



Access to Integrated Care in Couchiching

*A Partnership between the County of
Simcoe Ontario Works and Orillia Soldiers'
Memorial Hospital*



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Background: Our Community *“Couchiching”*

- Mix of Urban and Rural
- Population of ~130K, ~22% without a PCP
- 1 of 58 “Ontario Health Teams (OHT)” collaborative across Ontario
- 1 of 12 “Accelerating” OHTs - made up of 14 Community Partners (County of Simcoe and OSMH included)

Primary Care:

- 2 Family Health Organizations
- 1 Family Health Team
- 1 Nurse Practitioner Led Clinic
- No general walk in clinics
- A strong history of partnership
- Net new unattached care options



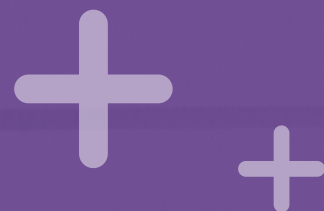
Uncertain Future



Cessation in COVID funding
at peak of integrated care
operating model

Advocacy with Provincial &
Regional Authorities

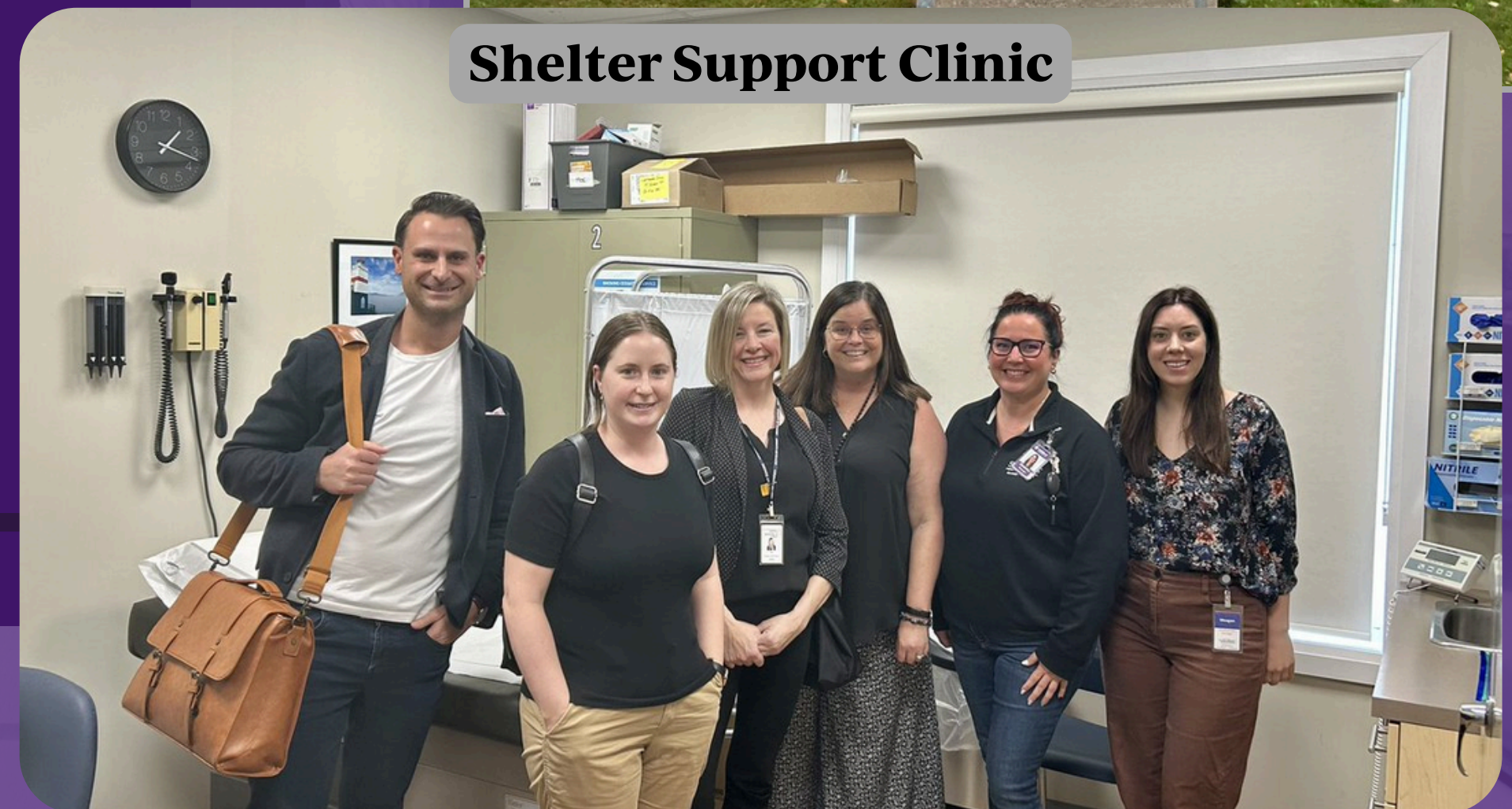
Numerous Peer Inquiries
Growing Community
Demand



Pioneering the Unattached Care Model with Partners

- Leadership of our Municipal Partners
- Available Interdisciplinary Team
- Available Infrastructure
- Integrated Digital Systems
- Willingness to Do More & Innovate

Integrated care loop established between Municipal, Emergency, Acute, Primary, Community Care Providers!



