

PETERBOROUGH  
Ontario Health Team  
TOWN HALL  
REPORT  
NOVEMBER 2021

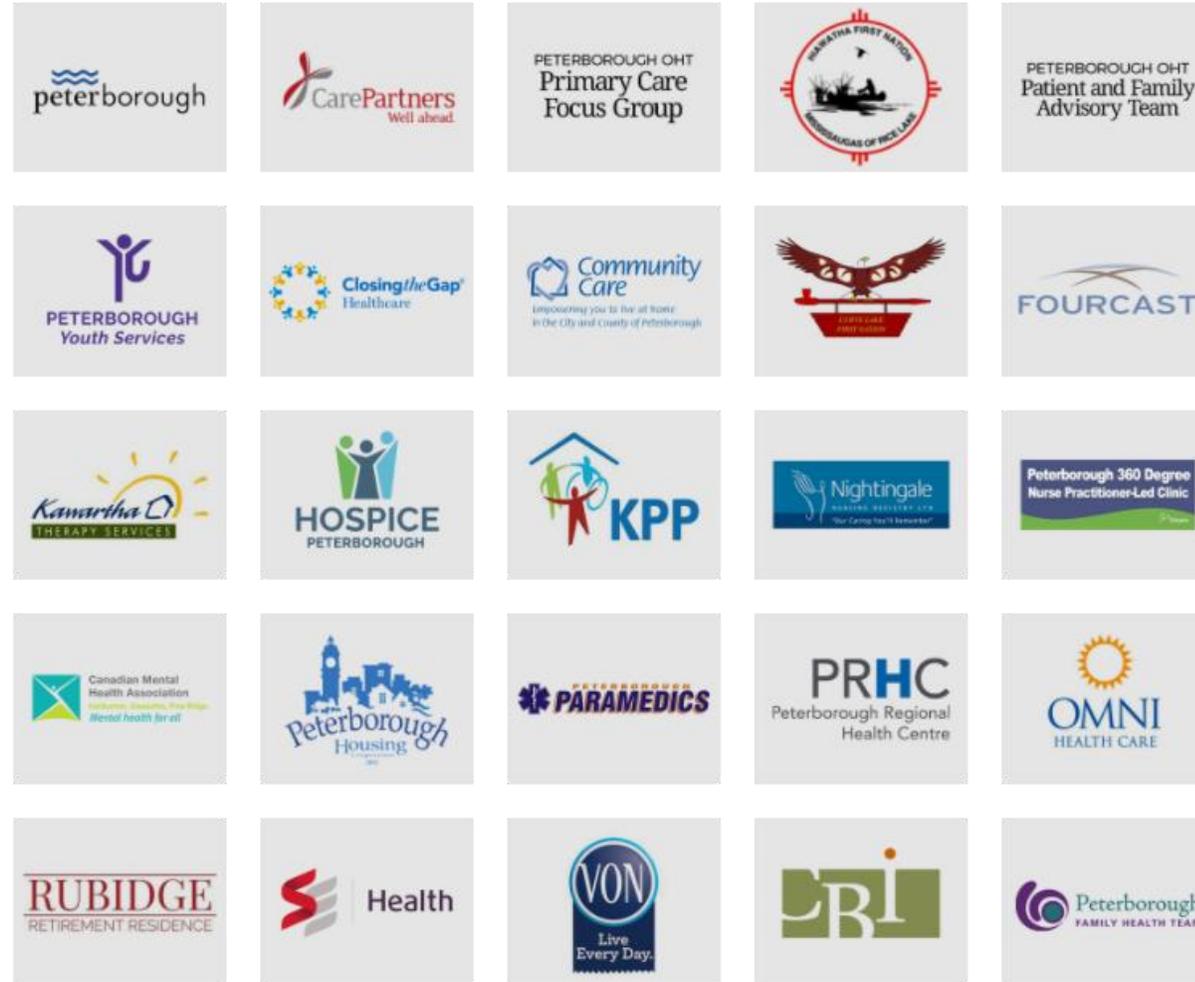


# Town Hall Report Outline

1. Purpose of POHT Town Hall/Background
2. Participation in Consultation
3. Town Hall Results
4. Final Comments & Next Steps



# Peterborough OHT Formal Alliance Partners



# Community and Agency Engagement

A consultation process is a tool to help Peterborough Ontario Health Team (POHT) work toward its vision: “better-integrated healthcare, with a seamless experience when moving between different healthcare services, providers and settings.”

