



FHT to Print

A Newsletter for Ontario's Family Health Teams

Summer/Fall 2011

In this issue:

- We're Making Progress
- Congratulations and Welcome to Ontario's 50 New FHTs!
- Developmental Disabilities Primary Care Initiative
- Questions, Feedback About Our Newsletter



We're Making Progress

Welcome to the Summer/Fall edition of *FHT to Print* – a newsletter for Ontario's Family Health Teams (FHTs). This edition focuses on the considerable progress that has been made in increasing access to quality primary health care in communities across Ontario. While many were out enjoying the warm summer weather, 30 new FHTs opened their doors to patients, building on the 20 that became operational earlier in the year. We offer a heart-felt welcome to these new additions to the FHT community by profiling some of the excellent work that these FHTs will begin doing. The newsletter also provides an update on a provincial initiative aimed at improving access to primary care for individuals with developmental disabilities.

Remember to let us know what you think about *FHT to Print*. Send us an email at FHT.Inquiries.moh@ontario.ca. Thanks for your commitment to comprehensive, interdisciplinary care and have a great fall.

Mary Fleming

Director, Primary Health Care

Congratulations and Welcome to Ontario's 50 New FHTs!

Congratulations to the new Wave 4 and Wave 5 Family Health Teams! Since April 2005, 200 teams have been created across the province. Together, FHTs are currently providing care to over 2.7 million Ontarians and are serving over 578,000 previously unattached patients. As the teams continue to develop and grow, it is expected that the 200 teams will improve access to health care for more than 3 million Ontarians.

Here is a look at what some of the new Wave 4 and Wave 5 teams are doing:

Tungasuvvingat Inuit Family Health Team

The City of Ottawa is home to the largest urban Inuit population in Canada, including approximately 2,000 permanent residents and up

to 4,000 transitional residents and family members, many of whom come to Ottawa for tertiary and other specialized treatments. Canada's Inuit population face several health challenges and more than 97% of this population is without effective access to a family health care provider for reasons such as language, culture and other factors.

The Tungasuvvingat Inuit FHT (TI FHT) – a Wave 4 FHT operational since January 2011 - aims to help address this problem by offering *culturally grounded care*, *real access* and *competency capacity*. It is these three features that, through the development process, have been identified as the strategic objectives of the FHT. Access will be founded on trust and effective communication and will be reflective of the cycle of life in the Inuit population. The FHT will also build a culturally competent interprofessional team through the integration of research and education into the care setting to ensure the delivery of high quality and culturally appropriate care.

Through its community-sponsored governance model, the TI FHT aims to incorporate features that are unique to the Inuit population into how it delivers on its primary care mandate. It formally captures the role of Elders in the provision of information and advice, promotes strong community cohesion by maintaining ties with the broader Inuit community and offers programs and services which recognize the distinction of the Inuit. The TI organization – the governing body of the FHT – has been offering community-based counseling and resources since 1987 and continues to deliver mental health, pre and post-natal care services as well as Child and Family programs funded through Health Canada.

Including high quality, culturally appropriate, interdisciplinary primary care to the diverse services already offered by TI is an excellent example of how FHTs can take a comprehensive and holistic approach to the health and well-being of those it serves. Congratulations TI FHT and welcome to the FHT community!

Central Lambton Family Health Team

The Central Lambton Family Health Team (CLFHT), a Wave 4 FHT, has been working steadily to expand primary health care services in the Central Lambton (Petrolia) and rural Lambton area.

As a mixed governance FHT, the CLFHT has formed strong partnerships at the board, community, and service provider level. Partnerships with the Bluewater Health hospital and the Erie St. Clair Community Care Access Centre (CCAC) have facilitated discharge planning and timely access to primary health care for orphaned patients. Community outreach includes liaising with the Erie St. Clair Victoria of Nurses (VON), Erie St. Clair CCAC, Lambton Elderly Outreach and the County of Lambton Community Health Services Department. Other key partners include the physicians of the Petrolia Medical Associates Family Health Network, the Town of Petrolia and The Corporation of the County of Lambton.

