



# Mississauga Health

Partnering for your health

**Partner Meeting**  
February 2, 2021

# Objectives for today

1. Project Updates
  - Our deliverables and commitments for this year and beyond
  - How you can stay involved
2. COVID-19 Update
  - Vaccine rollout
3. SPOTLIGHT: Mental Health and Wellbeing through COVID-19
  - Supporting provider wellbeing
  - Supports for patients, families and the public
  - Five minute wellness break

# Project Updates

Dr. Mira Backo-Shannon

- Executive Lead, Mississauga Ontario Health Team

# Our plan this year

In December, 2020, the **Mississauga Ontario Health Team** signed an agreement with the Ministry that provides expectations for the remainder of this year and into next year to establish OHT foundations and deliver on a few key priority areas.

Mississauga Health will continue to focus on the priorities set out in our initial application, with a shift in some of our proposed change initiatives to reflect ongoing COVID-19 response.

The Ministry agreement sets expectations for delivery by end of March, 2022, including:

- Care to be redesigned for a patient population, with a focus on integrated transitions, coordination/navigation services, self-management/health literacy, and increased virtual care/access to digital health records
- A Patient Declaration of Values and OHT website/communications strategy in place
- A plan developed to expand OHT reach in Year 2
- Progress made to reduce variation in care/implement standards
- A small amount of seed funding to support implementation

# Our project workstreams

	Activities	Key Performance Indicators	Outcomes for end of 21/22*
<b>Minor Acute</b> Caring for individuals with influenza-like illness	<ul style="list-style-type: none"> <li>• Delivery of services (i.e. Cough &amp; Flu Clinic)</li> <li>• Planning for additional opportunities to support this population (e.g. primary care support for vaccination rollout)</li> </ul>	Proportion of those who receive same/next day appointments at cough & flu clinic	<ul style="list-style-type: none"> <li>• Care redesigned for a patient population</li> </ul>
<b>Palliative Care</b> Caring for those that would benefit from a palliative approach	<ul style="list-style-type: none"> <li>• Training and education on palliative, in alignment with change ideas shared in initial OHT application and with regional priorities</li> </ul>	Proportion of care team members trained on a palliative approach to care, with specific partners across at least two sectors (target to be proposed)	<ul style="list-style-type: none"> <li>• Patient Declaration of Values; website in place</li> </ul>
<b>Health Equity</b> Building a strong foundation for community health	<ul style="list-style-type: none"> <li>• Health Equity Assessment survey completed by partners</li> <li>• Education in place to support assessment and subsequent action plans</li> </ul>	Proportion of partners who have completed survey (target to be proposed)	<ul style="list-style-type: none"> <li>• OHT Expansion Plan and</li> </ul>
<b>Digital Health</b> Adoption of regional and provincial tools	<ul style="list-style-type: none"> <li>• Development of Health Information Management Plan based on partner assets</li> <li>• Adoption of tools to support integrated service delivery</li> </ul>	Not required yet; to be identified once plan established	<ul style="list-style-type: none"> <li>• Progress to reduce variation in care/implement standards</li> </ul>
<b>OHT Strategy &amp; Development</b>	<ul style="list-style-type: none"> <li>• Patient &amp; Family Advisors Council setup and engagement strategy</li> <li>• Sector network development</li> <li>• Clinical and Chair's Councils setup</li> </ul>	None provided to MOH; goal of having foundations in place for Spring, 2021	<ul style="list-style-type: none"> <li>• Performance improved in access, transition, coordination, integration</li> </ul>

\*as identified in Ministry Agreement

# Our plan to establish team foundations

The Ministry has set deliverables for our OHT over the coming months. This includes reporting back on: our spending over the next fiscal year, our plan for digital implementation, and our plans for patient and primary care engagement.

MISSISSAUGA ONTARIO HEALTH TEAM WORKPLAN			
	FEBRUARY	MARCH	APRIL
MINISTRY MILESTONES	<input type="checkbox"/> <b>Feb 28:</b> Spending Plan Report to Ministry	<input type="checkbox"/> <b>Mar 15:</b> Harmonized Information Management Plan Report to Ministry	<input type="checkbox"/> <b>Apr 30:</b> 20-21 Year End Report to Ministry  <input type="checkbox"/> <b>Apr 30:</b> Patient Engagement Framework/Strategy  <input type="checkbox"/> <b>Apr 30:</b> Primary Care Communications Process/Protocols
PARTNER MEETINGS & ENGAGEMENT	<b>Feb 2:</b> Webinar – Spotlight: Mental Health and Wellbeing  <b>Feb 17:</b> Digital Planning Engagement  <b>Feb 10:</b> Metamorphosis Network Meeting	<b>Mar (TBD):</b> Webinar – Patient Engagement Framework and Spotlight: Health Equity	<b>May (TBD):</b> Webinar – Year Ahead
TEAM FOUNDATIONS		Workstream planning and setup <hr style="border: 1px solid green;"/>	

# Proposed digital priorities

The OHT's Health Information Management Plan is due to the Ministry on **March 15**.

