

# BUILDING COMMUNITY HEALTH TOGETHER

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**2022** ANNUAL  
REPORT

Greater  
Hamilton  
Health  
Network



*Building community  
health together.*



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# LEGEND

Welcome to the Greater Hamilton Health Network's 2022 Annual Report! We are proud to share with you the work of our GHHN Project Management Office, patients, families, carepartners, and our partners and collaborators.

In this report we have organized our work by priority area and colour coordinated them with priority area icons so information is quick and easy to find. Throughout the report we have included highlights, photo's and quotes to help provide insight into the diverse and collaborative nature of our work. Please note that anywhere you see a word underlined, there is a hyperlink taking you to the external document noted on the page.

We hope you enjoy the report!



**Environmental Sustainability  
in Healthcare**



**Equitable Healthcare  
Approaches**



**Patient/Community  
Engagement**



**Integrated  
Population Health**



**Digital Health**



**Primary Care**



**Governance**



**Haldimand**

# A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Another year has come and gone for the Greater Hamilton Health Network. I have been honoured to serve another year as the Executive Director and have the chance to work across such a diverse and passionate group of partners, patients, people with lived experience and community members.

There continues to be so much transition and challenges as we learn to live with COVID-19 and as we continue to manage changes at the Ministry of Health and Ontario Health. We see increased responsibilities for the OHTs and this will continue and grow. Despite the challenges, and at times inconsistencies, the people working for this community continue to empower the work and make equity for patients a top priority.

The GHHN has led the way this year, helping pave the way for the governance models for all Ontario Health Teams (OHTs) and winning an International Award for the work on women's homelessness – thank you all for contributing to this important work! To learn more about this work, please check out our [blog](#).

In 2023, we will continue to be nimble – we will focus on advancing equitable care, decreasing the silos in planning and strategy, and balancing the needs of our community alongside provincial opportunities for integration. We have been so strong together and I look forward to even more collective action in 2023.

**THANK YOU,**

*Melissa*



# STRATEGIC PLAN 2022-23

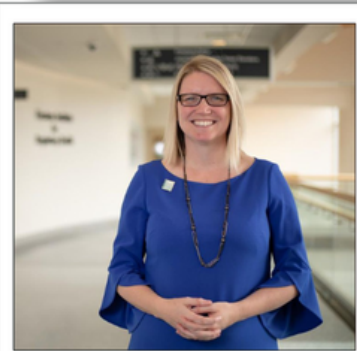
The Greater Hamilton Health Network's (GHHN) strategic plan is created to shape and direct strategic decision-making for our Ontario Health Team.

The GHHN 2022-23 Strategic Plan is a blend of both local, community, and provincial priorities. The core areas we will be focusing action are: integrated population health, governance, primary care leadership and engagement, COVID-19 response and recovery and patient navigation/digital care. These core priorities are complemented by three overarching GHHN principles: health equity, patient/community engagement and environmentally sustainable healthcare. We know these three overarching principles are key to all the work we do at the GHHN. The GHHN will be making decisions on care pathways based on these core principles over the next year but will remain nimble enough to respond to ongoing system and community pressures.

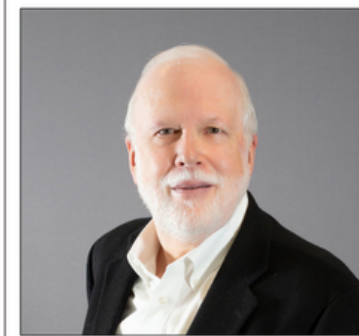
We are grateful for our staff, patients, families, carepartners and community leaders who are championing this work and working together to build local capacity and transform healthcare.



