



**OMSSA EXCHANGE**

**MAY 2-4, 2022 | VIRTUAL**

# PLENARY



## Health and Human Services Integration

# City and District of Thunder Bay Emerging OHT

## OMSSA Conference



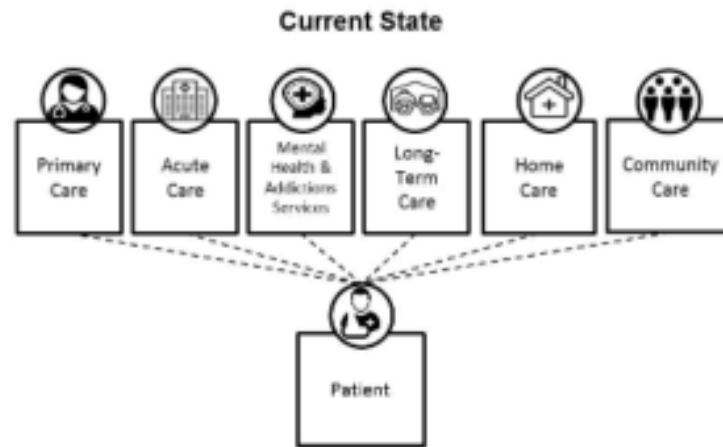
# Human Services is Health - Our Vision and Principles

## Our Vision

To be a leading integrated care (health and human services) system, where partners work together to achieve the best outcomes and care experience for the people of Northwestern Ontario.

- ▶ **Person and population focus** – we will co-design a system that puts patients, clients and their families at the centre of services and addresses the holistic needs of the population we serve.
- ▶ **Equity** – we will improve outcomes and service experiences for equity seeking groups and will critically examine and remediate the social determinants of health and how these disproportionally affect equity seeking groups.
- ▶ **Value-creation** – we will make decisions that will improve outcomes, experiences, access and sustainability. We will seek to simplify the system and address the root cause of challenges, rather than building in further inefficiency.
- ▶ **Collaboration** – we will work together as system partners knowing that we are better together and that no one of us can (or should) do it alone. We commit to acting as a system, by putting our organizational interests aside in order to put the best interest of the people we serve at the centre of all we do.
- ▶ **Acceptance** – we recognize and respect that each partner may have different skills and capacity but know that each adds value to the whole. No one person or community is more important than another. We will create space for, and listen intently to, the diversity of voices and perspectives.
- ▶ **Continuous improvement** – we commit to always seek to do better for the population we serve. We will aim for progress over perfection, and will move courageously towards our vision despite fears and unknowns.

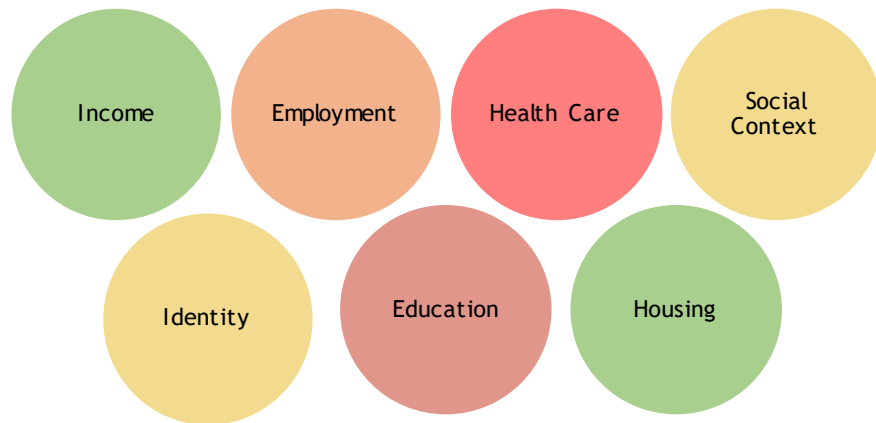
# Rethinking “health”



# Health and/or/with Human Services

## Separate/Traditional

- ▶ Health Services = **OHT**
- ▶ Human Services
- ▶ People come with individual needs that are addressed by different organizations who provide different services
- ▶ Integration & person-centre care is dependent on the good will of service providers



## Integrated

- ▶ Health services are human services
  - ▶ Human services serve health outcomes
  - ▶ People come as whole people with a variety of needs and services need to be integrated
  - ▶ Integration is part of the service culture and an expected outcome
- } **OHT**