Ontario Health Teams (OHTs) are expected to “develop and implement a communications and engagement strategy to ensure timely and relevant information sharing with all stakeholders; and seek input from and relay information to all team member.s”

Last consultation (2019) was with community agencies and community members, and the results confirmed priority populations.



**Consultations were aimed at confirming existing and guiding new directions toward the Quadruple Aim.**



# Purpose of POHT Town Hall

To engage our community in a discussion about how Peterborough Ontario Health Team can effectively plan and deliver healthcare services to people in the City and County of Peterborough, Curve Lake First Nation and Hiawatha First Nation.

The Town Hall Working Group used two (2) methods of consultation

## Town Halls

Four, 90-minute zoom webinars in September 2021

- Two sessions for agency representatives
- Two sessions for community members

Town Hall agenda consisted of two presentations tailored to each group, three polls, open discussion and Q&A

## Online surveys

- Survey content based on Town Hall polls and discussion questions for those who could not attend a Town Hall
- Town Hall satisfaction survey for those who attended a Town Hall



# Reaching the Target Audience

- Formal Alliance Partners distributed an email invitation for the Town Halls
- Online survey (shareable) was sent to Town Hall registrants

## Advertising:

- Digital ads (animated, big box and banner) on local news websites
- Ads printed in two local newspapers (printed in each newspaper twice, over two weeks)
- Banner on POHT website
- Social media advertising on Facebook, Instagram and Twitter, re-shared by partners



WE NEED YOUR FEEDBACK  
ON HEALTHCARE  
IN PETERBOROUGH!

VIRTUAL  
EVENT

PETERBOROUGH  
Ontario Health Team

invites you to a

## COMMUNITY TOWN HALL MEETING

To learn more about the work of the  
Peterborough OHT and provide  
input on our local healthcare system  
and future community priorities.



REGISTER FOR ONE OF THE  
UPCOMING VIRTUAL SESSIONS

Monday, September 13  
at 6:00 p.m. to 7:30 p.m.