# 2022 GHHN BOARD OF DIRECTORS



*Melissa*



*John*



*Bernice*



*Rob*



*Steve*



*France*



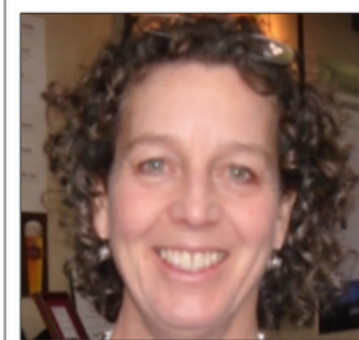
*Cathy*



*Terry*



*Scott*



*Barbara*



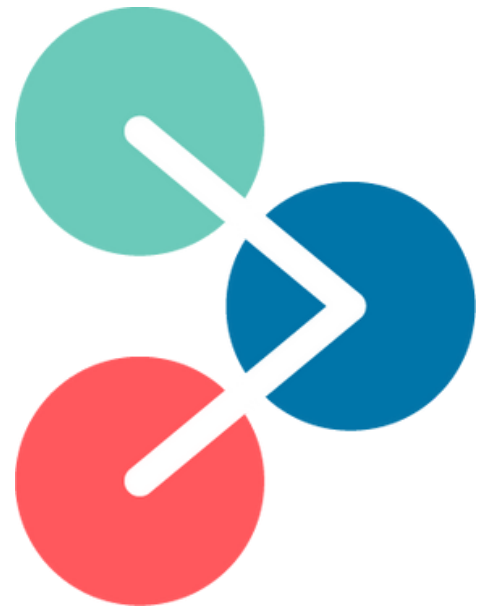
*Angela*



*Elizabeth*

*Thank you for your  
leadership!*

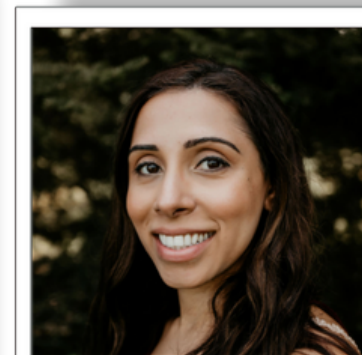
# GHHN PROJECT MANAGEMENT OFFICE



*Melissa*



*Jeff*



*Kiran*



*Sarah*



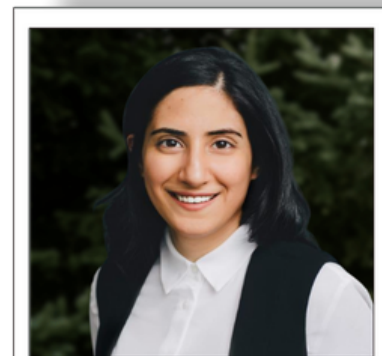
*Ceara*



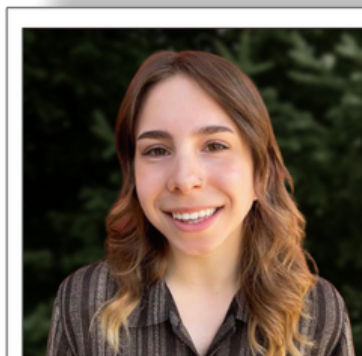
*Megan*



*Mia*



*Veronica*



*Anna*



*Marijke*



*Heather*



# GHHN 2022 HIGHLIGHTS

The GHHN presented their work at the September Health System Performance Network meeting, connecting with OHTs from across the province



The Mental Health Week "Chalk About It" event had over 17 organizations participate across the GHHN



The GHHN worked with McMaster Students as part of a Sustain 2SS3 class project to develop a Playbook for Women's Health Days, view the Daily News article



Students write playbook that helps women, trans and gender diverse individuals experiencing homelessness access health care





# GHHN 2022 HIGHLIGHTS

**Dr. Meghan Davis, winner of the annual GHHN Leadership Award. Meghan, thank you for your incredible leadership and for championing sustainability in primary care within the GHHN and beyond!**



**The GHHN was invited to meet with Deputy Premier and Minister of Health, Sylvia Jones, to discuss local initiatives and priorities in July**





# ENVIRONMENTAL SUSTAINABILITY IN HEALTHCARE

The World Health Organization defines an “environmentally sustainable health system as one that improves, maintains or restores health, while minimizing negative effects on the environment.” The GHHN invites partners and collaborators to join us in incorporating sustainability into 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 continue to work with partners and local leaders to support environmental sustainability in healthcare.

## 2022 ENVIRONMENTAL HIGHLIGHTS



### Building Community Health Event

The 2nd Annual Building Community Health Event titled Environmental Sustainability in Healthcare was held in September and featured keynote speaker Dr. Soren Brothers, the inaugural climate change curator at the Royal Ontario Museum. 87 people attended to learn about the GHHN's success to date and priorities for 2023. The GHHN is fortunate to have local leaders like Dr. Meghan Davis, Dr. Brian McKenna, and Dr. Myles Sergeant leading environmental initiatives in healthcare who shared their experience and provided insight into how we can collectively make a difference.



[View the BCHE Recording](#)





## Environmental Sustainability in the GHHN Report

In response to growing concerns by the public and health experts regarding the environmental impacts of healthcare, the GHHN has launched a Community of Practice and begun research to explore environmental sustainability in healthcare among our partners. By analyzing the ways in which our partners are currently perceiving and addressing environmental sustainability, and supporting these efforts, we can ensure both patient and planetary health. Read the report [HERE](#).



## Environmental Sustainability (ES) Advisory Committee

A small group of partners and GHHN staff have established the GHHN ES Advisory Committee. The purpose of this committee is to review and implement the recommendations outlined in the [GHHN ES report](#). The ES Advisory Committee has developed project outlines that, through partnership with McMaster University's Sustainability Department, will be led by undergraduate students starting in 2023.

## CALL TO ACTION

If you are interested in joining the GHHN ES Advisory Committee or are interested in learning how your organization can reduce its impact on the environment, please email [info@ghhn.ca](mailto:info@ghhn.ca) for more information.

## STAFF LEADS, CO-CHAIRS & ADVISORS

- Marijke Jurriaans, GHHN Project Manager
- Murray Walz, Patient Advisor
- Dr. Myles Sergeant, Physician Lead
- Dr. Meghan Davis, Physician Lead
- Tatiana Gaywosky, HFHT Green Initiative Project Coordinator
- Sharon Moore, Haldimand War Memorial CEO



# HEALTH EQUITY

Health equity is based on fair and just health, social, and political systems to reduce health inequities. It is the ability for all people to reach their full health potential and receive fair and appropriate care.

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.

## 2022 HEALTH EQUITY HIGHLIGHTS



### Health Equity Council Formed

The GHHN Health Equity Council had their first official meeting on January 28th, 2022 with a diverse membership of 21 representatives from frontline workers to organizational leads.



### Data, Equity & Justice Webinar

Hosted a webinar on Data, Equity & Justice: Respecting Relationships for Health Equity on March 25, 2022 with over 100 people in attendance.



### Equity Data Working Groups

The collection of equity data for the purpose of addressing systemic racism and oppression is a key component of the GHHN Health Equity Framework. The GHHN Equity Data Working Group is a collaboration between volunteers from the GHHN Health Equity Council and representatives from partner organizations to oversee development of the equity data tool.





## Equity Data tool piloted at Women's Health Days

GHHN is actively developing a data tool to be used by partner organizations to assist in the safe and ethical collection of equity data. The tool is currently being piloted at Women's Health Day events with the purpose of soliciting feedback from participants to better understand the needs of equity-seeking populations served, as well as use the data collected to guide initiatives that address systemic racism and oppression.



