

# A Message from our Medical Officer of Health and Board of Health Chair

We are very pleased to release **Protecting our Community's Health: Ottawa Public Health's 2019- 2022 Strategy**.

This renewed strategy comes at an important time for Ottawa Public Health (OPH). On the heels of the appointment and orientation of our new Board of Health, the provincial government announced significant changes to the funding formula and governance structure for public health across Ontario.

This strategy affirms OPH's core mandate of health protection and promotion with a focus on prevention of disease and injury. Anchored in evidence and guided by best practices and community engagement, the strategy aligns with the unique health needs of our local communities.

Embedded in the community, OPH is able to deliver critical services and quickly respond to new and evolving needs, such as emergencies, outbreaks, and problematic substance use.

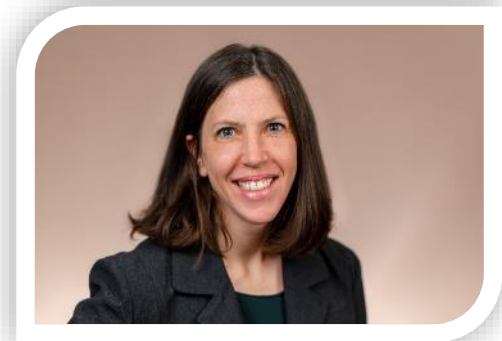
To develop this strategy, OPH engaged with partners, stakeholders, clients and employees and considered available surveillance and local health data to identify key local public health priorities. What emerged are some important crosscutting priorities, including:

- the need to promote mental health and to reduce the harms associated with problematic substance use;
- the value of driving prevention across the health system;
- the importance of our physical and social environments;
- the benefits of maximizing potential by developing and supporting employees, standardizing processes, and modernizing our tools and resources.

We are excited for this strategy to provide a path for the future as we continue to address key public health challenges and advance the health and well-being of people in Ottawa.



Councillor Keith Egli,  
Board of Health Chair



Dr. Vera Etches, MOH

# Ottawa Public Health at a Glance



# Who We Are

For over 125 years, Ottawa Public Health has provided public health programs and services to individuals and communities in Ottawa.

Ottawa Public Health engages a diverse team of professionals including public health nurses, dental hygienists, public health inspectors, dietitians, health promoters & communicators and epidemiologists.



