team including primary care, clinical services and access to social and community supports to augment services to individuals in the neighbourhood.

Overall, it has been another incredible year. This would not be possible without the strong leadership of Melissa McCallum and her team and the partners in the GHHN. A huge thank you to the GHHN team and to Melissa as we continue to be recognized as leading the directives of the Ontario Health and the Ministry of Health.



*"We look forward to another exciting year of having impact on the community and transforming the healthcare system."*

# STAY CONNECTED



[greaterhamiltonhealthnetwork.ca](https://greaterhamiltonhealthnetwork.ca)



[info@ghhn.ca](mailto:info@ghhn.ca)



[@greaterhamiltonhealthnetwork](https://www.instagram.com/greaterhamiltonhealthnetwork)



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[LinkedIn/GreaterHamiltonHealthNetwork](https://www.linkedin.com/company/GreaterHamiltonHealthNetwork)