## eQUITY-Link French Language Health Services Pilot Project

In collaboration with Entité 2, the GHHN has invited partner organizations to assess their ability to provide French Language Health Services (FLHS) using the eQUITY-Link platform. Upon completion of the assessment, members of the cohort are supported and given next steps to increase their capacity for FLHS, regardless of their current level of provision.



## Positive Space

Experienced providers of services to the 2SLGBTQ+ community are developing a handbook to assist partner organizations in their development of Positive Spaces. A key component mentioned by this priority population in the GHHN Health Equity Framework is the importance of the 2SLGBTQ+ community to access care in environments that demonstrably keep them safe from harassment, violence, and discrimination.

## CALL TO ACTION

Email us at [info@ghhn.ca](mailto:info@ghhn.ca) if you are interested in:

- Developing positive spaces in your organization
- Collecting equity data/socio-demographic and race-based data with the purpose of using data to address systemic racism and oppression and improve health outcomes for equity-seeking groups and priority populations
- Increasing provision of FLHS and increase use of interpretation services among partnership organizations

## STAFF LEADS, CO-CHAIRS & ADVISORS

- Mia Laronde, GHHN Manager of Health Equity and Strategic Initiatives
- Jodi Rock, Patient Advisor





# ENGAGEMENT

The GHHN is committed to engaging patients, families, care partners, organizations, our communities, and primary care in co-designing and transforming the healthcare system at the personal, program, and system levels in the greater Hamilton area.

The GHHN Patient Family CarePartner Leadership Network (PFCLN) is comprised of sixteen patient advisors (individuals with lived and living experience). The GHHN also has an advisory pool consisting of four patient advisors. The Patient Advisors support and provide leadership and insight into the ways that we can work and learn together to transform healthcare. To meet the PFCLN, [click HERE](#).

## 2022 ENGAGEMENT HIGHLIGHTS



### Newly formed PFCLN

Welcomed ten new patient advisors to form our new PFCLN and implemented a mentorship program to support onboarding, capacity building, and belonging.



### Engagement 101 Training

Co-designed Engagement 101 training with patient advisors to share foundational engagement practices, principles, and language to staff and advisors. There were two training sessions and 28 people were trained in 2022.



### International Conference on Integrated Care

Presented the GHHN Engagement Strategy at the ICIC22 Conference in Denmark. The work was well received by representatives around the world with requests to share learnings and resources.





## Patient, Family, CarePartner Declaration of Values Pilot Project

The GHHN and St. Joseph's Healthcare Hamilton are working together on a pilot project that uses the PFCDV's as a standard to develop their own values with patient advisors. This project will support regional alignment, patient experience, and patient care. View the Declaration of Values, [HERE](#). Interested in joining the pilot project? [Email](#) us!



## PFCLN In-Person Event

In July 2022, Patient Advisors came together in person for their first time since the pandemic to celebrate their work and discuss plans for the upcoming year. The GHHN is grateful for their leadership, experience and ongoing commitment to transforming healthcare together.

## OTHER NOTABLE ACHIEVEMENTS

- The PFCLN supported the co-design of the McMaster micro-credential, Engaging and Preparing for Patient Centred Care.
- Attended and presented at the Health System Performance Network Ontario Health Team Symposium in September 2022.
- Co-developed a Patient Storytelling Toolkit, view [HERE](#).

## STAFF LEADS AND PFCLN CO-CHAIRS

- Sarah Precious, GHHN Manager of Engagement and Communications
- Anna Burns, GHHN Coordinator of Engagement and Communications
- Bernice King, Patient Advisor, PFCLN Co-Chair
- Murray Walz, Patient Advisor, PFCLN Co-Chair



**Meet the PFCLN Team!**



## ICIC22

The PFCLN Engagement Strategy was presented as a workshop at the International Conference on Integrated Care in 2022. Highlighting the importance of engaging patients as partners in co-designing healthcare.

- Sarah Precious



## Introducing LUVE

Every person in the world deserves love, L-O-V-E, but I also believe patient advisors around the world need LUVE, L-U-V-E. Which is Listening, Understanding, Validation and Empowerment.

- Phyllis Fehr

This logo will be used by the GHHN on documents to show when engagement and co-design has taken place with Patient, Families, and CarePartners.





## Patient, Family, CarePartner, Leadership Award Winner

Bernice King was the inaugural recipient of the 2022 Patient, Family, CarePartner Leadership Award. Bernice has been a founding member of the GHHN since 2019 and her leadership, care, and support has been fundamental in the development of our Ontario Health Team.

To learn more about Bernice's work with the GHHN and why she was chosen for this award, please read Issue 8 of our [Newsletter](#).



*The whole process of engagement with the GHHN is so well done. It is really noticeable the difference of how much our opinion is respected and how much the GHHN want to have us share, and I think that really makes a difference of how passionate people are and that's really positive about the group. I think it's really noticeable that the GHHN, and the engagement process has been so positive, and I feel really validated. ~Patient Advisor*

*I'm on this engagement table of distinguished people who really care about Hamilton, who care about health and turning things around for the better. It takes a lot to change anything. We are all acting out of the goodness of our hearts and our experience. ~Ike Agbasi*





# PRIORITY POPULATIONS

The GHHN works with partners across Hamilton, Haldimand, and Niagara Northwest with a focus on priority populations including:

- Congregate Care (Long Term Care Advisory and Residential Care Facility work)
- Mental Health and Addictions (MHA)
- Women, trans, and gender diverse people experiencing homelessness.

Living healthy in our community and aging in place are main priorities for the GHHN. Creating a system of support in our congregate settings is more important than ever.