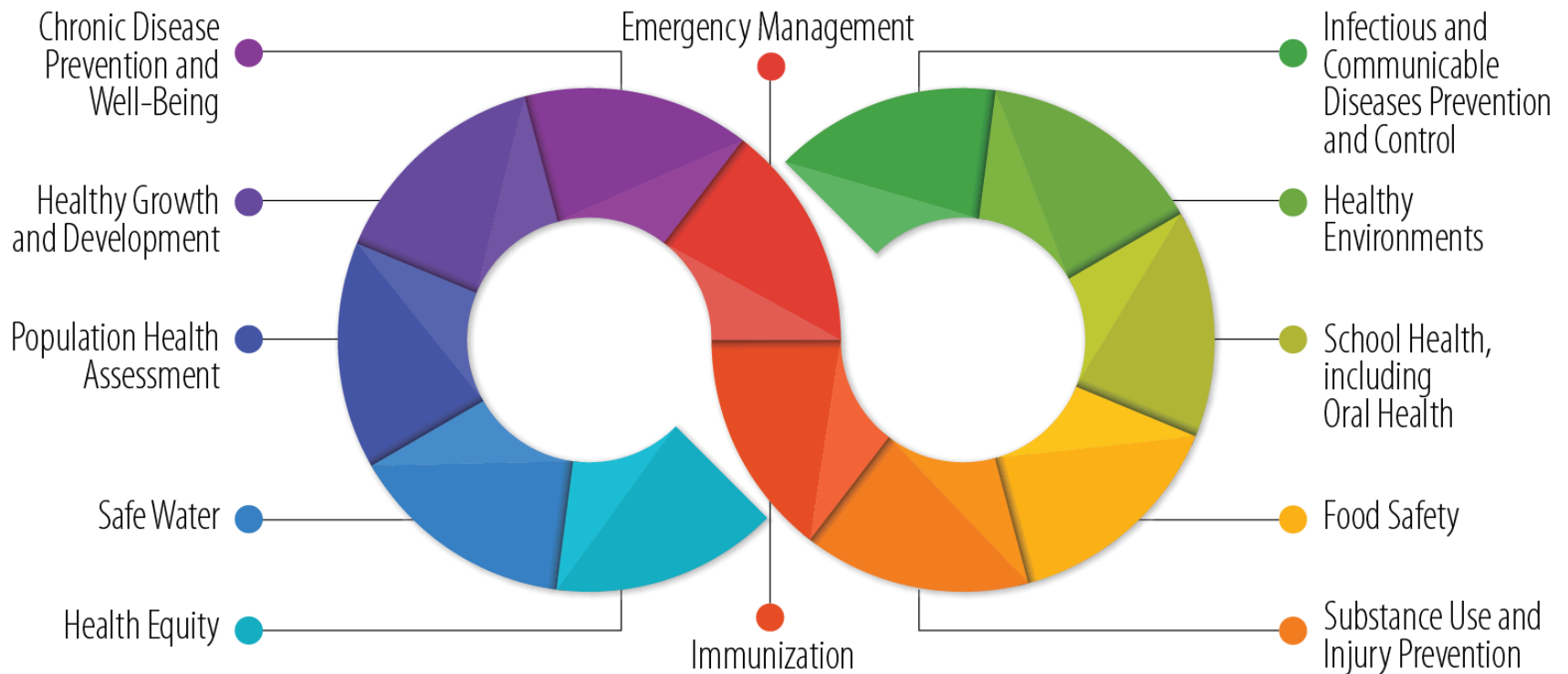
# What We Do

The services and programs provided by Ottawa Public Health are diverse and are carefully designed to meet the health needs of Ottawa's urban, suburban and rural communities. We work with local communities and partners to create equitable opportunities for health for all residents - regardless of their age, income level, gender, ethnic background, or any other social or economic reasons.