Ministry funding for digital activities is contingent on adoption of existing provincial digital health services. Based on the tools highlighted for adoption in the Ministry's Digital Playbook, we are focusing on two strategies in the coming year:

1

Working to increase adoption of existing provincial assets, with a focus on primary care partners where there is readiness

2

Continuing to monitor the landscape for funding opportunities that could enable us to advance key priorities

In early conversations with partners, we have heard that we should:

- Start by understanding the current state of adoption of existing tools
- Focus on tools that provide the best value
- Prioritize activities because resources are limited
- Take into account historical barriers and engage groups who have tried this before
- Begin with partners who are ready, but consider all partners' needs when planning
- Continue to lobby Ontario Health for supports to implement collaboration tools with partners (e.g. Office 365)

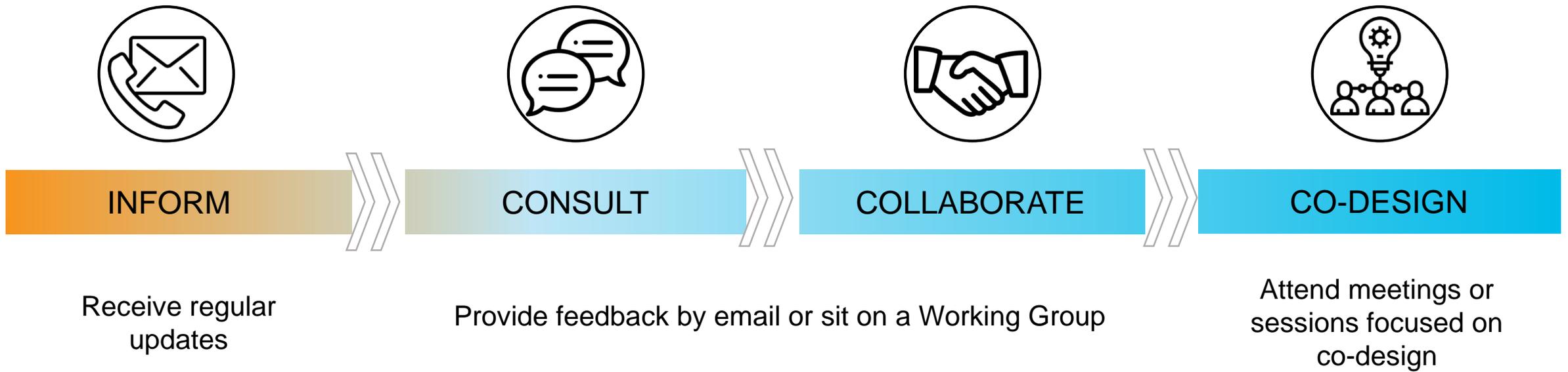
**We are seeking your feedback to inform our digital planning**

**Please register for our upcoming engagement webinar on February 17 ([link to follow this meeting](#))**

# Staying involved

Over the coming months, we will be building more detailed plans for involvement. There are a range of options to stay involved in this work.

Please **complete the survey** after this meeting and tell us how you would like to be engaged in each of the work streams underway.