Upcoming Notices and Reminders

AFHTO Conference

The 2011 Association of Family Health Teams of Ontario (AFHTO) Conference is taking place October 25-26 at the Westin Prince, Toronto. Best of luck for a successful conference.

For additional details on this year's conference go to:

<http://www.afhto.ca/events/>

Quarterly Reporting

A reminder that the second quarter reports are due to the ministry by **November 14th, 2011**.

As communicated previously, in the absence of WERS and in anticipation of the new reporting system SRI, FHTs are requested to submit their reports by email to their assigned ministry contact.

SRI

The implementation of the Self-Reporting Initiative (SRI) has been delayed. In the interim, reports will be distributed and collected through e-mail.

Sessional Rates

Through the 2008 Physician Services Agreement, Specialists rates for FHT Sessionals have increased. These came into effect September 1, 2011.

The ministry is currently working to amend FHT budgets to reflect the new rates. (cont'd on next page)

Expanding services to rural areas, especially mental health and diabetes services, is a key focus for Central Lambton FHT. The FHT offers patient support and education where services weren't previously available. They provide clinical mental health services and counselling in partnership with the Canadian Mental Health Association (CMHA). Through outreach with the Oil Heritage District Community Centre, CLFHT offers group classes for mental health support and diabetes management. CLFHT also has a partnership with Bluewater Health for patient education services for clients with diabetes.

The Central Lambton Family Health Team is now fully staffed with interdisciplinary health providers and administrative staff. One of the significant advancements along the path to implementation has been that patients with urgent issues have received same day access, thereby preventing an emergency room visit, and more patients are being seen each day.

Overall, CLFHT has created important and viable partnerships to expand primary health care services in central and rural Lambton. We look forward seeing more great things from the Central Lambton FHT!

Nipigon Family Health Team

The Nipigon District Family Health Team is a Wave 4 FHT which became operational in January 2011. The FHT hit the ground running with the goal of being ONE successful and effective collaborative team. With that in mind, they developed a "NO WALLS" approach to collaborative care, whereby the interdisciplinary health providers, administration and physicians collaborate on all aspects of FHT operations and minimize barriers to a silo'd approach to care.

As a way to promote a cohesive approach to patient centered care, one of the first steps taken by the FHT was to initiate case conferences with all providers present. In addition, each physician has taken on a consulting role to further develop and implement FHT programs and services. This process has helped to solidify the "team" concept and ensure that all players contribute to collaboration.

Superior Family Health Team & Baawaating Family Health Team

Two new Wave 5 FHTs became operational in Sault Ste. Marie in 2011. The Superior FHT was one of the first Wave 5 FHTs to become operational, opening its doors on June 6, 2011. Superior FHT has hired 100% of its staff and is operating out of new collaborative space.

Across town, Baawaating FHT is a community sponsored FHT operating out of the Batchewana First Nations Health Centre with a focus on the First Nations community in and around Sault Ste. Marie.

Upcoming Notices and Reminders (cont'd)

The approved new rates are as follows:

- Geriatrics, Paediatrics and Psychiatry: \$518
- Internal Medicine: \$604

Budget Process

Thank you to those FHTs who submitted their 2011/12 Operating Plan on time. For those FHTs that were eligible for additional resources, every effort was made to issue approved budgets in a timely manner. Those not eligible for an increase will receive confirmation shortly.

A similar process will be used for the 2012/13 fiscal year, whereby Operating Plan submissions must be made by a fixed deadline for consideration. More details on the timelines associated with the 2012/13 budget process to come shortly.

This is a reminder to all FHTs to undertake the strategic and operational processes necessary to identify future needs for 2012/13 and beyond in order to anticipate and plan for resource needs in advance.

Funding Agreements

Thank you to all of the FHTs for sending in your signed Funding Agreements.

The ministry would like to remind you to carefully read and review the agreement. If you have questions and/or concerns about your FHT being able to meet its contractual obligations, please do not hesitate (Cont'd on next page)

Both FHTs have partnered to facilitate the sharing of resources to increase the breadth of services available to their patients. They are sharing interdisciplinary health provider positions between them in addition to telemedicine equipment, forms and protocols. Despite these significant early achievements, the two FHTs are continuing their discussions to find other ways to enhance collaboration.

