

CAMBRIDGE  
NORTH DUMFRIES

OHT



## Cambridge North Dumfries Ontario Health Team News & Updates

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...and More!



## Season's Greetings from the CND OHT



As we approach the holiday season, I want to extend warm wishes to each and every one of you on behalf of the CND OHT Patient, Family, and Caregiver Advisory Council.

This time of year is a special opportunity to reflect on the importance of community, connection, and wellbeing. As a collective, we have navigated challenges and triumphs throughout the year, and it is our shared experiences that make our health care community so resilient.

As the Chair of the CND OHT Patient, Family, and Caregiver Advisory Council, I am grateful for the collaboration and dedication that our community brings to the health care family. Your insights, feedback, and commitment to improving the patient experience have a profound impact on the quality of care.

May this holiday season bring you moments of joy, peace, and togetherness. Whether you are celebrating with family, friends, or taking some quiet time for yourself, I hope you find warmth and comfort in the company of loved ones and in the knowledge that our health care community is strengthened by the unique contributions of each individual.

Looking forward to a new year filled with continued collaboration, innovation, and positive health outcomes for all.

Wishing you a joyful holiday season and a healthy, happy New Year!



As we approach the festive season, I want to extend heartfelt greetings on behalf of the CND OHT Joint Board Committee. The closing off of the year is an opportunity to reflect on our accomplishments. The Cambridge North Dumfries OHT has much to be proud of. In 2023 we made impact in our communities. We:

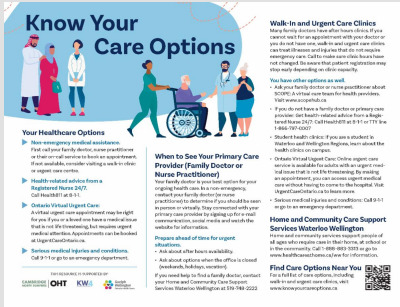
- Successfully piloted the Community Mental Health and Addictions Clinic
- Increased access to online appointment booking across primary care
- Launched our Neighbourhood Care Connect community-based approach to improving access to preventative screening.

Together, we are working towards our vision of integrated and seamless services for the health and wellbeing of our communities. Thank you for your part in the work of the OHT - whether you are an active participant in OHT Co-Design Groups, or a supporter following along this journey via Newsletter readership, we are grateful for your commitment to improving health care in Cambridge North Dumfries.

Wishing you a joyful holiday season and a New Year filled with continued collaboration, success, and good health!

**Rick Robertson**  
CND OHT Joint Board Committee Chair

## Know Your Care Options This Cold and Flu Season



The poster titled 'Know Your Care Options' provides a comprehensive guide to healthcare services. It is divided into several sections: 'Your Healthcare Options' (listing emergency, primary care, and mental health services), 'When to See Your Primary Care Provider' (distinguishing between urgent and non-urgent issues), 'Walk-In and Urgent Care Clinics' (describing their roles and hours), 'Home and Community Care Support' (detailing various support services), and 'Find Care Options Near You' (providing a QR code and contact information). The poster also includes logos for OHT, KW4, and the CND OHT Joint Board Committee.

With the respiratory illness season underway, more people are looking for health care across Waterloo and Wellington regions. While hospitals are always available for emergencies, most other illnesses can be managed by another health care provider.

The CND OHT has partnered with KW4 and Guelph Wellington OHTs and Waterloo and Wellington region hospitals to create a [Know Your Care Options website](#).

Visit the site to learn where to go to get the right care at the right time, near you.

## CND OHT Announcements

## Introducing Three New CND OHT Affiliate Members

The CND OHT continues to grow our collaboration with expanding our membership. We are excited to announce the following organization as Affiliate Members:

- Indwell Community Homes
- Ontario Osteoporosis Strategy
- SHORE Centre



We invite you to learn about our newest Affiliate Members and explore their websites for more information.



#### **Indwell Community Homes**

Indwell Community Homes is a housing community that support people seeking health, wellness and belonging.

To learn more visit [www.indwell.ca](http://www.indwell.ca)



#### **Ontario Osteoporosis Strategy**

The Ontario Osteoporosis Strategy (OOS) with stakeholders and local partners identifies and brings awareness to people who are at risk of fractures after the age of 50.

To learn more visit [www.ostestrategy.on.ca](http://www.ostestrategy.on.ca)



#### **Sexual Health Options, Resources & Education (SHORE) Centre**

SHORE Centre offers exceptional and inclusive sexual and reproductive health services in our community that uphold the dignity of everyone.

To learn more visit [www.shorecentre.ca](http://www.shorecentre.ca)

## **CND OHT Launches the BPSO Program**

Working with the Registered Nurses Association of Ontario (RNAO), the CND OHT became a Best Practice Spotlight Organization (BPSO)! This work launched on November 15<sup>th</sup> with 32 attendees representing organizations across CND.



A BPSO OHT is an OHT that partners directly with RNAO to implement best practice

guidelines (BPG) in order to better respond to health system transformation in Ontario.

We will be hosting an in-person Champions Event on February 23<sup>rd</sup> to start working on our first guideline, *Transitions in Care and Services*.

To learn more about the BPSO for OHTs program, please visit:

<https://rmao.ca/bpg/bps/oht>

For questions or to participate in this work, please contact Lindsay Beuermann, [lindsayb@langs.org](mailto:lindsayb@langs.org)

## Welcome to New CND OHT Support Staff

**The CND OHT is excited to welcome Angela Martin to the team as the new Digital Health Lead**

My name is Angela Martin, and I am a experienced nurse having spent 8+ years in primary care, community care, long term care and telemedicine nursing primarily in the Cambridge North Dumfries area. As a nurse I am passionate about patient care and advocacy and will give a voice to those who cannot speak up for themselves. My focus is on building a sustainable and accessible healthcare system for everyone across the Cambridge North Dumfries OHT area.