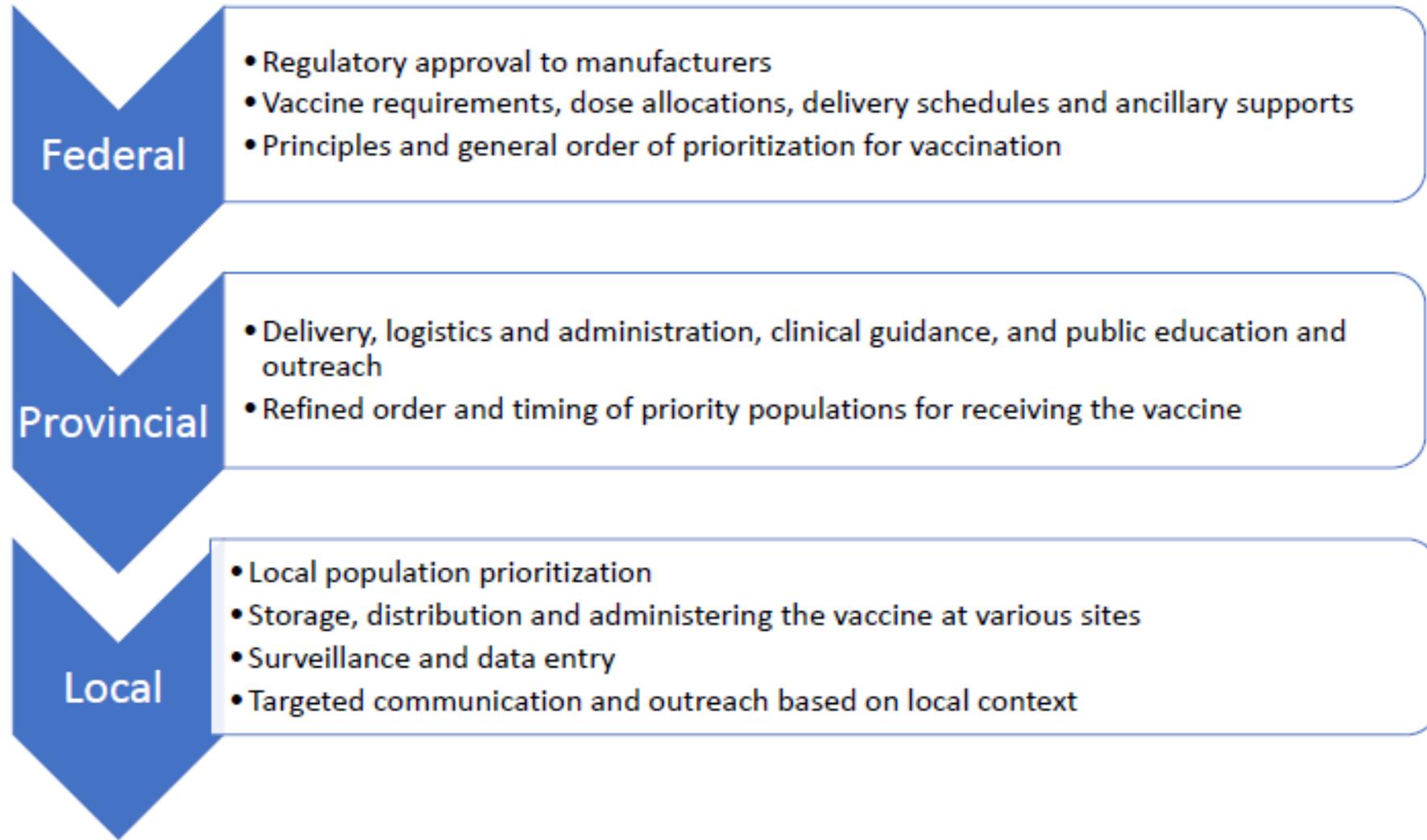


# COVID-19 Updates: Vaccination

Dr. James Pencharz

- Primary Care Lead, Mississauga Ontario Health Team
- Board Chair and Physician Lead, Credit Valley Family Health Team

# Government roles



# Provincial Framework

## Ethical Framework for Vaccine Distribution in Ontario

This Framework was developed in partnership with the COVID-19 Vaccine Distribution Task Force to guide further vaccine prioritization and distribution across the province. The application of these principles will be context-dependent; other information may be relevant to decision-making.

