



First Quarter
June 2023

Équipe Santé Ontario Health Team
Ontario Bimaadzwin Niigaanwiwaad

Nipissing Wellness OHT Newsletter

Staff Update

On behalf of the entire team at Nipissing Wellness OHT, I would like to express our sincere admiration for all of the outstanding efforts displayed by our membership in the first quarter of 2023.

The endless hours spent working to improve the health and social service system in the Nipissing district are showcased by the immense progress we have collectively made on projects highlighted in this edition of our newsletter.

As always, we appreciate the efforts of our membership and community at large for your ongoing engagement with our OHT in the joint effort to achieve unified caring health and social services, centered around patients, families and caregivers.

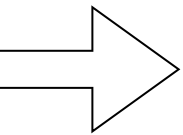
Thank you once again for all your contributions,

Carla White

Communication Lead, NW OHT



Included in this Edition...

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- | | |
|------------------------------|-----------------------------|
| 2.....OCO Resource Update | 8.....Website Update |
| 3.....Equity Resource Corner | ◦ Find A Service Tool |
| 4.....PFCC Stories | 9.....Events |
| 5.....Recognition Program | 10.....Members Only Drop In |
| 7.....SMILE Program Update | |

OCO Resource Update

The Ontario Caregiver Organization (OCO) has partnered with various OHTs, including NW OHT, to create resources aimed at improving the regional understanding of the OHT purpose while helping to bolster province-wide adoption.

These OCO resources have been completed and are now available on our website. It can be difficult to articulate the important work happening as a result of the OHT structure, therefore these posters are available for download, digital sharing, and print to assist in the creation of a baseline understanding of OHT functionality across the province.

Do you know what an Ontario Health Team is?



“As a patient navigating a complex care journey with health providers and specialists throughout the province, I recognized that integration of services needed to be improved. At times I could dedicate time to join as a member of the Patient Family Caregiver Council, and other times I stepped back because my health is always my priority. **I now have a relationship with our local Ontario Health Team** and can choose to stay informed and contribute through relevant online surveys and join in-person or online focus groups—whatever works for me at any given time. All voices and perspectives are important, and I see how patients and their caregivers are informing the way services are becoming better connected.

Patient
Ontario Health Team volunteer

An Ontario Health Team is a group of care providers, community organizations, patients and caregivers who are working together to design a better and more coordinated system of care in their communities.

As we re-imagine a health system that serves each person, each family, each caregiver and each community best, we need the experience and voice of the people at the centre of the system; those who use it for themselves and their loved ones. We all serve to benefit from a system that works for all.

Find out more about [Ontario Health Teams in your community](#)

Developed in collaboration with patient/caregiver partners, Ontario Health and the Ontario Caregiver Organization.

Do you want to build better health care for your community?



“As a caregiver, when my husband required a series of surgeries, we encountered challenges to accessing home care. At the time I coped, but it took a toll. Afterwards, **I wanted to be proactive and bring our experience** to a place where it could change service delivery for the better. I reached out to our Ontario Health Team and **I told our story.** Health partners in home care listened to the challenges we had and we talked about ways to improve the services offered. If I hadn't come forward, those same issues would still be happening today.

Caregiver of a spouse
Ontario Health Team Volunteer

Across the Province, Ontario Health Teams are being created to find a new way of organizing and delivering care that is more connected to patients and clients in their local communities.

In an Ontario Health Team, people with experience accessing health care services are working together with health care providers to improve care. Patients and caregivers can contribute by sharing their experiences and help to inform how healthcare and social services are improved in the community. It is community members, like yourself, who make change happen.

We need your voice!
Find out more about [Ontario Health Teams](#) in your community.

Developed in collaboration with patient/caregiver partners, Ontario Health and the Ontario Caregiver Organization.

What are your thoughts on health care in your community?



“When moving back to Ontario with my 18-month-old with Down Syndrome, it was very difficult to understand how to access the health care services needed for my son. Having lived this experience, **helping other families navigate the system** became my passion and I immediately sought out a place to **advocate** for this. I have now been an active leader of my local Patient Family Caregiver Council for almost 2 years as a **caregiver partner**, and, with patient and caregiver voices in decision-making, it has become one of our local OHT's priority goals to **simplify system navigation**

Family caregiver
Ontario Health Team volunteer

There are many ways to contribute to a better health system in a way that works best for you. You can keep up to date on health care changes in your community through newsletters, social media, and virtual or in-person town-hall style meetings. You may just want information about what's happening in your community, or you may be able to get more involved and share your experiences, knowledge and time—the options are open!

