

CAMBRIDGE
NORTH DUMFRIES
OHT

ANNUAL REPORT

2024 - 2025

*We envision a community where people
access seamless and integrated services to
ensure the health & wellbeing
of our diverse populations.*



WORDS FROM THE CHAIRS

As we look back on 2024–2025, we do so with a sense of both humility and pride. It has been another challenging year across the healthcare landscape—marked by rising system pressures, growing complexity in patient needs, and continued demands on all corners of our sector. Despite these challenges, the Cambridge North Dumfries Ontario Health Team (CND OHT) has remained strong, resilient, and deeply committed to our mission of delivering more integrated, person-centered care.

This year also marked our five-year anniversary—a meaningful milestone that invites both reflection and renewed purpose. Over the past five years, we have grown together through shared vision, perseverance, and a steadfast commitment to improving health outcomes for our community.

This year marked an important period of transition for our OHT. As we evolve our structures and strengthen our governance, our focus has remained clear: to support our communities by building a better-connected health system. We continue to prioritize primary care, mental health and addictions, and chronic disease management, recognizing these as foundational elements to a healthier population and a more sustainable future.

At the heart of our work is collaboration. Through ongoing partnerships with health care providers and community partners, we have made meaningful strides in deepening relationships, sharing resources, and aligning our efforts toward common goals. These collaborations are not just practical—they are essential.

As we move forward, we are more committed than ever to strengthening our OHT. We believe in the collective power of our partners and the capacity of our communities to shape a healthcare system that is accessible, equitable, and responsive.

Patrick Gaskin
Steering Committee Co-chair

Chris Cassolato
Steering Committee Co-chair

Rick Robertson
Joint Board Committee Chair

2022-2025

STRATEGIC FRAMEWORK

OUR VISION

We envision a community where people access seamless and integrated services to ensure the health and wellbeing of our diverse populations

OUR VALUES

Inclusive | Connected
Accessible | Adaptable



OUR STRATEGIES

CORNERSTONE PRIORITY: Transform the healthcare journey

1. Put patients, families and caregivers at the centre of a re-designed health care experience.
2. Improve collaboration, care coordination and knowledge sharing across all partners.
3. Reduce barriers such as discrimination, stigma, culture and language to improve access to care.

TRANSFORMATION ENABLERS

Innovate, learn and continuously improve

1. Measure and monitor the impact and effectiveness of our OHT, and adapt strategies and priorities as needed.
2. Collaborate with other OHTs to drive innovation and accelerate transformation.
3. Evolve the governance of our OHT to promote transparent and collaborative decision making.

Advance reconciliation and foster diversity, equity and inclusion (DEI)

1. Develop a Reconciliation Action Plan in partnership with Indigenous communities.
2. Eliminate experiences of stigma, racism, oppression and inequity for patients and providers.
3. Improve the experience and outcomes for vulnerable populations.
4. Develop a DEI human resource strategy so our teams best reflect the diversity of our community.

Enable the full potential of our health human resources

1. Optimize the roles and functions of health human resources across our OHT.
2. Collaborate on human resource planning to increase capacity and promote recruitment and retention across all OHT partners.
3. Partner with healthcare providers to improve the provider experience and wellbeing.

ENABLING STRATEGY: Implement digital health tools to increase access to care, improve care coordination and collaboration and to enable evidence-informed planning and decision-making.

To learn more about the Cambridge North Dumfries Ontario Health Team visit www.cndoht.com