OR

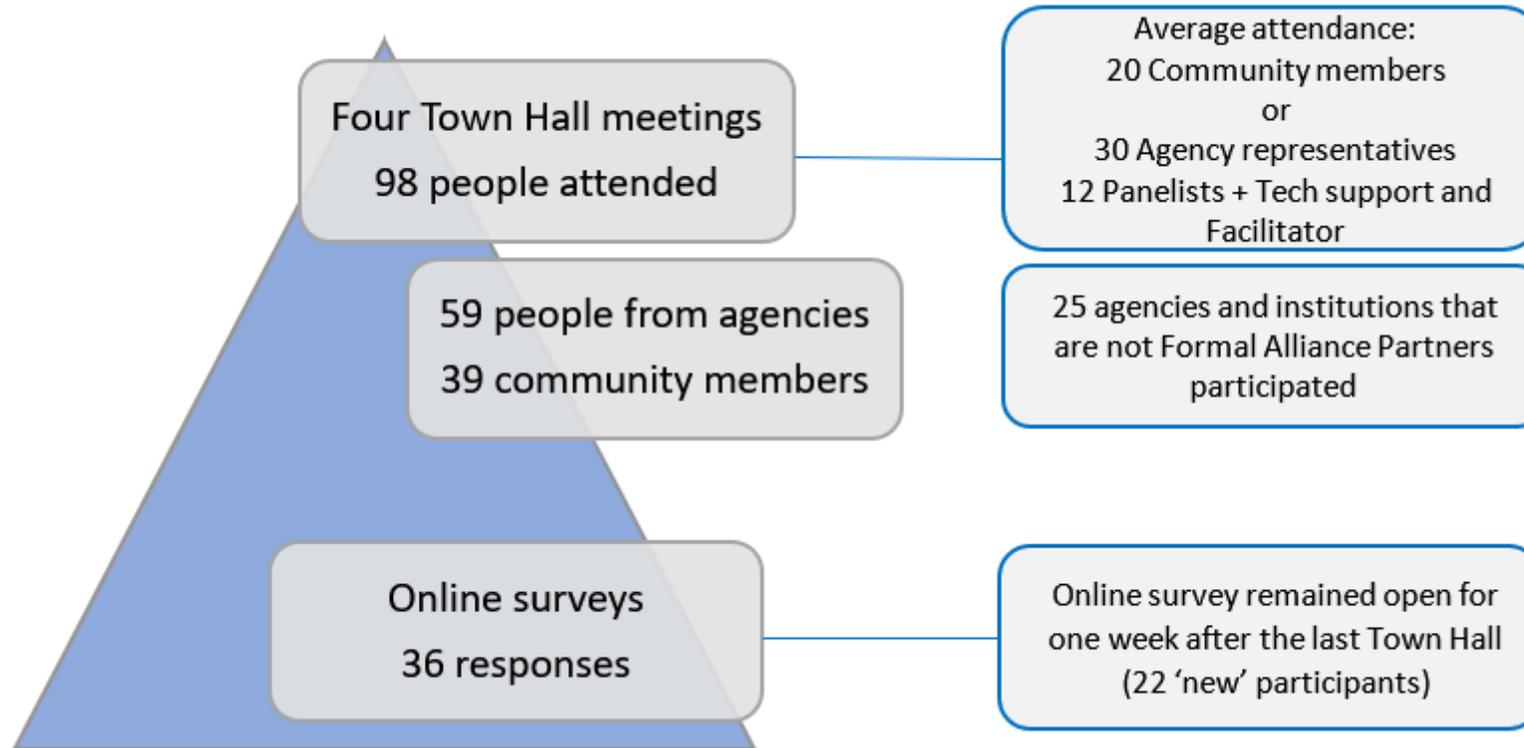
Thursday, September 16  
at 10:00 a.m. to 11:30 a.m.

<https://bit.ly/3mnxQ3X>

For more information:  
<https://peterboroughoht.ca/>  
or @PeterboroughOHT on social media.

