



Dr. Elizabeth Eisenhauer opens up the session:

Welcome to the spring health innovation webinar led by Kingston Health Sciences Centre (KHSC), the Innovation Hub of St. Lawrence College and the Dunin-Deshpande Queen’s Innovation Centre as part of the HI YGK health innovation initiative, joining us today the Frontenac Lennox and Addington Ontario Health Team (FLA OHT) leaders to speak to how they are co-designing a more integrated, equitable health-care system through digital innovation and integrated care models.

I would like to introduce you to our presenters from DDQIC, Jim McLellan (read bio) and from FLA-OHT Dr. Kim Morrison and Dr. Daniel Glatt (read bio)



## Welcome, our presenters



### **Dr. Jim McLellan,**

Academic Director of the Dunin-Deshpande Queen's Innovation Centre, Former Head of the Department of Chemical Engineering at Queen's University



### **Dr. Kim Morrison,**

Frontenac, Lennox and Addington Ontario Health Team Executive Lead, Family Physician and Chief of Staff at Lennox and Addington County General Hospital



### **Dr. Daniel Glatt,**

Co-Chair Digital Support Structure for the Frontenac, Lennox and Addington Ontario Health Team, Family Physician and Hospitalist at Lennox and Addington County General Hospital

Elizabeth

**Jim McLellan** (Sc'81, PhD'90) is the Academic Director of the Dunin-Deshpande Queen's Innovation Centre, Head of the Department of Chemical Engineering at Queen's and a co-founder of the Queen's Innovation Centre Summer Initiative (formerly known as QSII). Prior to joining Queen's in 1990, he worked for Petro-Canada as a control applications engineer. He is an active researcher and consultant in the fields of statistical model building and process control, working with major companies ranging from biomedical devices, to metals manufacturing and chemical manufacturing processes. Jim is committed to building innovation and entrepreneurship programming at Queen's and to growing a vibrant entrepreneurial culture in the Kingston region, working with many groups in the Kingston entrepreneurship ecosystem. Jim is cross-appointed to the Department of Mathematics and Statistics, and to the Dan School of Drama and Music. He collaborates in teaching and research in innovation and pedagogy in the technology and creative arts fields.

Dr. Kim Morrison has extensive experience within the health-care sector. As a

Fellow of the Canadian College of Family Physicians (CCFP), she is a family physician in Napanee and Chief of Staff at the Lennox and Addington County General Hospital. She also leads the Primary Care Alliance. Kim is presently the Executive Lead of the Frontenac, Lennox and Addington Ontario Health Team (FLA-OHT) and Primary Care Lead of the Regional Health Information System (Lumeo) Project. Kim is passionate about person-centred care founded in a primary care based “Health Home” where people’s physical, mental, spiritual, emotional and health needs must be acknowledged and addressed in order to be “well”. She is committed to achieving this by supporting the building of a connected, and truly integrated health and wellness system using the resources available most efficiently through innovation and collaboration.

and

**Daniel Glatt** works in Napanee as a family physician and as a hospitalist at Lennox and Addington County General Hospital. He is also the co-chair of the Frontenac, Lennox and Addington Ontario Health Team Digital Support Structure, chair of the Digital Toolbox Committee for the Rural Frontenac Lennox and Addington Health Collective, and the Lennox and Addington County General Hospital (LACGH) Physician Champion for the Lumeo Southeast Regional Health Information System. One of Dan’s key interests is understanding and evaluating how technology can improve health-care delivery for both the health-care providers and the people they serve.

Thank you for joining us and now over to our facilitator Jim McLellan.

WEBINAR HI health innovation

1. We are recording this event.
2. Transcription is available throughout the webinar.
3. Please pose questions and comments in the chat or use the raise-hand feature during the Q&A period.

Jim – Housekeeping:

Inform participants that we are recording this event

Inform participants that transcription is available throughout the webinar

Ask participants to use the raise-hand feature during the Q&A periods

Invite participants to pose questions and comment in the chat throughout the webinar



## Land Acknowledgement

With deep respect and humility, we acknowledge that the Frontenac, Lennox and Addington Ontario Health Team is located on the traditional territories of the Anishinaabe, Haudenosaunee and Huron-Wendat Nations, as well as the territories of other rural and urban Indigenous community members including Métis, Inuit, and other First Peoples from across Turtle Island.

We stand upon land that carries the footsteps of Peoples of Indigenous ancestry who have been here for thousands of years. We have an opportunity to learn from each other, improve relationships and promote respect for the past, present and future. We are thankful to share, learn, work, play and grow on these lands as we work together to build a new health-care system that will be inclusive and equal for all.

Jim

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## Today's Goals

**In this session you will learn about:**

- How the FLA OHT is transforming the local health-care system through innovation in digital health and integrated care models
- Opportunities for innovators entrepreneurs to collaborate with the FLA OHT on this transformation journey
- Opportunities for innovation to address rural health challenges

Jim – Today's goals:

**In this session you will learn about:**

- How FLA OHT is transforming our local health-care system through innovation in digital health and integrated care models.
- Opportunities for innovators entrepreneurs to collaborate with the FLA OHT on this transformation journey.
- Opportunities for innovation to address rural health challenges.