## 2022 PRIORITY POPULATION HIGHLIGHTS



### GHHN LTC Advisory

There is a need for a more fundamentally integrated care framework that places residents and staff at the centre of a progressive, inclusive, and evidence-informed system of care. The GHHN LTC Advisory is a dedicated group of clinicians, administrators, and community leaders working to establish this new regional framework for LTC within the GHHN.

To learn more about the Long Term Care Collaborative, please visit our [webpage](#).



### Formed the LTC Innovation Network

The Long Term Care Innovation Network was formed to provide informative and inspiring topics, supportive tools, success stories, and programs/tips to better align legislation. The target audience for the network includes 36 LTCs. This includes the Palliative Care Approach Strategy work.





## LEAP LTC Training

LEAP LTC Training through Pallium Canada in partnership with Division of Palliative Care, provided training on November 21-22, 2022 to 18 LTC staff from some of the 36 LTCs in our area. A second training is planned for early 2023.



## Mental Health and Addictions Secretariat

To tackle each priority area, working groups will be established. In summer 2022 the Harm Reduction and Safe Supply Working Group (HRSSWG) was established to tackle priority 1: access to care for people with an opiate addiction. The HRSSWG is the GHHN's first group to be co-chaired by a system lead (Dr. Robin Lennox, St. Joseph's Healthcare Hamilton) and a person with lived experience (Marcie McIlveen, HAMSMaRT). The HRSSWG has developed an action plan for 2022-23, including mapping existing harm reduction services and developing educational opportunities to increase capacity within primary care and high-risk settings.



## LEGHO Program

The GHHN LEGHO program will be an extension of an existing pathway developed by the imbedded integrated/multidisciplinary discharge team in the Hospital Emergency Departments. These teams conduct comprehensive patient assessments with the goal of avoiding hospital admissions. Home and Community Care Support Services (HCCSS) Care Coordinators are an integral part of this team. LEGHO will offer a new and/or complimentary discharge option for those who meet eligibility requirements.



## Women's Health Days

To date Women's Health Days has served almost 400 women, trans and gender diverse individuals over the course of 6 events since 2021, with the leadership and support of more than 25 partners and collaborators, and 50 providers per event.



**For the GHHN  
Newsletter Today!**





# PRIORITY POPULATIONS



## RCF Pilot

At the two pilot RCF sites- (not directly related to RCF Steering Committee)

- Increased connection to primary care, community connector, HCCSS coordinator, Hospital to Home St Joseph's Healthcare Hamilton, and other supports to increase preventative care, mental health and addictions, chronic disease management
- Dialectical Behaviour Therapy (DBT) – delivered to residents onsite over 8 week, positive feedback, to resume again this quarter



## RCF Research

HiREB (Hamilton Integrated Research Board) approved the “Understanding the Population Health Needs of Residential Care Facility (RCF) Tenants in Hamilton, Ontario” was conducted at 5 pilot RCFs in Hamilton on 2022.



## Trauma Informed Care Training

Provided trauma informed care training for over 15 frontline staff from residential care facilities (RCF) across Hamilton. This training is part of the work of the Residential Care Facility Steering Committee's to support evidence based integrated care.



## Women's Health Review

The GHHN would like to extend a thank you to those who donated to the Bras & Backpacks campaign at the Women's Health Review! These donations will be used for the GHHN Women's Health Drop-in Days to support homeless and vulnerably housed women in Hamilton. The GHHN would also like to extend a thank you to the The Women's Health Review Conference for choosing Women's Health Days as the 2022 conference donation recipient. This support will go a long way to support and serve women, trans and gender diverse people experiencing homelessness.





## Abortion Care Pathway

Access to safe medical and surgical abortion is an essential element of comprehensive, high-quality reproductive healthcare. The GHHN in collaboration with its partners has created an access to abortion pathway to aid in decision making, provide resources and assist both providers and patients with navigating choices and options for safe abortion care.

## CALL TO ACTION

- Join the GHHN LTC Innovation Network! Email [megan.lynch@ghhn.ca](mailto:megan.lynch@ghhn.ca) for more information or to join
- If you interested in our Women's Health Days model and providing integrated care and and social service supports to women, trans and gender diverse people, here are a few ways to get involved:
  - [Women's Health Days Playbook](#) (Start your own with our how to guide)
  - To make a donation to these events: Email [info@ghhn.ca](mailto:info@ghhn.ca)
  - If you are an organization and want to get involved: email [info@ghhn.ca](mailto:info@ghhn.ca)

## STAFF LEADS, CO-CHAIRS & ADVISORS

- GHHN LTC Advisory
  - Megan Lynch, GHHN Priority Populations Manager
  - Holly Odoardi , Co-Chair
  - Dr. Brian McKenna, Co-Chair
  - Dr Kamal Shankardass, Physician Lead
  - Phyllis Fehr, Patient Advisor
- GHHN RCF Steering Committee
  - Megan Lynch, GHHN Priority Populations Manager
  - Steven Rolfe, Co-Chair
  - Helen Harris, Co-Chair
  - Rob Mastroianni, Co-Chair
  - David Cooke, Patient Advisor
- Mental Health and Addictions Secretariat
  - Marijke Jurriaans, GHHN Project Manager
  - Cheryl Williams, Co-Chair
  - Regan Anderson, Co-Chair
  - Sue Phipps, Co-Chair
  - Ike Agbassi, Patient Advisor
  - Angela Frisina, Patient Advisor
- Harm Reduction and Safe Supply Working Group
  - Marijke Jurriaans, GHHN Project Manager
  - Dr. Robin Lennox, Co-Chair
  - Marcie McIlveen, Co-Chair



## CAEH22

Megan Lynch, Manager of Priority Populations, presented *Implementation of Women's Health Drop-in Days with Local Health and Social Service Partners for Individuals Experiencing Homelessness* at the Toronto National Conference on Ending Homelessness.