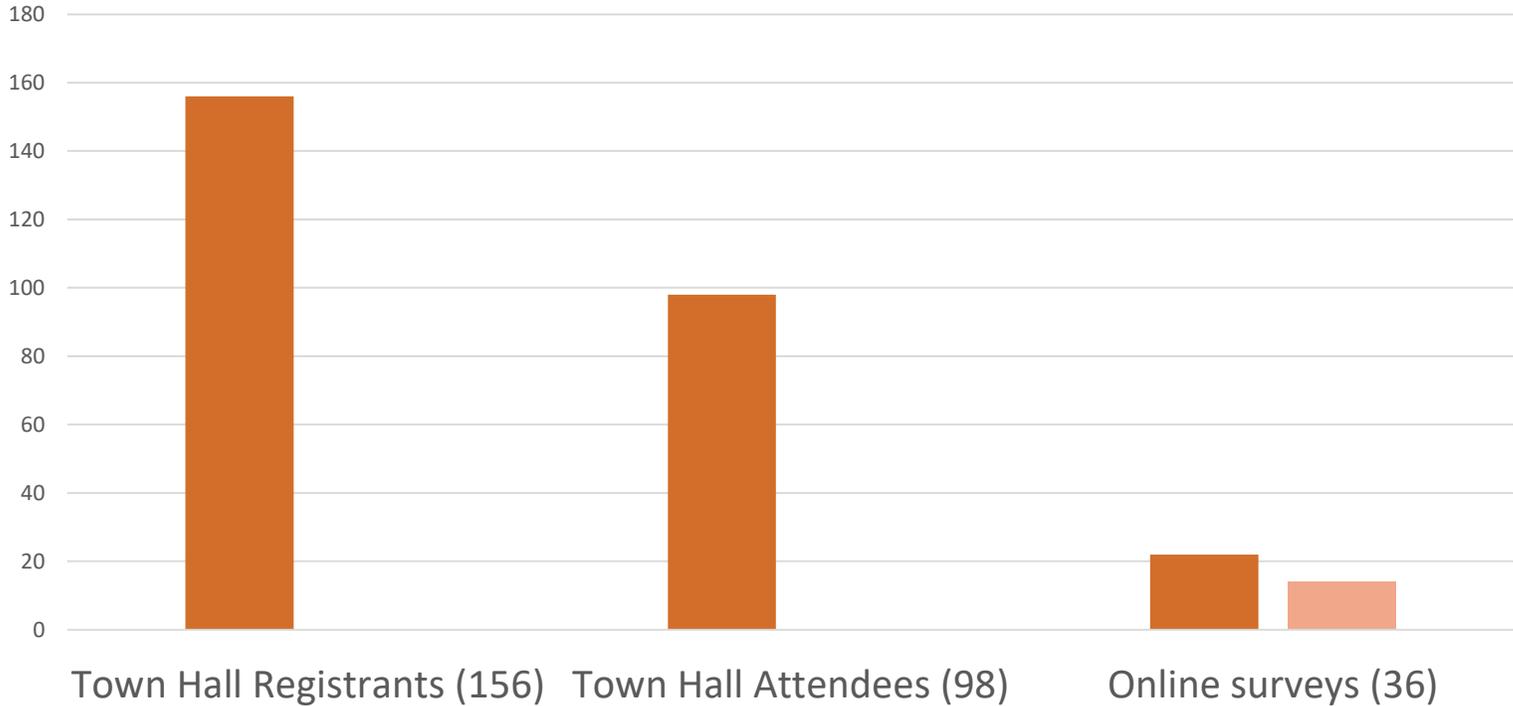


# Participation - over 100 people



# Participation in Town Halls and Online Survey

Number of Individuals and Type of Engagement



# Town Hall Findings



# Poll and Survey Questions

## Registration question

- How familiar are you with the work of POHT?

## Poll questions

- How old are you?
- Where do you live?
- Should the Peterborough Ontario Health Team continue to focus on these populations in the next two years?
  - Frail, complex, elderly patients and
  - Those requiring care for mental health & addictions
- Rank the top 3 factors that impact health.



# Discussion Questions

1. What priorities and projects should Peterborough OHT focus on in the next 1-2 years?
2. How can healthcare providers work together better to provide care?
3. What changes would you like to see that would improve your healthcare experience?



# Participant characteristics

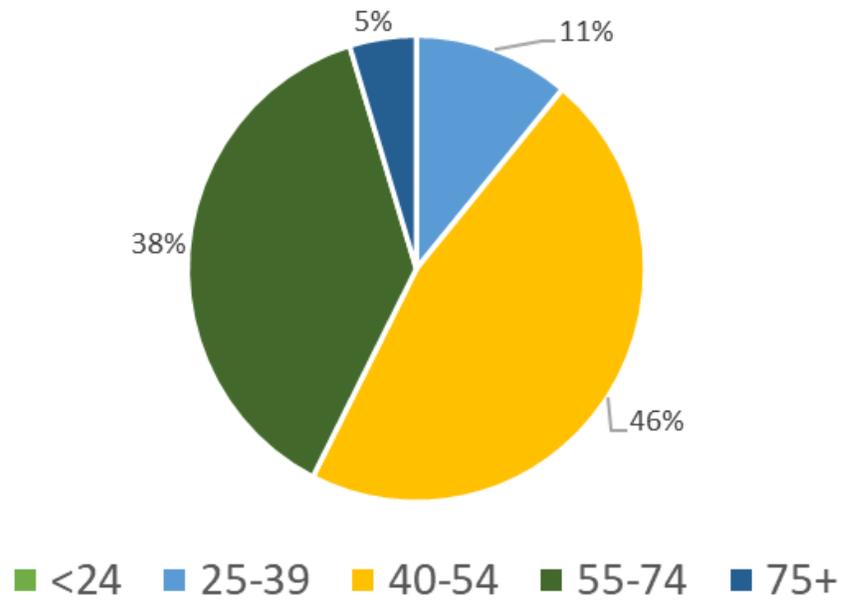
The **vast majority (78%)** of registrants in Town Halls and participants in the **online survey** stated that they were “**very familiar**” or “**somewhat familiar**” with the work of Peterborough OHT. (n=166)