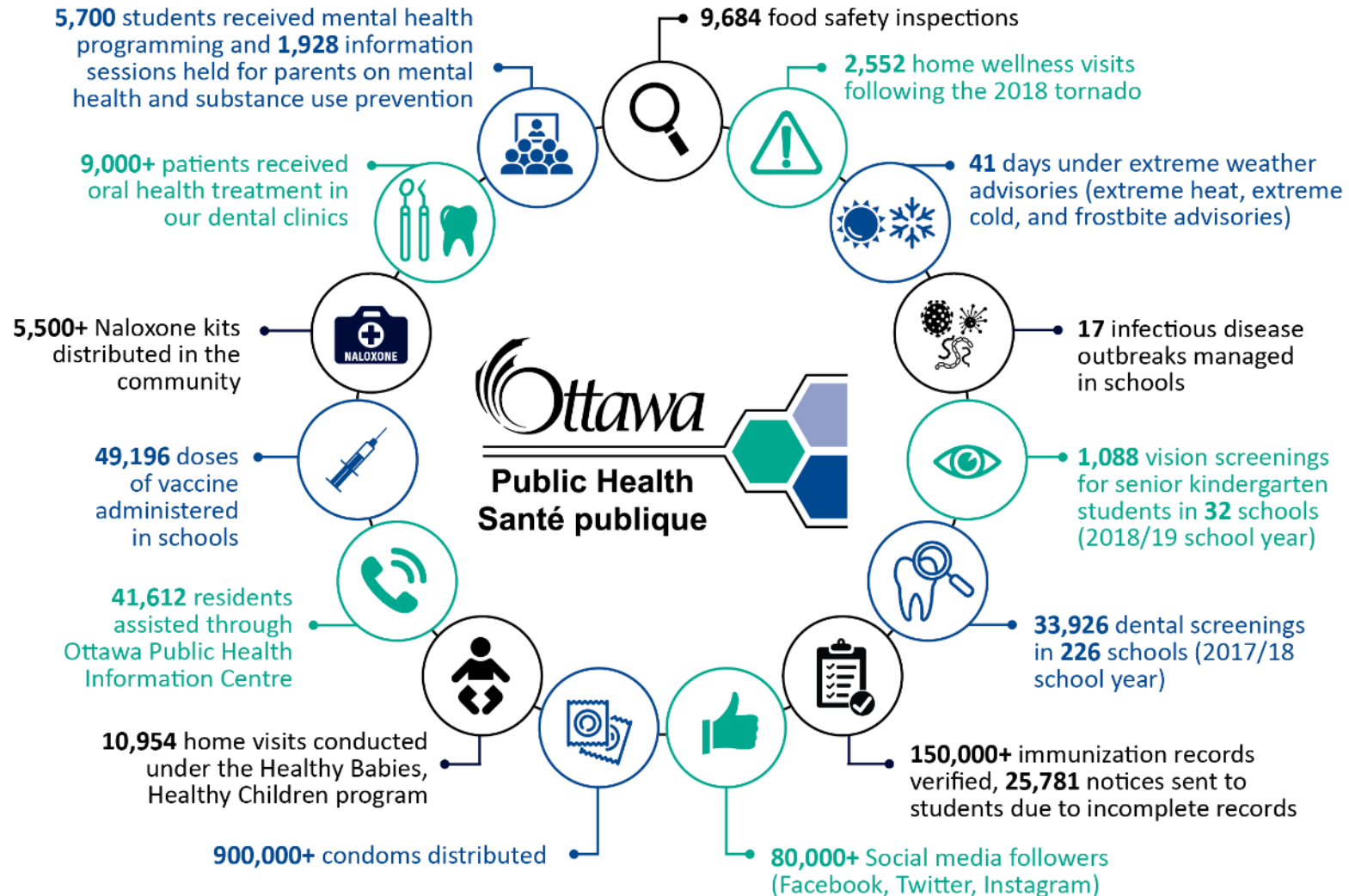


# Our Core Work

Public health prevents illnesses and injuries, and poor health. This is the invisible power of public health, which works to protect and promote health, and ultimately reduce downstream costs to the health care system.



# Our Impact By the Numbers (2018)





# Public Health: Investing in our Future



Every dollar invested in mental health and addictions saves \$30 in lost productivity and social costs.

1 in 5 Canadians will experience a mental health problem or illness in any given year. Ottawa Public Health has developed “have THAT talk” videos and resources to help promote discussions on mental health.



Every dollar invested in immunizing children saves \$16 in health care costs.

Immunizations support individual health, and the health of the population. In addition to school-based immunizations, Ottawa Public Health delivers childhood and catch-up immunizations to populations with barriers to primary care. This includes partnering with the Centretown Community Health Centre, and the YMCA to reach individuals with unstable housing and refugees.



Every dollar invested in early childhood development saves \$9 in future spending on health, social, and justice services.

Ottawa Public Health’s **Healthy Babies, Healthy Children** program provides prenatal classes and home visits to support new parents in their journey through raising children. **Parenting in Ottawa** is a multi-platform initiative with a mission to share information, respond to parenting questions and create a safe place for parents to get together to chat about raising kids in Ottawa. With public health nurses on the other end, over 21,000 followers receive regular updates and responses to their parenting questions.



# Protecting Our Community's Health: Ottawa Public Health's 2019 – 2022 Strategy

# Our Strategy Story

In 2019, timed with a new Board appointment, the strategy was refreshed to align with the current and emerging health priorities.

Moving forward, this new 3 to 5 year strategy with annual goals provides a framework to keep OPH aligned and focused on our most important and pressing work of driving positive health outcomes in the communities we serve.



# Accountability Through Monitoring and Reporting





# Being Strategic in a Time of Change

Change is taking place at all levels and at an unprecedented pace. The 2019 provincial budget announced proposed changes for the funding, organization and delivery of public health across Ontario. One proposed change is to establish 10 regional public health entities and 10 new regional boards of health with one common governance model by 2020–21.

Moving forward, this strategy will help Ottawa Public Health navigate these complex changes, remain focused on our local priorities, and balance:

- Our core and strategic work
- Short and long term goals and health outcomes
- Access and service delivery across urban, suburban and rural communities and the larger eastern Ontario region.

## Vision, Mission, Commitments

**Vision:** Ottawa's People: Healthy, Safe, Well

**Mission:** We work together with our community to improve, promote and protect the health and well-being of the people of Ottawa

**We are committed to:** Reconciliation, Quality, Engage, Impact

## Core Functions

- Assessment and Surveillance
- Health Promotion and Policy Development
- Health Protection
- Disease Prevention
- Emergency Management

## 3 to 5 Year Strategic Directions

- Promote mental health and reduce the health and social harms of substance use
- Drive prevention across the health system
- Influence the social and physical environments that support health and well-being
- Maximize potential in people, processes and resources

## Annual Goals and Measures

- Drive innovative approaches to mental health and substance use
- Healthy communities by design
- Streamlining through digitizing
- A healthy workplace and workforce
- Continuously improve our core work to maximize impact

## Transformational Initiatives

- Community and Client Engagement
- Ontario Health Teams
- Public Health Modernization



# Vision

Ottawa's People: Healthy, Safe, Well

# Mission

We work together with our community to improve, promote and protect the health and well-being of the people of Ottawa

# We are committed to

## Reconciliation

We work in partnership with First Nations, Inuit and Métis peoples and communities to advance Indigenous health equity.