# Opportunities for Rural Health Innovation

James McLellan, Ph.D., P. Eng.





# DDQIC

Our mission is to catalyze creative potential, develop entrepreneurial mindsets, and foster a culture of innovation across Queen's University, the Kingston community, and globally.



## Build2Scale

### Health

Creating distinctive value by addressing unmet needs in the health sector.

Supporting teams who want to develop innovative solutions in:

- Health products, technologies, and systems
- Services and delivery methods
- Health policy

### GrowRural

Focusing on the specific opportunities and challenges of health in rural regions.

88% of Kingston is considered rural.

DDQIC, with the help of our HI YGK partners, hosted 2 kick-off panel events.



# Rural Health Innovation in the KFLA Region: Opportunities & Challenges

January 19th, 2022



**Gary Oosterhof**

Councillor, Countryside  
District at City of Kingston



**Tracey Snow**

Rural Economic &  
Community Development  
Manager, City of Kingston



**Louise Moody**

Executive Director, Rural  
Frontenac Community  
Services



**Meredith Prikker**

Nurse Lead, Rural  
Kingston Health Family  
Organization



**Claire Bouvier**

Small Business Advisor,  
Kingston Economic  
Development Corporation

# Rural Health Innovation in the KFLA Region: Continuing the Conversation

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March 29th, 2022



David Townsend  
Executive Director, South Frontenac Community Services



# Innovating Together For Better Health

Connecting to today's discussion

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Frontenac, Lennox & Addington Ontario Health Team  
Health Home

Advancing innovation in all regions of KFLA

Kim

**FLAOHT**

Frontenac Lennox & Addington  
Ontario Health Team

**ÉSOFLA**

Équipe Santé Ontario de  
Frontenac, Lennox et Addington



**Innovating Together  
For Better Health**

## About the Frontenac, Lennox and Addington Ontario Health Team (FLA OHT)

- A new model of health-care delivery
- Patients, families and caregivers are at the centre of the health-care system
- FLA OHT is working toward providing more efficient, integrated and equitable health care
- Population: 226,100 residents



- Kim
- Ontario Health Teams (OHTs) are a new model of health-care delivery that puts patients, families and caregivers at the centre of the health-care system.
- The Frontenac, Lennox & Addington Ontario Health Team (FLA OHT) is working toward providing more efficient, integrated and equitable health care to the people of the FLA region. We are one of fifty one Ontario Health

teams across the province.

- The region includes Kingston, Napanee and surrounding rural communities - encompassing Gananoque to the east, Deseronto to the west, and Denbigh to the north.
- Population: 226,100 residents

# FLA OHT Priorities



Our partnership has over 300 health-care providers, community members and organizations working together to create a more equitable and accessible health-care system

Our goal is to achieve these four outcomes.

- Improve patient experience
- Improve people's health
- Reduce health-care costs
- Improve care team wellbeing



Kim



## About the FLA region



Population of Frontenac, Lennox and Addington (2021) is 226,000 largely rural and older



Approximately 7% or 15,000 residents in FLA region do not have a family doctor



21% of attributable population is 53 years or older (vs. 17.6% for the province)



Mental health care needs in our counties are higher than the provincial average



Less than 15% of residents have access to specialist palliative care

Indigenous population in FLA region is 3.7% compared to 2.8% in Ontario (2016 Statistics Canada)

French in FLA region is the official language for 3.1% versus .03% in Ontario (2016 Statistics Canada)

Kim

## Priority populations

Adults at-risk for prolonged hospitalization and long-term care admission

Individuals with mental health and addictions

Individuals discharged from three partner hospitals without a family doctor

Individuals who require palliative care supports.

**Who:** Individuals discharged from three partner hospitals without a family doctor

**Goal:** Have a coordinated, planned and communicative health team ensuring holistic health needs are met by providing ongoing care, reducing the risk for readmission to hospital.

**Who:** Individuals who require palliative care supports.

**Goal:** Provide the right supports and care 24/7 for people to remain in their homes and communities.



Kim

## Priority projects



### Aging Well at Home

- Aging in place strategies
- Support for self management
- Coordinated teams



### Palliative Care Partnership

- Equitable access
- Integrated teams
- Focused on end of life care



### Integrated Addictions & Mental Health Support

- Improved access
- Collaboration of agencies



### Coordinated Discharge

- Coordinated teams – no gaps in transition
- Supported by digital strategy
- Fewer readmissions

Kim

# Benefits of a People-Centred Health Home

## For Community Members

- Easy to access
- Connected
- Supported



## For Providers

- Clear pathways
- Connected
- Transparent



Kim  
-mention OHT structure and support structures that are driving these goals forward  
-we see opportunities for innovation in each of these 7 elements of the health home