## ICIC22 Top Award Winner!

On behalf of the GHHN and the Women's Homelessness Working Group, Executive Director Melissa McCallum, accepted the International Conference on Integrated Care's Top Award in Denmark for their Women's Health Days Work.

### Women's Health Days Resources

[Playbook](#)

[Blog](#)

[Program Evaluation of Women's Health Days](#)

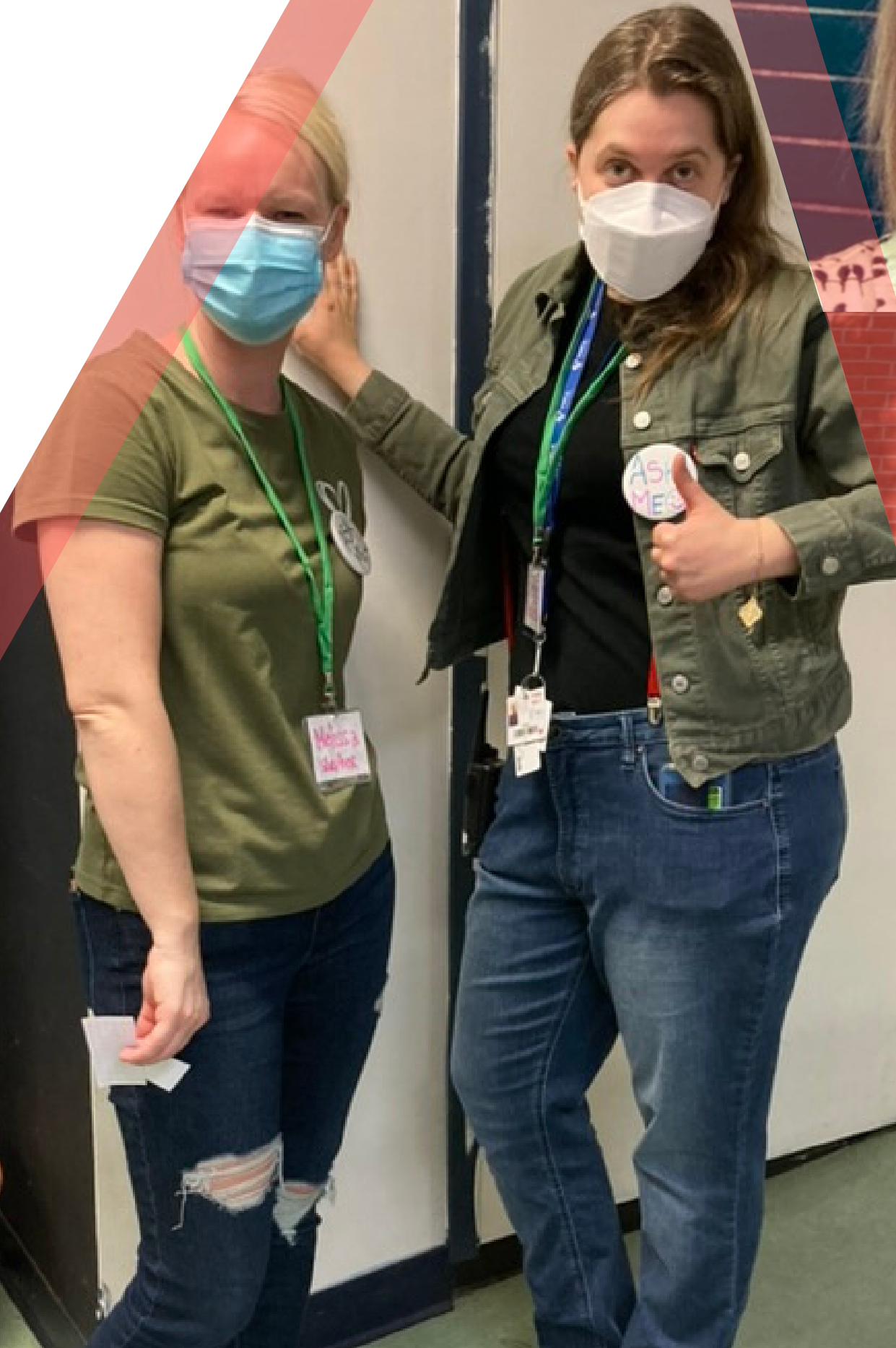
[CHCH News WHD Spotlight](#)

# A Special Thank You to our Partners

The work of the GHHN wouldn't be possible without all of you, thank you for your commitment to working together to build community health.

Together we are making a difference!

~GHHN PMO





# DIGITAL HEALTH

The Greater Hamilton Health Network's Digital Health Secretariat (DHS) is a committee made up of individuals from GHHN member organizations, contracted service providers, and patient advisors that were established to support the GHHN digital health portfolio, including:

- The alignment and promotion of GHHN digital health initiatives
- The communication of digital health barriers and anticipated outcomes for patients, families, caregivers, providers, and systems at local, regional, and provincial levels
- The development of and adherence to the work plan to achieve our OHT's digital health goals

## 2022 DIGITAL HEALTH HIGHLIGHTS



### Body Brave Program

In March, the DHS saw the Body Brave program support over 750 patients with a virtual platform for eating disorders, resources, and navigation tools through a digital funding opportunity.



### GHHN Digital Workplan

In September, the DHS created the GHHN's Digital Workplan to align with local, regional, and provincial priorities.