## Quality

We use the best available evidence to continuously improve and inform our work.

## Engage

We work with residents, partners and communities to develop the conditions that support health and health equity.

## Impact

We promote sustainability by directing resources for maximum benefit and value.



# 3 to 5 Year Strategic Directions

## **Promote mental health and reduce health and social harms of substance use**

Continued strategic focus is required to enhance mental health and address the harms of problematic substance use in Ottawa. There is commitment and momentum among community partners and the public to make a greater impact on mental health and substance use.

## **Drive prevention across the health system**

As a respected partner in the health system, OPH has a key role in preventing and mitigating the burden of avoidable health issues. OPH has the capacity to be the catalyst and support community-wide initiatives, not only to keep people out of hospital but to keep them healthy, safe and well.

## **Influence the social and physical environments that support health and well-being**

The built and social environment can shape our health for the better. OPH will work to ensure communities are planned, built and supported to positively impact the physical, mental, and social health of all residents.

## **Maximize potential in people, processes and resources**

OPH is committed to developing and supporting our employees, standardizing our processes, and evolving our tools to anticipate and adapt to emerging health issues and a changing public health sector.

# Annual Goals and Measures

## **Drive innovative approaches to mental health and substance use**

Problematic substance use in Ottawa is a serious issue across the lifespan that requires proactive and evidence-informed solutions. OPH will work with partners to develop and implement a Community Action Plan, with a focus on opioids, to prevent stigma, support emerging harm reduction initiatives, and promote collaboration and integration across the system.

## **Healthy communities by design**

Our physical environment has the potential to enable people to live healthier lives, by making the healthy choice the easier choice. OPH will support the design of vibrant, safe, and inclusive communities with a focus on transportation, housing, food, and natural environments and greenspaces.

## **Streamlining through digitizing**

Digital health innovations have the potential to improve the capacity and quality of health services. Embracing a new Electronic Public Health Record (EPHR) system will help OPH better serve and connect with clients, colleagues and the broader health system.

## **A healthy workplace and workforce**

When our employees feel psychologically safe and healthy, everyone benefits. A healthy OPH workforce helps foster a healthy community. During times of change, it is increasingly important that employees feel engaged, safe and well.

## **Continuously improve our core work to maximize impact**

Public health works to prevent illness, infections, and chronic diseases resulting in a decreased use of the healthcare system. It's important to evaluate and continuously improve OPH's approach to its work to maximize its impact in the community.



# Transformational Initiatives

*The foundational elements we need to build now in order to transform the way we work later*

## **Community and client engagement**

OPH will embed a coordinated and effective approach to engagement across its geography (urban, suburban and rural), teams, and services to ensure the decisions we make and the work that we do is rooted in the voices of clients and partners.

## **Ontario Health Teams**
















OPH is committed to building capacity to drive greater prevention in the healthcare system across Eastern Ontario. OPH will partner with Ontario Health Teams to deliver integrated, patient-centered care, not only to keep people out of hospital, but to keep them healthy, safe and well.

## **Public Health Modernization**

OPH will work to create a strong public health system that prioritizes access to services across Ottawa's urban, suburban and rural communities and the larger eastern Ontario region.



# OPH 2019-2020 Action Plan

2019-2020 Goals	Short Term Measure	Long Term Measures	Progress		
Drive innovative approaches to mental health & substance use	% of year one Community Action Plan completed	Level of stigma, degree of care integration (including mental health promotion)			
Healthy communities by design	% year one Healthy Communities Action Plan completed	Neighbourhood walkability, food access and affordability			
Streamlining through digitizing	% of OPH program areas online by target date	Service efficiency, system interoperability			
A healthy workplace and workforce	OPH Guarding Minds at Work score				
Continuously improve our core work to maximize impact	Service delivery performance				

## Transformational Initiatives

Community and Client Engagement

Ontario Health Teams

Public Health Modernization