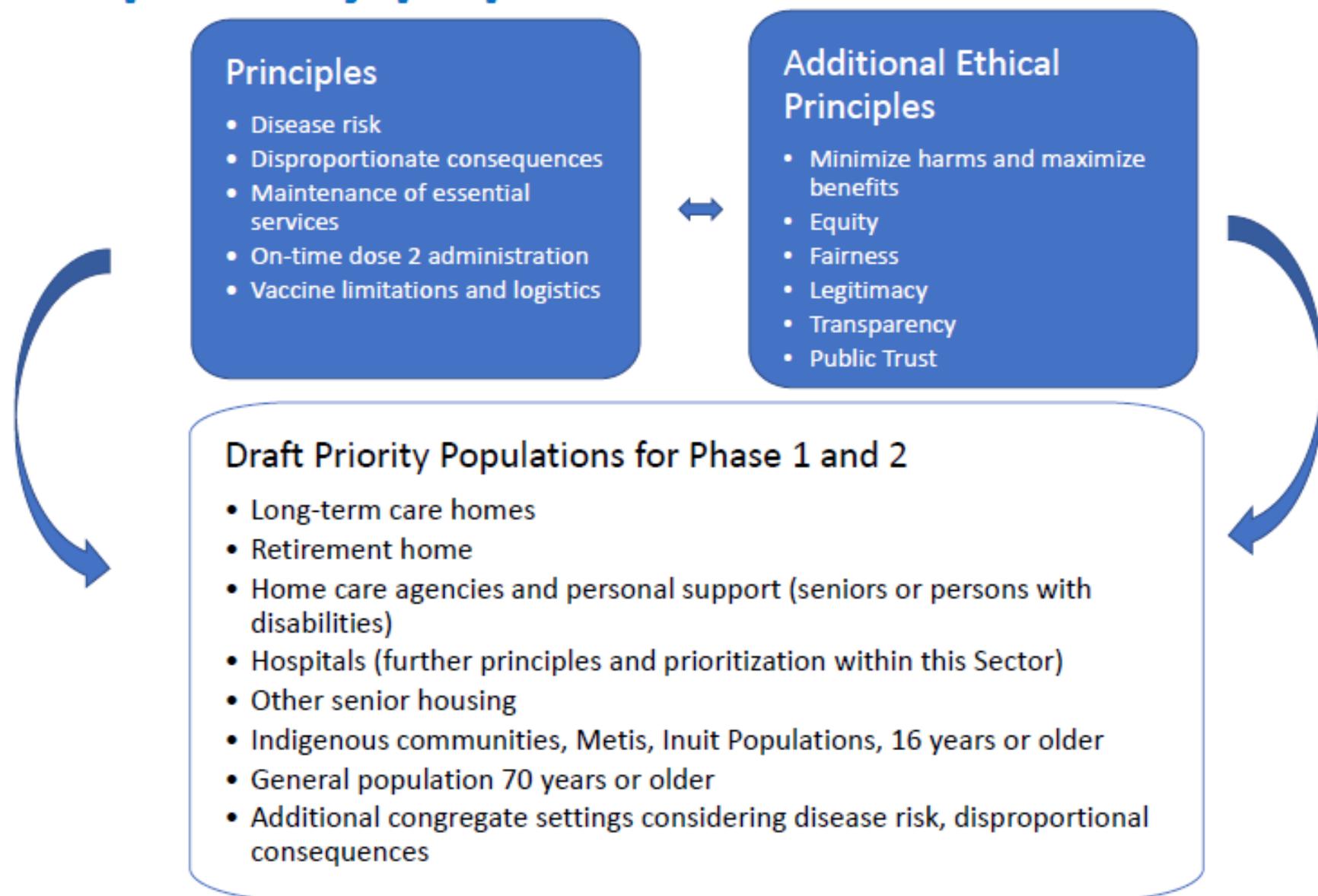
<p><b>Minimize harms and maximize benefits</b></p> <ul style="list-style-type: none"> <li>Reduce overall illness and deaths related to COVID-19</li> <li>Protect those at greatest risk of serious illness and death due to biological, social, geographical, and occupational factors</li> <li>Protect critical infrastructure</li> <li>Promote social and economic well-being</li> </ul>	<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>Respect the equal moral status and human rights of all individuals</li> <li>Distribute vaccines without stigma, bias, or discrimination<sup>1</sup></li> <li>Do not create, and actively work to reduce, disparities in illness and death related to COVID-19, including disparities in the social determinants of health linked to risk of illness and death related to COVID-19<sup>2</sup></li> <li>Ensure benefits for groups experiencing greater burdens from the COVID-19 pandemic</li> </ul>	<p><b>Fairness</b></p> <ul style="list-style-type: none"> <li>Ensure that every individual within an equally prioritized group (and for whom vaccines have been found safe and efficacious) has an equal opportunity to be vaccinated</li> <li>Ensure jurisdictional ambiguity does not interfere with vaccine distribution (e.g., Jordan's Principle)<sup>3</sup></li> <li>Ensure inclusive, consistent, and culturally safe and appropriate processes of decision-making, implementation, and communications</li> </ul>	<p><b>Transparency</b></p> <ul style="list-style-type: none"> <li>Ensure the underlying principles and rationale, decision-making processes, and plans for COVID-19 vaccine prioritization and distribution are clear, understandable, and communicated publicly</li> </ul>	<p><b>Legitimacy</b></p> <ul style="list-style-type: none"> <li>Make decisions based on the best available scientific evidence, shared values, and input from affected parties, including those historically under-represented</li> <li>Account for feasibility and viability to better ensure decisions have intended impact</li> <li>To the extent possible given the urgency of vaccine distribution, facilitate the participation of affected parties in the creation and review of decisions and decision-making processes</li> </ul>
<p style="text-align: center;"><b>Public Trust</b></p> <p style="text-align: center;">Ensure decisions and decision-making processes are informed by the above principles to advance relationships of social cohesion and enhance confidence and trust in Ontario's COVID-19 immunization program</p>				