There were **25 ‘new’ agencies and organizations** who are not Formal Alliance Partners that sent representatives to participate. (see Slide 33)



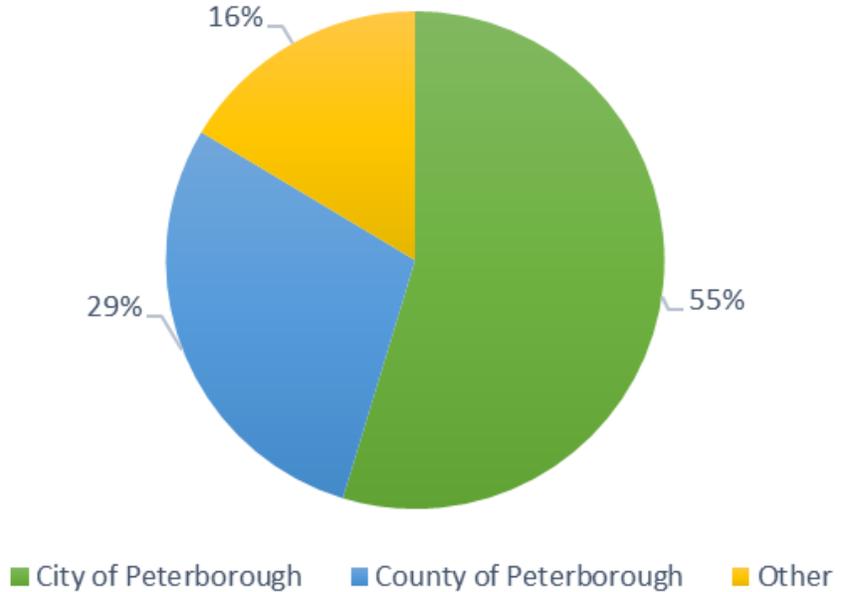
# Participant Demographics

### Age of Participants



n=127

### Place of residence of participants



n=128



# Poll: Priority Populations

Should Peterborough Ontario Health Team continue to focus on these populations in the next two years?

- Frail, complex, elderly patients and
- Those requiring care for mental health & addictions

**Almost all respondents (90%) answered “Yes” to the question about continuing with these priorities. One (1) answered “no” and eleven (11) respondents (10%) suggested ‘other’ populations. (n=101)**

*“[These] priorities are in alignment with [City of Peterborough’s] Community Safety and Wellbeing Plan”*



# 'Other' Priority Populations Identified

## **People facing barriers (x4)**

- Priority populations should include the 22% of people who encounter barriers to accessing care; people experiencing homelessness, or opioid crisis, frail seniors or otherwise vulnerable and marginalized due to social determinants of health (x4)

## **Mental health and addictions (x3)**

- Further focus on mental health & addictions; mental health & addictions and acquired brain injury (x3)

## **Youth/young adults (x2):**

- Mental health services for youth (16-20 years of age);
- Healthcare and education for young people 15-25 years of age so they can become active community members