**The CND OHT is pleased to welcome Dr. Kunuk Rhee to the staff support team as the Lead, Population Health and Special Projects**

Dr. Rhee is a family physician, and a familiar face in the Cambridge , having previously served as the Cambridge Memorial Hospital Chief of Staff. In that role, Dr. Rhee contributed to the development of the initial CND OHT application that successfully positioned Cambridge North Dumfries to be one of the cohort 1 OHT's funded in the province. Most recently, Dr. Rhee held the position of Vice President, Medical Affairs at St. Joseph's Health Centre in Toronto. Restructuring at Unity Health has allowed Dr. Rhee to pursue new opportunities, and we are delighted that he will be bringing his skills

and passion back to Cambridge to accelerate the work of the CND OHT! Dr. Rhee will be supporting the work of the Connecting Care Co-Design Group and population health Work Streams.

## From our Networks New Services Now Available for Patients

**Help when  
you need it.**



**9-8-8**  
toll free, 24/7

**9-8-8** Suicide Crisis Helpline

9-8-8 Suicide Crisis Helpline is funded by the Government of Canada



### 9-8-8 Suicide Helpline Available Canada-Wide

The launch of 9-8-8 suicide crisis helpline, a new Canada-wide three-digit helpline, will provide urgent, mental health support in real-time.

Accessible by text and phone, 9-8-8 will provide quick access to bilingual support from trained responders who can properly assess individuals in need of crisis support and direct them to resources and services across the community.

To learn more, please visit <https://988.ca/>

## ConnectMyHealth Patient Portal

ConnectMyHealth is this region's new patient portal that can provide access to health records from participating hospitals in southwestern Ontario, and help empower patients on their health journey. Patients will be able to view various types of health records, including radiology reports and images, laboratory and microbiology results, hospital discharge summaries, and more!

Using ConnectMyHealth, you can view your upcoming appointments, and subscribe to be notified by email when you have new results available.

ConnectMyHealth is safe and secure, can be used on desktop/laptop computers or mobile devices, and there is no cost to use it.

To register, visit: <https://info.connectmyhealth.ca/register>



Ask us about ConnectMyHealth - a new digital health tool that provides you with an online, single access channel to view your health records from participating hospitals in southwestern Ontario.

Visit [info.connectmyhealth.ca](https://info.connectmyhealth.ca) or scan     OHT

## Congratulations Two Rivers Family Health Team and Grandview Medical Centre Family Health Team



At this year's Association of Family Health Teams of Ontario (AFHTO) conference, Two Rivers Family Health Team and Grandview Medical Centre Family Health Team received the 2023 Bright Lights Award for their contribution to organizing primary care to advance Ontario Health Teams.

The award was presented to the two organizations for their leadership and contribution to the planning and implementation of the CND OHT Community Mental Health and Addictions Clinic (C-MAC) Pilot Project.

"The financial contribution by Two Rivers and Grandview to the CND OHT Mental Health and Addictions Co-Design Group was just the spark that was needed to bring this locally developed solution from change idea to pilot implementation," said Kristina Eliashovsky, Director for the CND OHT.

As a result of the 8-week pilot project, 123 clients were able to access quick access mental health and addictions support. A comprehensive evaluation plan was put in place to understand the impact of the clinic and the data is now being used to advocate for permanent funding for the model.



# Engagement Opportunities



## The CND OHT PFAC is Recruiting for New Members

The Patient, Family and Caregiver Advisory Council (PFAC) will inform decisions made regarding health, community, and social services in the region.

By partnering with our community we want to ensure we are meeting your needs and accommodating your preferences by incorporating your experiences, opinions, and knowledge.

We are always seeking advisors from diverse backgrounds who bring unique perspectives, including those who have experienced health inequity.

If you are interested in learning more about the CND OHT PFAC, visit [HERE](#)

## CND OHT Member Events & News



## WELCOME HOME, COMMUNITY PARTNERS!

Please join us Tuesdays & Thursdays  
for our casual

## OPEN HOUSE

series of tours & talks about our  
Hospice Residences and how we  
support our community.

You're welcome to drop in for a visit  
at either House any time between  
10am - 2pm to find out how you can  
help our neighbours access our services.

Questions?  
519.208.5055 x 253



## CND OHT In the News

**Local Ontario Health teams want to divert mental health crisis**

## calls away from hospitals

This week, the CND OHT presented to Region of Waterloo Council on the Community Mental Health and Addictions Clinic (C-MAC) impact.

The presentation was part of a report on progress developing a coordinated Region of Waterloo Alternate Destination of Care to Emergency Department transfers by paramedics, for those experiencing mental health and addictions concerns.

The presentation was featured in a December 6 CBC article, available here.

Read the full article [HERE](#).

## CND OHT Members & Affiliate Members

To learn more about the Cambridge North Dumfries Ontario Health Team Members & Affiliate Members, visit our Member Directory.

[Member Directory](#)

## Connect With Us



If you have any questions, or would like to learn more about the Cambridge North Dumfries OHT, please reach out to [cndoht@langs.org](mailto:cndoht@langs.org).

[www.cndoht.com](http://www.cndoht.com)

Cambridge North Dumfries Ontario Health Team | 150 Pinebush Road, Unit 5B, Cambridge,  
N1R 8J8 Canada

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