1. See Ontario's [Human Rights Code](#) and specifically Part 1 for Code-protected groups

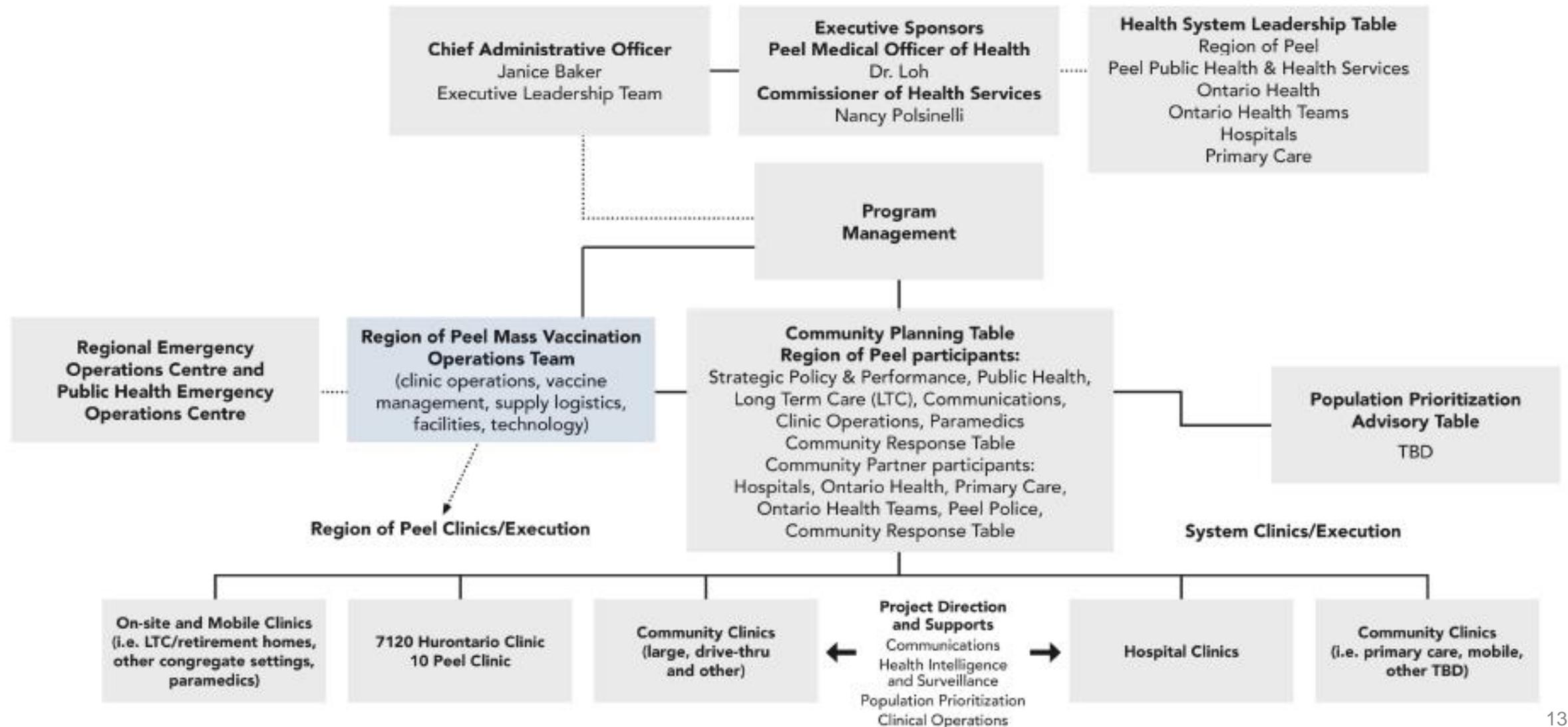
2. Consider applying the Ministry of Health's [Health Equity Impact Assessment](#) decision support tool to identify potential health equity impacts