## **Developmental sector clients (x2)**

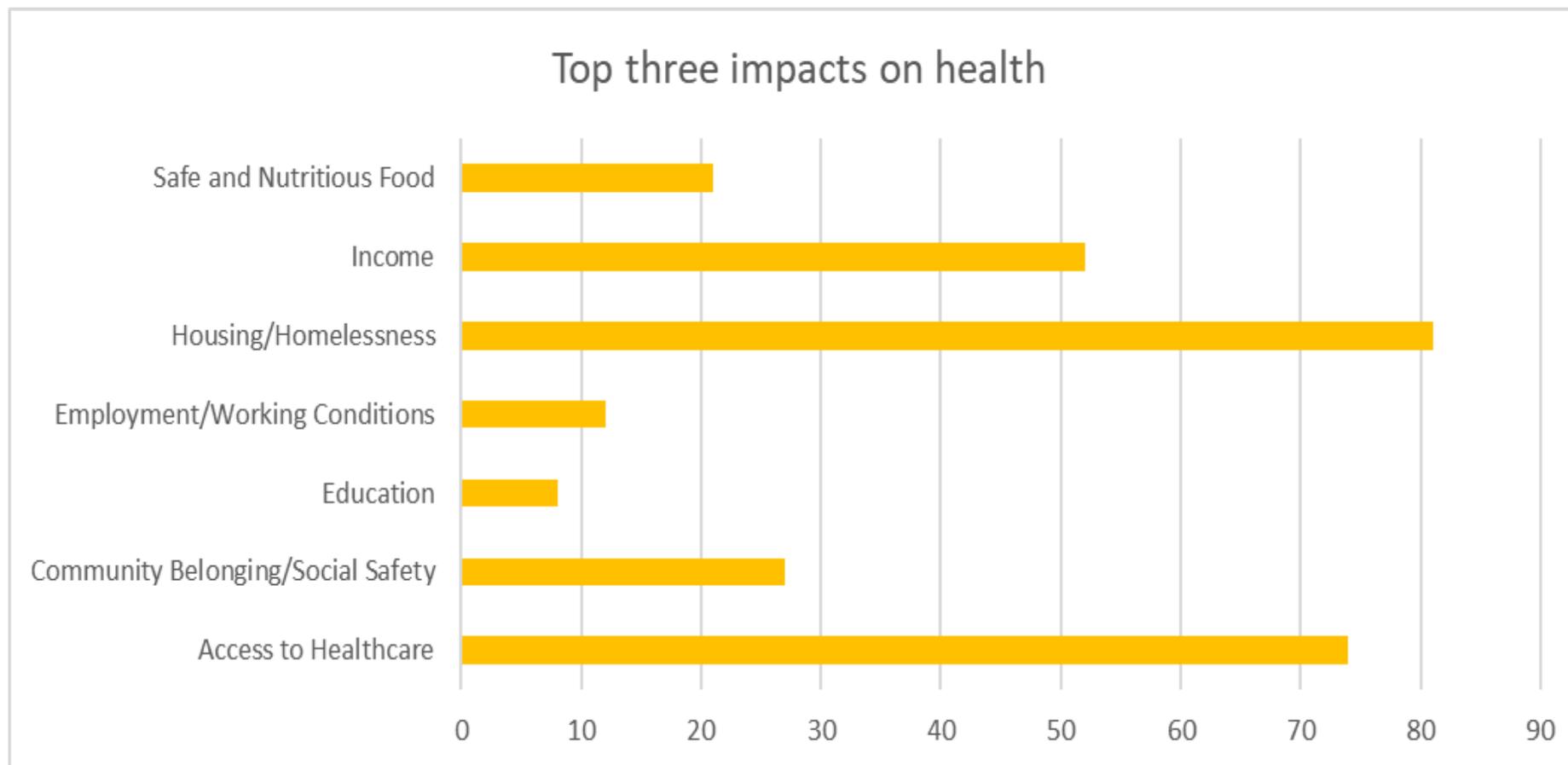
## **New Canadians (x1)**

## **People with general medical complexities, even if not elderly (x1)**

(x=number of mentions)



# Poll: What are the top three factors impacting people's health?



n=147



# Discussion of Results

**1. Prioritize timely and efficient access to healthcare to address needs in community**

**2. Strengthen collaboration and communications among healthcare providers**

**3. Enhance access to healthcare options for people who face greater barriers to current services**

**4. Health Human Resources**

**5. Address social determinants of health**

These were compiled from the following sources:

- Poll results – gathered through registration tool, Town Halls and online survey (via survey monkey)
- Chat box entries
- Discussion at Town Halls

The qualitative data of written and verbatim records were analyzed using an open coded methodology (e.g. number of mentions of a specific topic, labelling categories).