MEET THE STAFF SUPPORT TEAM

LINDSAY BEUERMANN
INTERIM DIRECTOR



BRENDA JACOB
ADMINISTRATIVE
ASSISTANT



HAVVA KEMAL
COMMUNICATIONS
COORDINATOR



RAYMOND DOLCH
DIGITAL HEALTH LEAD



SABRINA WATSON
LEAD, POPULATION HEALTH
AND SPECIAL PROJECTS



ANGELA MARTIN
CHANGE MANAGEMENT
LEAD



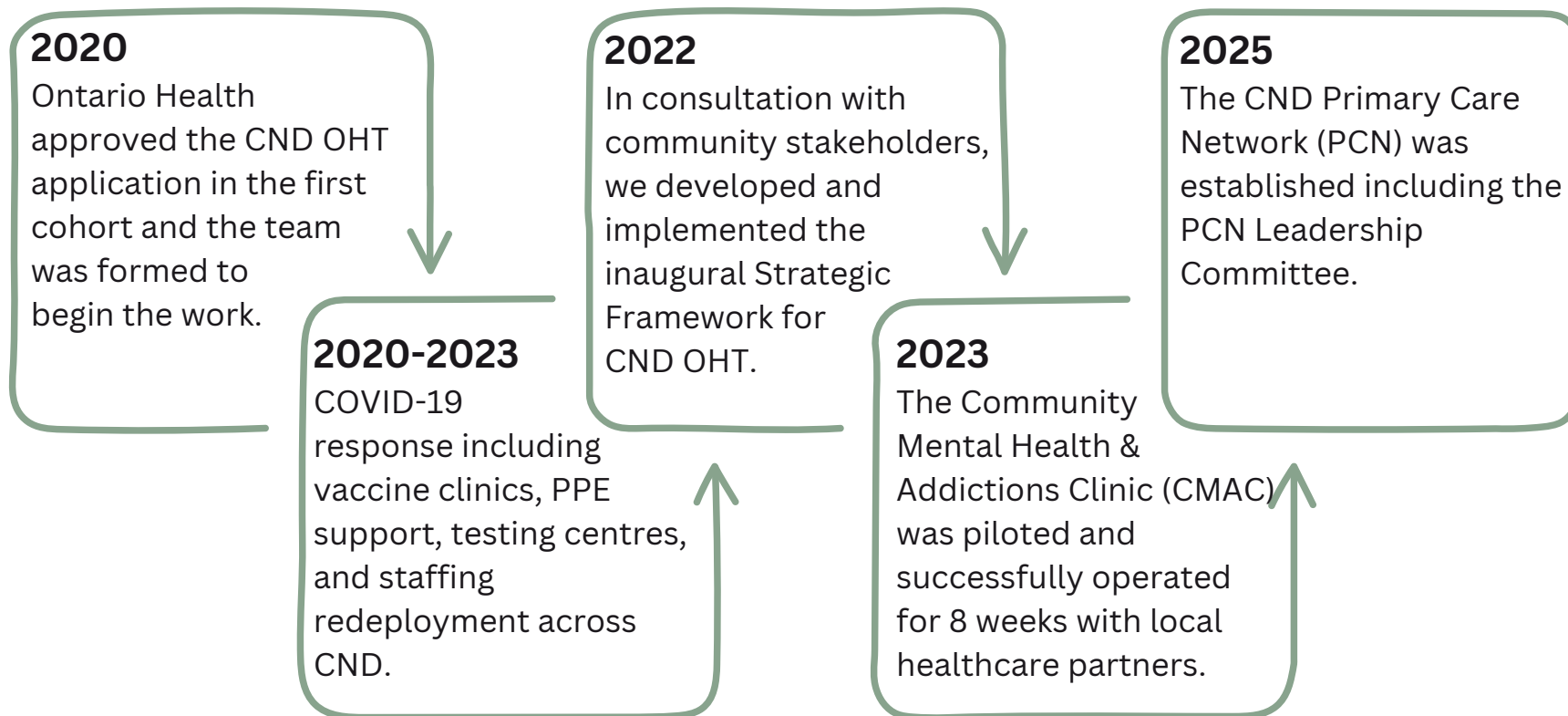
DR. CAMEILA SINGH
PRIMARY CARE LEAD





5 YEAR MILESTONES

Celebrating five years of partnership, the Cambridge North Dumfries Ontario Health Team marks a significant milestone in advancing integrated, patient-centered care. This anniversary reflects the dedication of health system partners united in improving the wellbeing of the community. Some highlights from the last five years include:



2024-2025 HIGHLIGHTS





PATIENT, FAMILY & CAREGIVER ADVISORY COUNCIL

Throughout 2024–2025, the Patient, Family & Caregiver Advisory Council (PFAC) actively contributed to several key CND OHT initiatives. Drawing on their lived experiences, advisors played an integral role in shaping, advancing, and evaluating projects that directly impact community care and access.

Key initiatives included:

- **Healthy Aging Resource Portal (HARP):** Advisors spearheaded the development of this user-friendly digital hub which connects older adults and caregivers with local resources and supports for healthy aging.
- **Find Services:** Advisors provided input into the redesign of this tool, ensuring alignment with regional partners to better connect residents of Cambridge and North Dumfries with local and provincial healthcare services.
- **Accessible Medical Testing for People with Disabilities:** A PFAC member identified a gap in access to diagnostic services for people with physical disabilities. Advisors championed this project, working to map low-barrier testing locations and promote inclusive, accessible healthcare environments.

Advisors

Darcy E, Chair
Sherry N, Vice Chair
Dan L, Vice Chair
Denise C, Advisor
Joy C, Advisor
Luci S, Advisor





PRIMARY CARE

Online Appointment Booking (OAB)

The CND OHT continues to strengthen digital access to care through the expansion of Online Appointment Booking (OAB). As of 2024/2025, 101 clinical booking schedules are active across the community. The majority of primary care clinicians within the CND OHT now leverage OAB to streamline appointment access and enhance the patient experience.

