

4th Quarter 2019 Progress Update

Protecting Our Community's Health

Ottawa Public Health's 2019-2022 Strategy

Protecting Our Community's Health – Q4 2019



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:

- Preventing stigma and problematic substance use.
- Reducing harms associated with opioid use through emerging harm reduction initiatives.
- Collaborating and integrating across the system to increase access and uptake of services.

Quarterly Highlights and Challenges:

- In collaboration with local cannabis retailers, developed an information resource for customers at point of purchase.
- As part of Youth Connections Ottawa, OPH Master trained implementation leaders from English and French Catholic School Boards.
- Developed a client transition plan as part of the new Harm Reduction Service Model.
- Coordinated a collaborative Ottawa-based application for safer supply funding through Health Canada's Substance Use and Addictions Program.
- OPH developed a working group with lived and living experience members to help inform the strategy, and will continue to leverage feedback from this group into ongoing work.
- OPH was unsuccessful in its application for ongoing provincial Consumption and Treatment Service funding in 2020 however, it will continue to offer harm reduction services, including supervised consumption as part of the continuum of care.

Q3 2019



Q4 2019



Q1 2020

Q2 2020

Q3 2020

Q4 2020



Healthy communities by design

Measure: % Healthy Communities by Design Action Plan completed

Q4 2019



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:

- Nine teams contributing to 17 projects. These include:
 - OPH staff involved in integrating healthy public policy into the City's Official Plan, a policy framework that guides long-range land use & transportation planning;
 - Developing an Aging Well Plan; and,
 - Collaborating with partners and stakeholders to create supportive environments that help reduce the incidence of pedestrian injuries.
- Progress made to organize Goal 2 work into a healthy communities framework (adapted from the WHO Healthy Cities Approach) to help ensure our work is making an impact in the longer-term.
- External factors implicated timelines on three projects (e.g. delays with ethics review). These projects are expected to be back on track in Q1.

Q3 2019	✓	Q4 2019	✓	Q1 2020	Q2 2020	Q3 2020	Q4 2020
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Streamlining through digitizing

Measure: % of OPH program areas online by target date

Q4 2019



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:

- Nursing Council engagement has successfully provided system and process guidance as it relates to nursing practice.
- Presentations at Grand Rounds delivered by our Harm Reduction Superuser and OPH BOH Vice-Chair.
- Initiated a Phase 1 developmental evaluation that has fostered positive working relationships amongst all project team members.
- Product development taking longer than planned; impacts to Phase 1 deployment schedule and Phase 2 development and deployment schedules.
- Ongoing need for Phase 1 Superusers to be deployed to project leaving a gap in operational resources.

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

Q4 2019



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:

- The formation of action teams to address three areas within the action plan:
 - Trust
 - Relationships
 - Balance
- Initiation of a partnership with The Royal to develop a training for Managers and Supervisors to support employees with mental health concerns.
- Held a holiday gathering that was well received and attended.

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

Q4 2019



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 and all teams will be reporting on their performance starting in Q1 2020.
- For the performance measures where data was available in Q4 2019, 20 of 26 met or exceeded their target with a composite performance score of 95.60%
- Four new partners were added to the Ontario Naloxone Program in 2019
- Significant increase in the timely distribution of vaccine to health care providers
- Mental Health team engaged intermediaries who work with newcomers and various ethno-cultural groups to increase the reach of the Have THAT Talk videos.
- Treatment capacity to meet the needs of the Ontario Seniors Dental Care Program has been a challenge
- Consideration should be given to potential capacity challenges as EPHR development and implementation continues

Q3 2019



Q4 2019



Q1 2020

Q2 2020

Q3 2020

Q4 2020



Community and Client Engagement

Description of Transformational Initiative:

OPH is committed to embedding a coordinated and effective approach to engagement across its geography, teams, and services to ensure the decisions made and the work done are rooted in the voices of clients and partners.

Quarterly Highlights and Challenges:

OPH is moving forward with the development of a departmental Engagement Strategy that will help guide our work to better coordinate and integrate engagement into everyday practice. The development of an Engagement Guide for OPH employees and implementation of Engage Ottawa have been progressing steadily:

- Engagement Strategy drafted
- Use of Engage Ottawa platform expanded (e.g. Peer Parenting Support pilot, online conversation about public health modernization); exploring an OPH “hub” moving forward

While this collaborative approach to developing an engagement strategy has taken more time, it has fostered cross-organizational discussions and will result in a coordinated plan that supports the needs of all employees and programs.



Ontario Health Teams (OHTs)

Description of Transformational Initiative:

OHTs were introduced by the province in April 2019 as a new way of organizing and delivering care. In the OHT model, clients and patients will receive all care from one coordinated team of providers. Collaboration between OHTs and public health will help to increase the focus on health promotion and prevention of disease and injury across the health system. OPH is an active partner in all emerging OHTs in Ottawa.

Quarterly Highlights and Challenges:

- Ottawa Health Team approved (one of 24) for the initial cohort of OHTs.
 - Kids Come First endorsed as a specialized regional entity.
 - Ottawa East given feedback to strengthen application; approval expected in 2020.
 - OPH invited to join Three Rivers OHT (West Ottawa) which is in early development.
 - OPH co-leading work provincially to propose an ideal role for public health in OHTs.
 - Unknowns moving forward raise capacity concerns for current/future work; an internal infrastructure (to coordinate, communicate) is helping to mitigate.
 - While much of the OHT conversation is currently downstream, there is recognition of the important role of prevention; by being involved early, OPH is well-positioned to play a leadership role in supporting a population health approach within OHTs.
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Public Health Modernization

Description of Transformational Initiative:

The Ontario government has identified an opportunity to transform and strengthen the role of public health. OPH will work to create a strong public health system that prioritizes access to services across Ottawa's urban, suburban and rural communities.

Quarterly Highlights and Challenges:

- In November, the Ministry of Health announced province-wide consultations on public health modernization; seeking feedback from public health units, municipalities and stakeholders.
- In December, OPH shared four high-level themes with the Board, intended to guide OPH's approach to the process (written submission and in-person consultation).
- A outreach plan was developed to solicit input from partners and stakeholders.
- An online discussion (Engage Ottawa) was launched to gauge residents' views. Activities to compile/prepare information continued into Q1.