The results from both qualitative and quantitative data were organized thematically.

Five common themes were identified and organized in priority order according to number of mentions within each theme.

# Themes arising from consultations

## **1. Prioritize timely and efficient access to healthcare to address needs in community**

Enhance access to Mental Health and Addictions programs and services

- Substance use, safe injection, detox beds
- Use a validated model to determine the needs vs. the capacity in the community

Offer hybrid virtual and in-person healthcare according needs of patients/clients

Create new models of healthcare delivery (e.g. community health centre, walk-ins with extended hours, physicians in clinics, and enhance nurse practitioner clinics)



# Themes arising from consultations

## **2. Strengthen collaboration and communications among healthcare providers**

Continue to refine and strengthen POHT leadership, mandate and governance model, and tell people in the community about the role of Ontario Health Teams

Continue current POHT collaborative, inter-organizational initiatives (e.g. ICCP, paramedic program for seniors, Talk Now)

Monitor and track POHT program metrics to evaluate progress and patient/client outcomes

Build awareness of different healthcare and social service resources and opportunities in the community; break down misconceptions

Ensure efficient electronic health information systems, that meet patient/client needs

# Themes arising from consultations

## **3. Enhance access to healthcare options for people who face greater barriers to current services**

Expand access to healthcare in community for underserved or vulnerable populations:

- In-home check-ins
- Community-based healthcare pop-ups near shelters/food services
- Living in LTC
- Consider triage to primary care when a person arrives at ED, as appropriate

Consider training for healthcare practitioners on non-judgmental, population-specific healthcare

Offer services in different languages, in small communities in the county, and in community settings



# Themes arising from consultations

## 4. Health Human Resources

Continue to address shortages of healthcare providers, including recruiting more physicians and nurse practitioners

Acknowledge concerns about equity in the workplace across healthcare practitioners, including accountability, scope of practice, pay, hours worked

Be mindful of workplace wellbeing across collaborative partners, in keeping with the quadruple aim



# Themes arising from consultations

## 5. Address social determinants of health

Build awareness of resources for patients/clients within healthcare and social services for real-time communication, referrals, and access to social supports

Continue to participate in collaborative responses and community development initiatives to address social determinants of health (e.g. homelessness, poverty, mental health and addictions)

Embed community-based service providers in healthcare teams (e.g. social workers, homeless workers, and vice versa)



# Final Comments on Results

## **Town Hall and Survey Participants:**

- Supported current POHT focus on two (2) priority populations, and had ideas for others
- Considered social determinants of health – housing and homelessness and access to healthcare – to be most important influencers of health
- Emphasized the need to continue to improve the experience of patients/clients

## **Five themes emerged from results**

- Themes speak to a long-term vision that participants have for the community
- There are specific examples of how healthcare teams can work together better, and how people's experience in healthcare can be enhanced embedded in every theme
- The POHT Steering Committee can consider these themes and the objectives, and determine if some or all are 'actionable' by POHT or Formal Alliance Partners.



# Next Steps for Steering Committee

- Approve report & findings
- Distribute Executive Summary to attendees
- Publish Executive Summary on POHT website
- Produce FAQ and post on POHT website
- Edit population data video and post on POHT website
- Consider the consultation results when making decisions about:
  - Action plan for POHT priorities and projects for the next 1-2 years
  - Further collaboration with Formal Alliance Partners in accordance with this action plan



For more information, visit

***[peterboroughoht.ca](http://peterboroughoht.ca), or  
[@PeterboroughOHT](#) on social media***