## Strategic plan engagement

**#LetsTalkHealthCare**

Complete a  
Survey

Share Your  
Story

Join us  
and  
volunteer

Visit [www.flaoht.ca](http://www.flaoht.ca)

FLAHOHT SOFLA

Kim

## Innovations in Action: Digital Connectivity



### Daniel

#### Work of the FLA OHT

- Digital support group is analyzing the current digital health landscape of the region to understand what is needed by partners and the community
- Actively pursuing funding opportunities to enhance digital supports for individuals and health-care providers
- In the People-Centred Health Home, being able to access health-care information and resources 24/7 is crucial to have the best possible health-care experience

As the digital Health Support Structure we are here to simplify and streamline digital systems and processes to best serve all users and move towards a one record system

For our community members, providers, and system leaders this means that we will have one electronic medical record across out OHT that allows for direct messaging and communication between clinics and providers for seamless transitions of care, accessible consultations, simplified referral processes, and

improved inter-professional relationships.

Health care professionals will be working off of the same information. This one-record system will seek to include a patient portal option allowing for individuals to access their health information, information about their care, and support simple service navigation.

To make this happen, we are currently: exploring a broad EMR adoption and a system approach to data management and privacy

Exploring how common platforms, technology uptake of existing progress may move work forward



## Digital health care opportunities



FLAHT SOFLA

- Daniel
- Digital solutions are just one tool to solve some of the issues around access and equity, etc. provided the infrastructure is there  
Looking for digital solutions that have value across the population vs. being focused on one thing.
- Digital tool are meant to simplify the healthcare journey for people and providers

## Innovations in Action: Connection Points



### Daniel

- The way healthcare information flows can be looked at in 4 ways with some examples highlighted on the slide
- These connection points and information sharing methods would be simplified under a one record system but until then digital innovations can be used to improve the processes
- Provider to provider
  - Referrals
  - Consults
  - Specialists
- Provider to community
  - LTC referrals
  - Homes care referrals
  - Community supports for patients
- Person to provider
  - Appointment bookings
  - Service inquiries
- Person to community
  - Service navigation

- Home supports

# Innovations in Action: Project Overview



- Daniel
- Overview of the digital projects underway in FLA and how they impact connectivity
- Some key project updates include:

## 1. Online appointment booking

### What is it

- Joint project between Lanark, Leeds and Grenville OHT
- 28 primary-care providers testing the efficiency and utility of the online booking system

### Potential benefits

- Streamline workflows
- Improve patient experience and centralizing bookings to achieve more integrated care
- Potential to reduce wait times and streamline care

## 2. A 24/7 health-care navigation tool

### What is it

- FLA OHT has been engaging partners and stakeholders to gather information and develop a plan for improving the navigation and referral process
- Working closely with Ontario Health to see provincial-wide benefits

### Potential benefits

- Help patients, families navigate the system

### **3. E-consult**

#### **What is it**

- A new initiative using a virtual eConsult to handle the digital paperwork involved in sending and receiving eConsults
- Department of Family Medicine at Queen's University is piloting the project working with seven physicians in Napanee sending and receiving eConsults to specialists

#### **Potential benefits**

- Patients are being seen faster by specialists, from a few days compared to a couple of months

#### **Next steps**

- Evaluate success every week to gain funding to support a larger scale implementation
- Double the number of eConsults sent in the region
- Every family doctor in the FLA OHT has access to this service and becomes province-wide

## Digital Health Challenges



### Daniel

Set the stage for the big wicked problems at the system level.

Some may involve digital, but others may be about process and how we work together as teams of providers.

When exploring digital innovations and opportunities privacy and legal must be considered due to the sensitive nature of PHI

Challenges can be found in each of the 7 health home principles which is where opportunities for innovation can be found

- Holistic
- Equitable
- Continuous
- Connected
- Accessible
- Collaborative
- Accountable

## Emerging Themes



### FLA OHT

- Creating a well connected health-care system with the "One Person One Record" goal
- Health Home Model of Care
- Broad range of health-care partners

### Digital Innovations

- Focus on equitable access to care
- Digital project portfolio looks to improve connectivity
- Exploring how digital technology can benefit priority populations and OHT working groups



Daniel introduces Kim to speak

What is the best way for businesses and entrepreneurs to connect with the FLA OHT for opportunities for innovation?

Contact Ali Somers at [alis@kchc.ca](mailto:alis@kchc.ca) or [info@flaoht.ca](mailto:info@flaoht.ca)

## Discussion

- What ideas does the work of the FLA OHT inspire about opportunities for collaboration?
- What are you working on that can accelerate the progress in any of the areas the FLA OHT is working on?
- What innovative ideas can we develop together to build a better health-care system?

Contact Ali Somers at [alis@kchc.ca](mailto:alis@kchc.ca) or [info@fiaoht.ca](mailto:info@fiaoht.ca) to connect about opportunities for innovation



Jim

Contact Ali Somers at [alis@kchc.ca](mailto:alis@kchc.ca) or [info@fiaoht.ca](mailto:info@fiaoht.ca)



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Jim



Jim