Results: Right Care, Right Place

- Patient and Provider Co-Design
- Ontario Interdisciplinary Primary Care Team Funding
- Recognition of Innovation, Partnerships & Team Based Care for All
- Funding for:
 Access + Connection + Attachment
- Triaging to Attachment
- Sustainable Access to Primary Care, Care Coordination, Allied Team focus shared with our Municipal Partners



Results: Coordinated, Access to Care



**2000 Ontario Works,
On-site Care Clinic
Appts**



**1700 Unique Unattached
Patients Served, Primary
Care**



**95% Patient Satisfaction
Rate &
90% ED Avoidance
Response**



**Positive Provider
Feedback, “Always an
End Point” for
Unattached and
Vulnerable Pts**



**Cancer & Chronic
Disease Care Provision
for Vulnerable &
Unattached**



**Digital Integration;
One EMR, One Record
Care Plans Across 8 Health
Care Organizations**

Our
Partnership
in Action.



1:02



3:50



Integrated Primary Care Clinic: Orillia Social Services Office

- Partnership with Nurse-Practitioner Led Clinic
- Unattached Clinic for Social Assistance Recipients and Community Residents
- Pediatric Clinic
- Support With:
 - Disability Determination Package, Special Diet Allowance Form, Medical Travel & Transportation, etc.
 - Chronic Disease Management
 - Primary Care
 - Cancer Screening
 - Referrals (i.e. Specialist)



Improved Access and Health Outcomes



“The County of Simcoe Social & Community Services Health Care Clinic is deeply connected to Orillia community, strengthening by the key connection between primary care and social services. By providing accessible, comprehensive care, the clinic has created a space where there is positive and significant impact on vulnerable populations. As a nurse practitioner and primary care provider at the clinic, I see firsthand how our work impacts both individual, families and the community.”

*Malcolm Morum, RN, BScN, MHScN, NP-PHC
Executive Director/Nurse Practitioner
Huron Nurse Practitioner-Led Clinic*

Improved Access and Health Outcomes

When I first heard about the clinic coming into the office, I was ecstatic to hear that health care was going to be more accessible for our clients. It was not too long after that I had a client that could benefit from this service. My client came to the office, feeling quite defeated about a future path. He wanted to apply for ODSP but did not have a family doctor who could support this process and did not know where to turn from there. I was able to let him know about Malcolm and his team and that although it might not be a one stop shop to getting the package completed, he might find himself benefitting from what was to come.

My client has been consistently working with the HNPLC now for several months, they have sent him for MRI's, completed paperwork, done blood work and continue to follow up with him on other health needs, helped him to access pain clinics close to home, etc. This client has been suffering for many years with chronic back and leg problems, and this has gone undiagnosed, and he is now starting to gain more knowledge about his health and his health journey. I have been thanked many times for the support this clinic has given him and continue to give my thanks to Malcolm and all the NP's that support this wonderful program.

*Laura Alford
Ontario Works Caseworker
County of Simcoe*



Improved Access and Health Outcomes



From its inception, the County of Simcoe Social & Community Services Health Care Clinic, has brought primary health care right to those who truly need it. Not only does the clinic provide acute health care, but they bring a compassionate and comprehensive approach to patient care, supporting access to additional community supports, mental health support, along with supporting individuals with social assistance related forms and processes. Observing the collaborative efforts between Nurse Practitioners and caseworkers, all working towards the shared goal of supporting community members through a holistic and person-centred approach, is truly inspiring. With the planned enhancements to our service model, I am incredibly excited to witness the ongoing positive impact on our community, particularly for its most vulnerable members.

Amy Marshall
Acting Director, Community Support & Wellbeing
County of Simcoe

Sharing our Story

Envisioning population health; eliminating the need for the term “unattached”

The power of integration, between municipal and health system partners.

Shared vision for our region; population health and well-being



\$2.3 Million Funding Announcement for Expansion of Services

- One of 12 Ontario Health Teams in the province selected to accelerate the collaborative integrated healthcare delivery model.
- Will help connect 19,200 unattached patients in Orillia and surrounding areas with integrated healthcare teams.



The Right Care, In The Right Place.

OMSSA

2024 LOCAL MUNICIPAL CHAMPION

ACCESS TO INTEGRATED CARE IN COUCHICHING:
A PARTNERSHIP BETWEEN THE COUNTY OF SIMCOE
AND ORILLIA SOLDIERS' MEMORIAL HOSPITAL



References & Contact

- simcoe.ca/residents/ontario-works/
- osmh.on.ca/couchiching-oht-care-clinic/
- coht.ca/about-us/anchor-partners/



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