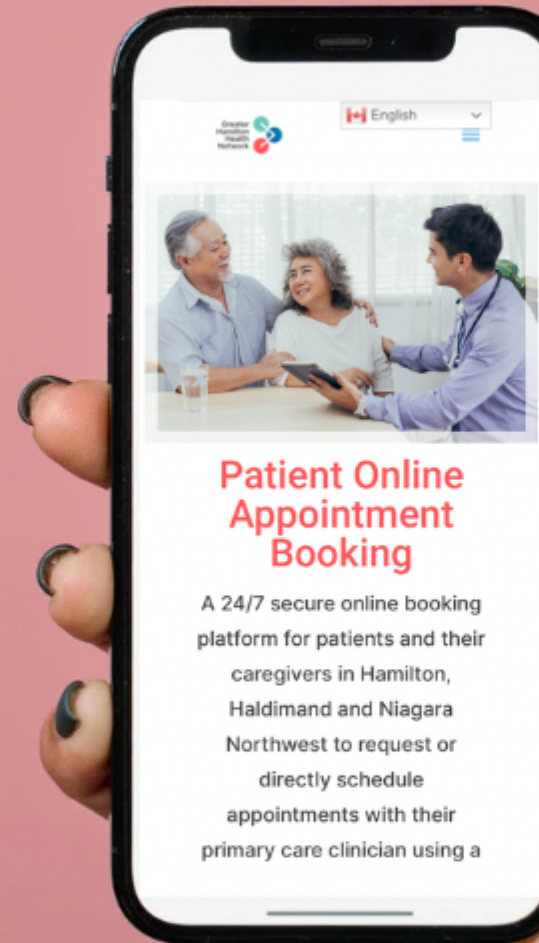
### OHT Data Dashboard

In November, the DHS coordinated access to the OHT Data Dashboard for several dozen leads across our OHT to improve population health planning efforts.



### Navigation and Patient Booking

In December, the DHS and Primary Care Digital Caucus oversaw the establishment of Find Services and Patient Booking tools on the GHHN website.







## Digital Health Initiatives Funding

By December, the DHS supported the GHHN in receiving over \$2M in funding for local digital health initiatives in the 2022-2023 fiscal year.

## WHAT'S HAPPENING IN 2023?

Enabling Online Appointment Booking for primary care will continue to be a focus area, as well as 24/7 patient navigation for our OHT. To learn more, follow us on our [socials](#). A special thank you to the Primary Care Digital Caucus for leading this work.

## CALL TO ACTION

The Digital Health Secretariat (DHS) is pleased to announce the launch of a Digital Health Secretariat Community of Practice (CoP) through EngageGHHN as an online engagement platform for digital health. This web-based platform will allow us to:

- Facilitate moderated discussions on various digital-related topics
- Offer a library with links to helpful websites and digital resources
- Gather data, feedback, and insight through use of surveys and question/idea boards
- Share resources and meeting documents for Digital Health Secretariat documentation

If you are interested in joining the DHS CoP, kindly email [Ceara Holditch](#).

## STAFF LEADS, CO-CHAIRS & ADVISORS

- Ceara Holditch, GHHN Project Manager of Digital Health
- Heather Shaw, GHHN Navigation and Digital Access Lead
- Steven Rolfe, DHS Chair
- Dr. Tammy Packer, DHS Co-Chair
- Tara Coxon, DHS Co-Chair
- Leila Ryan, Patient Advisor, PFCLN Co-Chair
- Angie Tracz, Patient Advisor, PFCLN Co-Chair
- Murray Walz, Patient Advisor, PFCLN Co-Chair

# Find Services

The Greater Hamilton Health Network is helping connect people to services and resources in Hamilton, Haldimand and Niagara Northwest. We know it can sometimes be difficult to know where to go for health care, social services (including mental health and addictions services) and other resources available in our community, that's why we've developed the Find Services resource to help connect you to the services you need.

## Find Services

IF YOU ARE EXPERIENCING A HEALTH EMERGENCY, PLEASE CALL 9-1-1 IMMEDIATELY OR GO TO THE NEAREST EMERGENCY DEPARTMENT.

If you or someone you know is experiencing a mental health crisis, please see the crisis services [available here](#).

## Find Services

The Greater Hamilton Health Network is helping connect people to services and resources in Hamilton, Haldimand and Niagara Northwest. Many of these services are available on our website for more details.

It can sometimes be difficult to know where to go for health care, social services (including mental health and addictions services) and other resources available in our community, that's why we've developed the Find Services resource to help connect you to the services you need.

*We respect and appreciate that there are many words to describe those who access and receive health care services. Please note that for the purposes of this website, we use the term "patient".*

Visit 



## Patient Online Appointment Booking

A 24/7 secure online booking platform for patients and their caregivers in Hamilton, Haldimand and Niagara Northwest to request or directly schedule appointments with their medical provider using a desktop or mobile device.

[LEARN MORE](#)

# Online Patient Booking

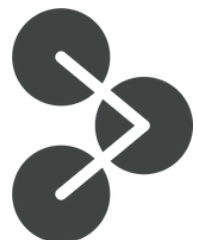
Welcome to Patient Booking! This service will allow patients and caregivers to book an appointment with their medical provider online.

Visit 

# Special Thank You to Dr. Jeremy Petch

We would like to sincerely thank Dr. Jeremy Petch, founder of CREATE and Director of Digital Health Innovation at Hamilton Health Sciences for his years of service as one of the founding Co-Chairs for the GHHN's Digital Health Secretariat. Since 2019, Dr. Petch supported the digital health maturity of our OHT through his leadership and advocacy with local, regional, and provincial stakeholders. Through his work during the height of the pandemic, he led collaborative initiatives between clinical and research teams to improve access to care that resulted in secured funding and increased regional support for grassroots initiatives. As Jeremy steps down from his role as a Co-Chair, we wish him all the best as he continues incredible work with digital health innovation.