30,259
Online
Appointments
Booked

AI Scribe

The CND OHT secured an unlimited license bundle from Heidi Health, giving all physicians, nurse practitioners, nurses, and allied health professionals access to AI Scribe tools from March 2025 to March 2026. Within the first month AI Scribe saved providers over 400 clinical hours.

140+
Providers joined
AI Scribe

Frailty Screening Pilot

The CND OHT identified the need to better detect frailty, and piloted a digitized preliminary screener in a local primary care office. The tool was sent via Ocean secure messaging to patients 65+ with an email on file, and completed assessments automatically triggered alerts for provider follow-up.



DIGITAL HEALTH PROJECT

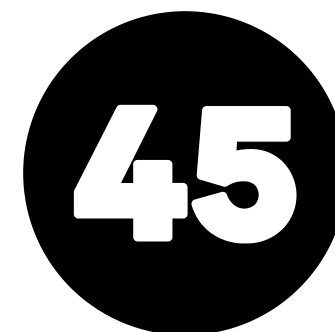


CAMBRIDGE NORTH DUMFRIES PRIMARY CARE NETWORK (CND PCN)

The CND Primary Care Leadership Committee, represented by diverse models and providers (MDs and NPs), deepened partnerships through the CND Primary Care Network (PCN) to drive workforce engagement, information sharing, and retention efforts.

In 2024/2025, the PCN expanded its reach, established a dedicated leadership group, and continued recruiting across the region. Key initiatives included:

- **Access to Digital Tools** – Promoting adoption of digital solutions to enhance efficiency and care coordination.
- **Professional Development Opportunities** – Offering targeted learning sessions to support clinical excellence and collaboration.
- **In-Person Engagement Sessions** – Connecting primary care and specialists to streamline referrals.
- **Spotlight on Community Services Webinars** – Linking providers directly with local services to enhance coordinated care.



**Primary Care Providers
have joined the CND PCN**

CND PCN Leadership Committee

Anna Pelleboer, NP
Dr. Cameila Singh
Dr. Craig Albrecht
Jennifer McDonald, NP
Dr. Mekalai Kumanan
Dr. Parveen Gupta
Dr. Sharon Bal
Dr. Tamara Holling



PRIORITY POPULATIONS

Addressing the Needs of Our Aging Population

As the population of older adults continues to grow in Cambridge and North Dumfries, addressing the unique needs of this group—particularly frail and medically complex individuals—continues to be a priority for the CND OHT. To better support this demographic and enhance their access to care, the following initiatives were developed:

- Healthy Aging Resource Portal (HARP)
- Find Services
- Frailty Screening Pilot



Advancing Mental Health and Addictions (MHA) Priorities

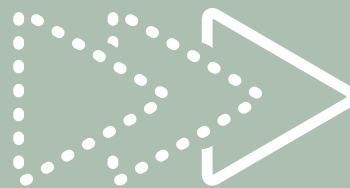
In 2024-2025, the CND OHT took active steps to strengthen mental health and addictions supports across the community. Key actions included:

- Assessed the current MHA landscape in Cambridge and North Dumfries and outlined existing services, community assets, and sector gaps.
- Partnered with primary care providers to define actionable next steps aligned with local priorities.

Expanding regional presence to ensure the voice of CND residents through:

- Mental Health and Addictions Systems Transformation Team
- Harm Reduction Working Group
- Homeless and Addiction Recovery Treatment (HART) Hub

Looking Ahead



2025-2026

Strengthening cross-sector partnerships to advance shared priorities.



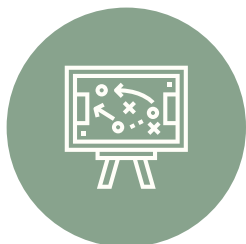
Supporting Primary Care Attachment: We are focused on enhancing access to timely, high-quality primary care for all residents, ensuring that everyone in our community has the support they need for their health and wellbeing.



Expanding Digital Health Tools: We will continue to support and expand the use of digital health tools such as AI Scribe and Poppy Bot, empowering clinicians to deliver efficient, high-quality care, and improving patient outcomes.



Renewing Commitment to Priority Populations: Our commitment to supporting frail older adults, individuals with medically complex conditions, and those with mental health and addictions concerns remains a top priority. We will enhance chronic disease management pathways to improve care for these vulnerable populations.



Leveraging Data for Community Insights: By utilizing data to track trends within our community, we can better understand emerging needs and respond with the right resources to improve health outcomes and ensure services are aligned with local priorities.

CND OHT Members



Delta Coronation FHO



Coronation Family Physicians



Ayr and District Citizens Association



Forbes Park Medical



CAMBRIDGE
NORTH DUMFRIES
OHT

**STAY
CONNECTED**

CONTACT US :

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