

## 2020 Quarter 1 - Progress Update

# Protecting Our Community's Health

Ottawa Public Health's 2019-2022 Strategy

# Protecting Our Community's Health – Q1 2020



Drive innovative approaches to mental health & substance use



Healthy communities by design



Streamlining through digitizing



A healthy workplace and workforce



Continuously improve our core work to maximize impact



**Target met**



**Target off track -  
Plan in place**



**Target off track –  
Plan in development**



Drive innovative  
approaches to mental  
health & substance use

Measure: % Mental Health and  
Substance Use Action Plan  
completed

Q4 2019



## Description of Goal:

The [Ottawa Community Action Plan \(OCAP\)](#) is the focus of this goal and includes three high priority areas: (1) Preventing stigma and problematic substance use; (2) Reducing harms associated with opioid use through emerging harm reduction initiatives; (3) Collaborating and integrating across the system to increase access and uptake of services.

## Quarterly Highlights and Challenges:

- In collaboration with CAPSA, 23 OPH staff received stigma master training and 40 OPH staff received a stigma educational session.
- 50+ stakeholders attended the Collective Impact Engagement session to learn about the framework and to address stigma related to problematic substance use.
- In collaboration with partners, OPH hosted the third stakeholder engagement meeting, which focused on reviewing the progress of the Ottawa Community Action Plan, and receiving input and multiple perspectives with respect to the status of stigma in Ottawa.
- Health Canada invited OPH and Safer Supply Ottawa partners to submit an amended application to the Substance Use and Addictions Program for a 1 year funding opportunity to increase access to Pharmaceutical-Grade Medications. Approval is pending.
- In response to the COVID-19 pandemic, OPH developed a stand alone website with resources to support the mental health and substance use needs of the community.

Q3 2019



Q4 2019



Q1 2020



Q2 2020

Q3 2020

Q4 2020



## Healthy communities by design

Measure: % Healthy Communities by Design Action Plan completed

Q1 2020



### Description of Goal:

This strategic goal is grounded in the understanding that our physical and social environments have the potential to enable people to live healthier lives, by making the healthy choice the easier choice, and by creating the conditions for people to thrive.

### Quarterly Highlights and Challenges:

- Various initiatives within Goal 2 continue to be refined as the projects and Goal evolve.
- With the onset of Covid-19 cases in Ottawa, many of the projects were put on hold as part of OPH's initiation of its Continuity of Operations Plan (COOP).
- *Aging Well in Ottawa* launched a FaceBook page with over 1800 followers.
- Case Management (Covid-19 response) is collecting SDD data as part of intake of clients.
- Communications activity for creating a culture of non-violence have continued (also with a COVID-19 focus)
- Continued planning for further training of LRT staff in suicide prevention.

Q3 2019



Q4 2019



Q1 2020



Q2 2020

Q3 2020

Q4 2020



## Streamlining through digitizing

Measure: % of OPH program areas online by target date

Q1 2020



### Description of Goal:

OPH is embracing digital health innovations. For 2019-2020, the focus is on developing and implementing an Electronic Public Health Record (EPHR). Phases 1 and 2 will replace existing paper processes, with later development supporting new functionality and integrating with other electronic databases.

### Quarterly Highlights and Challenges:

- Organized and collaborated with a Practitioner working group to ensure system and process adherence to regulatory bodies (e.g. CPSO, CNO)
- Completed platform and process development of Phase 1, Wave 1 programs
- Initiated a Goal 3 Task Force to ensure organizational readiness for deployment of EPHR
- Offered skills development for all Superusers to support their role in training design and delivery to end users
- EPHR project resources needed to support COVID-19 response; SLT approval to pause on all project activities in March 2020
- On March 30 2020, SLT approved a plan for the rapid development of a case and contact management digital solution for COVID-19

Q3 2019



Q4 2019



Q1 2020



Q2 2020

Q3 2020

Q4 2020



A healthy workplace and workforce

Measure: OPH's psychological health and safety score

Q1 2020



### Description of Goal:

Our people are our greatest resource. The Guarding Minds @ Work survey was used in the Spring of 2019 to better understand psychological health and safety. Based on the results, OPH chose to focus on two factors - *Engagement* and *Organizational Culture*. The Wellness @ Work committee has developed and will be implementing an action plan to promote a psychologically safe and healthy workplace.

### Quarterly Highlights and Challenges:

- Continued work by the action teams to address three areas within the action plan:
  - Trust
  - Relationships
  - Balance
- Due to COVID-19, the partnership with the Royal to develop a training for Managers and Supervisors to support employees with mental health concerns was put on hold.
- Continued sharing of tools and resources to support wellness at work shared via myOPH and the Daily Buzz on Wellness Wednesdays.

Q3 2019



Q4 2019



Q1 2020



Q2 2020

Q3 2020

Q4 2020



Continuously improve our core work to maximize impact

Measure: Service delivery performance score

Q1 2020

Description of Goal:

This goal focuses on improving our core work to maximize impact. This will be measured by service delivery performance, which is based on the notion that understanding performance and having a comprehensive performance management program is a key step towards supporting continuous improvement and enabling more informed decisions.

Quarterly Highlights and Challenges:

- Performance Measures have been identified for the majority of teams.
- Quarterly review process being developed to ensure teams review their data quarterly and identify key actions and information that need to be brought up to various levels for actioning. This process also ensures a closure loop where actions cascade back down to the teams. Development and implementation of this process was placed on hold as a result of COVID-19.
- Due to the COVID-19 pandemic, data for Q1 2020 was not reported.

Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
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