We are pleased to welcome Steven Rolfe, Director of Health Partnerships at Indwell who has been appointed to fill the vacant chair position for a two-year term, joining Dr. Tammy Packer and Tara Coxon as Co-Chairs in supporting this secretariat into January 2025.



**Steven Rolfe**  
DHS Co-Chair  
Director of Health  
Partnerships, Indwell



**Dr. Tammy Packer**  
DHS Co-Chair  
Chief, Family Medicine,  
Complex Continuing and  
Post Acute Care, Hamilton  
Health Sciences  
GHHN OHT Physician  
Advisor



**Tara Coxon**  
DHS Co-Chair  
Vice President and  
Chief Information  
Officer, St. Joseph's  
Healthcare Hamilton



# PRIMARY CARE

Through the Primary Care Secretariat several projects began in 2022, the first being the development of a formal Primary Care Network (PCN). Currently the GHHN has an informal PCN through HFAM (Hamilton Family Medicine). HFAM helps bring a unified voice to primary care and works towards ensuring all primary care providers, regardless of their affiliation (i.e., FHO, FHT, CHC, FFS, FHG, etc.), are connected and have a safe space to share their experiences and receive support. As pressures and demands continue in primary care, a formal PCN will begin considering how the system can collaborate to expand team-based care and improve equitable access, create a single-entry point for unattached patients, and enhance integration of primary care within the larger health care system, particularly home care, mental health, and social services.

## 2022 PRIMARY CARE HIGHLIGHTS



### Primary Care Stakeholder Council (PCSC)

This year the PCSC focused on governance and reporting structure, including its mission and purpose: to represent the interests of the primary care community, including providers and patients, and set strategic direction for the primary care community.



### HFAM

Through HFAM, the GHHN's informal PCN, the primary care community has been regularly engaged and updated on COVID-19 and associated pathways, health pathways for palliative care, COPD, and additional local mental health resources. HFAM hosts monthly Town Halls with over 600 primary care providers invited to share information, resources, and better understand the needs of our primary care community.



### Patient Care Mapping

A Primary Care Mapping project was requested to gain a more accurate and complete understanding of the current primary care workforce and capacity. This project has requested information from the CPSO to map practices and providers to identify underserved areas and support planning of a PCN that is equitable and accessible.





## Eva Rothwell Centre Primary Health Care Collaborative (ERCPHCC)

This project is our first example of how a PCN can be utilized to improve access to primary care services in underserved areas. The ERCPHCC will be a team-based primary care hub operating out of the Eva Rothwell Centre in the North End of Hamilton to serve those in this 'Code Red' neighbourhood. The ERCPHCC project will rely on primary care and social service partners to collaborate and share resources to fund staff and programming. Ground will break on the construction of the ERCPHCC in 2023.



## Formed the GHHN MAiD Steering Committee

The GHHN Medical Assistance in Dying (MAiD) Steering Committee is made up of individuals from GHHN member organizations, and patient advisor(s) to provide oversight and planning for activities related to MAiD in the GHHN region.

The GHHN hosted a public event with over 50 attendees that focussed on Assisted Dying in Canada in October, and were pleased to be joined by a national expert and leader in this field, Dr. Stefanie Green, the President of the Canadian Association of MAiD Assessors and Providers. Dr. Green provided a public talk, as well as offering readings from her book, *This is Assisted Dying* – documenting her personal story of empowering individuals at the end of life, and chronicling her own experience of becoming involved in this important work. The GHHN also hosted a Grand Rounds for over 120 health care professionals with Dr. Green in early November to support building local capacity.

## CALL TO ACTION

Are you a primary care provider within the GHHN catchment area wanting to get involved with the GHHN or HFAM, connect with other providers, or learn more about our work? Email us at [HFAM@GHHN.ca](mailto:HFAM@GHHN.ca)

## STAFF LEADS, CO-CHAIRS & ADVISORS

- Primary Care Stakeholder Council
  - Marijke Jurriaans, GHHN Project Manager
  - Dr. Brian McKenna, Chair
  - Bernice King, Patient Advisor
  - Anita Gombos Hill, Patient Advisor
- GHHN MAiD Steering Committee
  - Kiran Sidhu, GHHN Operations Lead
  - Dr. Pat Smith, Co-Chair
  - Dr. Kati Ivanyi, Co-Chair
  - Bernice King, Patient Advisor





# GOVERNANCE

The GHHN is the first Ontario Health Team to develop an equity focused not-for-profit governance structure that reflects the high level of collaboration needed to transform healthcare. The GHHN has shared their governance work across the province, and recently the Ontario government announced in their Path Forward document that all OHTs will be required to become a not-for-profit incorporation. We are grateful for the local leadership and support on our governance journey.

## 2022 GOVERNANCE HIGHLIGHTS



### First OHT to incorporate

The GHHN remains the only incorporated OHT in the province, a model the Ministry of Health has chosen for the entire province to move forward with. View the Ministry of Health's The Path Forward document, [HERE](#).



### Board of Directors

The GHHN formalized a Board of Directors, and will be adding a complement of directors in 2023.



### Sharing our work

The GHHN presented their governance work at the International Foundation for Integrated Care Canada on a virtual international stage. The GHHN has presented, met with, and shared their governance work with Ontario Health Teams across the province.





## Our Partners

The GHHN has incorporated an extensive list of partners that span health, housing, and social care into their working groups, secretariats, and the board. Our work is based on collective decision making with our partners, patients, families and carepartners to co-design healthcare transformation.



## Direct Reporting

The GHHN has four key stakeholder councils set up with a direct reporting relationship to Board. This includes the Haldimand Stakeholder Council, Primary Care, Health Equity Council and the Patient, Family, CarePartner Leadership Network.