You can work together with health care providers, decision-makers and other members of your community to make positive changes and improve health care for all.

Get in touch with [your local Ontario Health Team](#) to find out more about how you can get involved.

Developed in collaboration with patient/caregiver partners, Ontario Health and the Ontario Caregiver Organization.

To Download:

Visit www.nipissingwellness.ca

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Select Resources

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For Community Members

*Thank you to our partners at Nipissing First Nation for forwarding us this campaign information

Equity Resource Corner: Rise Above Racism Campaign

Did you know that 78% of Indigenous people in Canada experience racism in the Canadian healthcare system?

The Rise Above Racism (RAR) joint campaign created by the Canadian healthcare system for Indigenous peoples, the First Nations Health Managers Association, First Peoples Wellness Circle and Thunderbird Partnership Foundation aims to call upon allies in the healthcare system to begin the long journey of change to create a culturally safe, equitable and accessible healthcare system for all First Nations, Inuit, and Métis Peoples in Canada.

To learn more about the RAR campaign visit: <https://riseaboveracism.ca/>

For educational resources related to indigenous equity in healthcare please visit our equity resource corner on our website by clicking Councils>Equity Council.

To take the pledge as an organization to show your commitment to ending anti-indigenous racism in Canadian healthcare click here:

<https://riseaboveracism.ca/become-an-ally/>

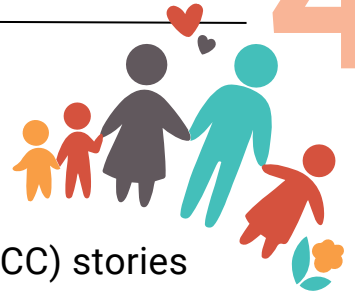


Become a healthcare ally at
RiseAboveRacism.ca



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RiseAboveRacism.ca





PFCC Stories

Our first episode of Patient Family Caregiver Council (PFCC) stories has arrived.

The PFCC stories series was developed as a way to allow members of the PFCC to share their stories, related to their own experiences, related to the health and social service system on their own terms.

These are some of the personal stories that inspire us to move towards safer, more equitable, and connected care in our district. This series allows our OHT to highlight the valuable perspectives and voices that make up our PFCC, who represent the best interest of our entire Nipissing public.

It is our hope that this series will inspire other patients, families, or caregivers in our community to join us at the NW OHT to help inform our priorities and provide meaningful insight related to our ongoing projects.



Check out Episode 1 [HERE](#)




Recognition Program

Our ongoing recognition program is accessible through our website and social media channels. The Send a Thank You Note campaign aims to let health and social service workers in our district know that we support their everyday efforts.

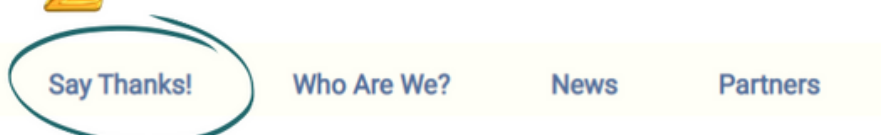
A recent survey revealed that consistent recognition in the workplace can decrease burnout by up to 80% in employees. More specific to the healthcare field, it was noted that 48% of workers in health-related fields felt they only tended to be recognized for larger accomplishments. This minimizes the everyday dedication and effort that is displayed by those who fill these positions.

Help us thank our health and social service workers by sending a thank you note or sharing your story on our website by clicking the Say Thanks! tab on the menu.



How to send a
Thank YOU note:

- 1 Visit our website at nipissingwellness.ca
- 2 Select **Say Thanks!** from the menu



Say Thanks! Who Are We? News Partners

- 3 Submit your note and our team will deliver your message to the designated care provider and/or office

Recognition Program Submissions

Thank YOU

PRIMARY CARE

Thank you; you all played a vital role in saving my life. *Everyone who* teamed up and completed the surgery and care to help me survive my ruptured abdominal aortic aneurysm.