Developmental Disabilities Primary Care Initiative

In 2005, a consortium of researchers and clinicians met with government representatives to discuss disparities in health and health care access between adults with developmental disabilities (DD) and the general population.

As a result of these discussions the Ministry of Health and Long-Term Care, Ministry of Community & Social Services (MCSS) and Surrey Place Centre agreed to co-sponsor the Developmental Disabilities Primary Health Care Initiative (DDPCI), a five year project which aims to enhance the health and well being of adults with DD by building capacity among primary care providers.

Under the leadership of Dr. Bill Sullivan (Surrey Place Centre & St. Michael's Hospital) the DDPCI has achieved an impressive level of success in five key areas: development and implementation of training; medical education; curriculum resources; clinical support networks and program evaluation and research.

To date, 179 primary health care providers have received training including 93 family physicians, 49 nurses and 37 interdisciplinary health providers. An updated version of the training course will be offered in October 2011 with a focus on recruiting family physicians and nurses from **Family Health Teams** and Community Health Centres.

For those who wish to learn more about the achievements of this initiative and the tools available, a compendium of resources Entitled: *Tools for the Primary Care of People with Developmental Disabilities* is a book of 28 practical tools for the primary care of people with DD and relates to specific guideline recommendations and aids to implementing them. These have been distributed to family physicians and Family Medicine residents across Ontario and electronic versions of the tools are available at no cost through the Surrey Place Centre website:
<http://www.surreyplace.on.ca/Pages/Home.aspx>

The efforts of the DDPCI are assisting government decision-makers with policy and planning and improving the level of expertise among primary care practitioners, developmental service providers, health care providers, all of which is in the service of improving the health and quality of life of people with disabilities and their families.

Upcoming Notices and Reminders (cont'd)

to contact your Senior Program Consultant. This includes Section 3.8 which encourages all FHTs to have FHT funded services provided by employees of the FHT, to which exemptions may be provided.

Additionally, please ensure that all your FHT's employment agreements are up to date and should include appropriate termination clauses that conform to the Employment Standards Act. The FHT should ensure that these contracts and employment agreements have clauses that limit the FHT's financial obligations. Also, you are reminded that your FHT must have a dispute resolution policy that conforms to the ministry's expectations outlined in clause 20 of the funding agreement.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

This is a reminder that the AODA customer service standards come into effect **January 1st, 2012**.

For additional information and resources on how to comply with these new requirements, please consult the Winter 2011 edition of FHT to Print at:
<http://www.health.gov.on.ca/transformation/fht/newsletter>

Note: FHTs wishing to attend the October 2011-March 2012 Training Course may register with Duane White, Surrey Place Centre at duane.white@surreyplace.on.ca.

Questions, Feedback about Our Newsletter

Here is some of the feedback we received from the spring edition of *FHT to Print*:

...Thanks for an informative newsletter! I would love to see more information about the bilingual and French-language FHT – ESF locations in the province. Given the relative lack of French language health services in most areas of Ontario, especially in primary care, more information highlighting these teams would be really interesting.

Thank-you for raising this very important point. Several FHTs provide either direct or indirect French language health services. In fact, 17/30 of our new Wave 5 FHTs committed to provide some form of services in French. All FHTs are encouraged to adapt their programs and services to the needs of their clients, including their language needs.

...It was great to see CFHTs in the spotlight for this edition. I'm hoping that the work we are doing on a complexity of care study can make it into the next edition...It is going to be an invaluable piece for CFHTs to have as information for their individual clients and how CFHTs compare to other models, including FHTs as a whole...

We were happy to showcase the important work that cFHTs are doing across the province. Any ideas for future editions are most welcome.

Questions, feedback about our newsletter

If you have feedback or questions on the newsletter, or suggestions for future articles, please contact FHT.Inquiries.moh@ontario.ca.