# SPECIAL THANK YOU

Thank you Terry!

Terry McCarthy retired as CEO of the Hamilton Family Health Team and from the Board of Directors of the GHHN in Fall 2022. Terry served as one of the founding Executive Council and Board members of the GHHN, while overseeing the HFHT's role of the Transfer Payment Agency for the GHHN. His vision for a strong, connected, and coordinated primary care sector that is foundational to improved health care delivery has been key to the GHHN's highly successful involvement of the primary care community.

Thank you Bernice!

At the conclusion of 2022, Bernice King stepped down from her role on the Board of Directors, in order that she could devote more time to the Patient and Family CarePartner Stakeholder Council. Bernice continues to serve as Co-Chair of the Partnership Council and to be part of several working groups of the GHHN. As one of the founding Board members, Bernice has been a strong advocate for the GHHN focusing on patient-centred care as the most important principle.

Welcome aboard, Angie!

Angie Burden, General Manager of Healthy and Safe Communities, City of Hamilton. Angie joined the Board in early 2022 as the representative from the City of Hamilton. While Angie oversees the municipality's operations in housing, social assistance, child care, emergency response, public health and recreation, she has recently worked in Ontario's health care system focusing on home care provision.



# HALDIMAND

In August 2022, Haldimand stakeholders started convening as the Haldimand Stakeholder Council (HSC). A fully integrated table that includes representatives from across Haldimand and has representation on the GHHN Board of Directors and allowing the HSC to feed directly into the GHHN Board of Directors.

Since full integration between the teams, key activities have taken place to support the planning, implementation and operationalization of the integration.

## 2022 HALDIMAND HIGHLIGHTS



### Data Working Group

A data working group was developed to analyze and recommend Haldimand specific initiatives to support population health management.



### Communications Plan

A communications plan was developed for the Haldimand Stakeholder Council as part of GHHN regular communications, as well as nuanced and tailored communications activities to meet the unique needs of our Haldimand stakeholders.



### Integration work

As Haldimand and the GHHN work to become integrated as one OHT, Haldimand stakeholders are actively participating on the Governance and Nominating Committee of the Board, as well as all other working groups and committees of the GHHN, including the Patient Engagement and Primary Care Engagement Councils.







## Haldimand Highlights

Be sure to check out the Haldimand Corner and partner highlights in our bi-monthly [newsletters](#) to learn more about the great work that is happening in Haldimand! If you are interested in having your organization featured in an upcoming newsletter or are interested in writing a blog for our website please email us at [info@ghhn.ca](mailto:info@ghhn.ca) for more information.



## GHHN Haldimand Road Trip

The GHHN project management office was invited on a Haldimand road trip to familiarize themselves with some of the programs, services, and locations of organizations across Haldimand. The trip was a great success and wouldn't have been complete without a picture with Muddy the Mudcat in Dunnville.

## OTHER NOTABLE ACHIEVEMENTS

- Expanded membership to include Public Health and additional social service providers
- Development of a communications protocol
- Development of a social media calendar
- Rurality [Blog](#).

## STAFF LEADS, CO-CHAIRS & ADVISORS

- Veronica Said, GHHN Integration Lead
- Barbara Klassen, Co-Chair
- Sharon Moore, Co-Chair
- Sue Wilkins, Patient Advisor
- Anita Gombos Hill, Patient Advisor





# HALDIMAND

Road trip stop at Haldimand War Memorial Hospital

Sharon Moore, Barbara Klassen, and Melissa McCallum on the GHHN Haldimand Road Trip

Faces of Dementia Campaign at Minga in Dunnville





# HALDIMAND

Rural Blog by Pam Maddalena,  
Director of Community Services  
at Thrive Group



## Haldimand Health: Rurality Blog

Author: Pam Maddalena

Haldimand County, located along the north shore of Lake Erie and the Grand River, is home to charming rural communities, with notable cultural sites featuring an abundance of natural attractions to enjoy. This county's close-knit community is located a mere 20km south of Hamilton, which serves as the closest urban centre for service provision, employment, and healthcare to many local residents. While the rural nature of Haldimand county imparts certain uniqueness and charm to the region, it also imposes many challenges to healthcare

Making buttons at the  
Haldimand Mental Health  
Week Event in Dunnville



Road trip stop at Senior Support Services



# MESSAGE FROM OUR BOARD CHAIR

Another year has come and gone and we remain steadfast in our resolve to see the Greater Hamilton Health Network flourish.

This year, the remarkable work of the GHHN have been well recognized including both provincially and internationally. To name a few examples, we were the first OHT visited by the Deputy Premier/Minister of Health, Sylvia Jones in July, received the International Conference on Integrated Care 2022 Top Award for Women's Health Days work, we are the first OHT to include Environmental Sustainability in our workplan and our work on governance has been used as the template for the province.

We continue to strengthen our governance approach including the stakeholder and equity councils, formalize our relationship with patients and families and continue the successful integration of Haldimand and GHHN.

Congratulations to everyone for your contributions to another successful year for the GHHN and for your continued support in Building Community Health Together.



**THANK YOU,**

*Melissa*

# STAY CONNECTED

The GHHN has a number of ways for you to stay connected, up to date, and get involved.



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



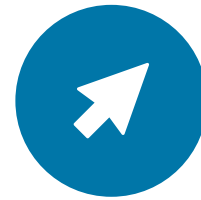
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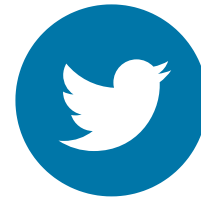
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# Building Community Health Together