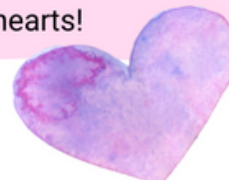
**Names & organizations have been omitted to maintain anonymity*

Thank YOU

LONG-TERM CARE

Thank you to each of you for treating your residents/clients as extensions of family. Your kind words and gestures (smiles, stopping to hum or sing a tune, bringing someone to a space to be social etc.) with all of the residents as you go about your day does not go unnoticed and it is what helps everyone to feel safe, loved and cared for and instills such confidence in the residents' families/caregivers.

Thank you from the bottom of our hearts!



**Names & organizations have been omitted to maintain anonymity*

Smile Program Update

The SMILE program is successfully up and running across the district.

Many hours of hard work, collaboration across members of our OHT and community partners has resulted in the implementation of this important initiative.

Making it possible for frail elderly seniors, who are at risk of loss of independence, to remain in their own homes is the primary focus of this program. The SMILE program provides access to services including light housekeeping, groceries and meal services, and more to frail elderly seniors (and their caregivers).

To learn more about the SMILE project's former successes based on the program's pilot project please see our Year 1 Project Storybook [**HERE**](#).

Patient Testimonials snapshots

"I don't think I would still be alive today if it wasn't for your food."



Website Update



Our website refresh has officially launched. Head over to our website at nipissingwellness.ca to see the results of our latest update. We are thrilled to have our find a service tool up and running along with new menu items including resources for community members and clinicians, upcoming events, and a photo gallery.

Find a Service Tool Launch



It can be difficult to keep track of all the health and social services offered within our district. As outlined in our 2022-24 strategic plan, a main priority for our OHT is to offer 24/7 patient navigation support.

That said, NWOHT is excited to launch our new find a service tool on our website we work towards achieving our goal of ensuring the entire Nipissing community has increased access and awareness of all available services.

We are proud to launch our Find a Service tool, linked [HERE](#).

The development and launch of this tool are a direct result of collaboration across our entire NWOHT including consultation with the Digital Health Working Group, the Navigational Services Working Group, the Patient Family Caregiver Council, and our Collaboration Council.

We wish to thank all of those involved in the implementation of the find a service tool and look forward to continuing to provide informed changes to our health and social service system as a way to better meet the needs of our community.

*Keep an eye on our social channels for the official launch of our Find a Service Tool coming at the end of **June 2023**.*



Events

East Ferris Tradeshow

We were pleased to participate in this year's East Ferris Tradeshow on May 27th. Thank you to our PFCC members Connie Lamarre and Julie Van Berkel for volunteering to assist at this event. We were able to connect with community members in the Astorville area and distribute our unattached patient survey in this region. The event was a big success for our OHT and we look forward to next year's tradeshow.

Aging with Confidence Symposium

We also participated in this year's Aging with Confidence Symposium. Led by the North Bay Parry Sound District Health Unit, this event was aimed at showcasing all of the resources available in our region to assist in facilitating successful aging-in-place for members of our community.

Our OHT contributed as active members of the planning committee and attended the event alongside many other local organizations. Thank you to all who attended this fantastic event.



Left to right: Julie Van Berkel, Tammy Adjoudj, and Connie Lamarre at the East Ferris Tradeshow on May 27th, 2023



Left to right: Lotje Hives, Connie Lamarre, and Tammy Adjoudj at the Aging with Confidence Symposium on June 8th, 2023

Members Only: Drop In Hour

The NW OHT is excited to announce that our members-only drop in hours will resume beginning with our Iced-Coffee Hour on June 29th from 9am-10am. Please note that these informal drop in hours are designed to allow for additional time and space for you to connect with staff and ask questions related to any ongoing OHT projects or related subject matter.

We will be hosting these virtual drop in hours monthly and will rotate the time slots to ensure that varying schedules can accommodate and have the chance to attend. Keep an eye out on Basecamp for the complete list of upcoming summer drop in hours.



Virtual Iced Coffee Hour Drop In

Where: on Zoom
When: June 29th, 9am-10am

Whether you're a coffee person, a tea person, *or neither*, the NWOHT staff is excited to invite all member organizations to our first **virtual drop in hour**.

This is an informal opportunity to connect with NWOHT staff, share your ideas, and ask questions outside of our regular meeting agenda.

*Coffee/Tea is not provided, but highly encouraged