3. See [Jordan's Principle](#)

# Initial priority population framework



# Plan structure and partnerships



# Preparing for next phase of vaccine rollout

Building on our experiences in long-term care, there are things our organizations can be doing now to address hesitancy and prepare for the next phase of rollout. Here are five simple steps you can be considering now (from the LTC Medical Director Community of Practice):

1. **Encourage Conversations** – Be open to staff fears and concerns; answer questions; use FAQs and other materials to help bust myths.
2. **Be Proactive** – [Lead presentations](#) and [send letters](#); help staff think through their plans to get vaccinated in advance (e.g. how to travel to the clinic).
3. **Visually Display Your Support** – Be a role model; use campaigns (e.g. share your vaccination photo); provide stickers; put up posters and other visuals encouraging vaccination.
4. **Target Informal Leaders** – Ask those who have strong relationships with other staff to share key messages.
5. **Share Materials that Address Questions and Concerns** – Simple FAQs or fact sheets from Peel Public Health will be forthcoming.

The region is currently working with community partners in Peel on developing culturally and linguistically-appropriate materials that could support organizations.

# Mental Health and Wellness through COVID-19

Co-Host: Karen Parsons

- Executive Director, Peel Addiction and Referral Centre



# Supporting our wellness as providers

## Recognizing the signs of burnout:

- Sadness, depression and apathy
- Easily frustrated
- Blaming of other, irritability
- Lacking feelings, indifferent
- Isolation/ disconnection from others
- Poor self-care (hygiene)
- Tired/ exhausted and overwhelmed
- Feeling like a failure; nothing you can do to help; need alcohol/other drugs to help

## Signs of secondary Traumatic Stress (exposure to other individuals' traumatic experiences):

- Excessive worry/fear about something bad happening
- Easily startles or "On guard" all the time
- Physical signs of stress eg. Racing heart; nightmares

# Coping with stress in the workplace

- Limit your time working alone by trying to work in teams
- Take breaks
- Eat healthy food; get adequate sleep and exercise
- Write a journal
- Talk to family, friends, supervisors and teammates about feelings and experiences
- Practice breathing and relaxation techniques
- Avoid/limit use of caffeine and use of alcohol
- Use the buddy system

# The buddy system

To institute a buddy system with a colleague or peer:

- Get to know each other
- Talk about background, interests, hobbies. Identify each others strengths and weaknesses
- Keep an eye on each other
- Set up time to check-in with each other
- Listen carefully and share experiences and feelings
- Recognize accomplishments
- Help each other to take breaks, monitor each others workloads, offer help with work when possible
- Get help if you have reason to believe your buddy may be a threat to themselves or to others



# Resilience Tool

		How am I doing?	Not Well	Somewhat Well	Really Well
Self-Care	1.	I make time for activities that restore my energy. (i.e. read, meditate, exercise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	2.	Self-care is part of my daily routines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	3.	I am able to put myself first.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Energy	4.	I am good at making time to exercise. (i.e. go for a walk alone or with family/friends)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	5.	Overall, I get enough sleep.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	6.	I generally eat a healthy diet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perspective	7.	I generally am able to get something positive out of negative experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	8.	I am good at making time for activities that mentally stimulate me. (i.e. reading, music, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	9.	When I am under pressure, I can still make decisions and problem solve.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Empathy	10.	I can acknowledge my own emotions and express them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	11.	I can recognize and understand others' emotions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	12.	I can change and adapt my mood when needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connectedness	13.	I am good at building relationships.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	14.	I am good at making time to connect face-to-face or virtually with people I care most about.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	15.	I am good at nurturing my relationships with friends and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purpose & Values	16.	I have a strong sense of purpose at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	17.	I have a clear sense of my strengths and find opportunities to use them regularly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	18.	I have a clear sense of my own values and my actions reflect my values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## THP's Multidimensional Model of Resilience



### Definitions – The Domains of Resilience

1. **Self-Care:** ability to engage in activities that restore energy and bring you joy
2. **Physical Energy:** ability to nourish yourself with sleep, exercise and food
3. **Perspective:** ability to remain optimistic in the face of reality
4. **Empathy:** ability to understand self and others and act accordingly
5. **Connectedness:** ability to build positive and supportive connections
6. **Purpose & Values:** having a purpose and values that guide what you do

# Supports for mental health—providers and the public

- **[Bounce Back Ontario \(https://bouncebackontario.ca/\)](https://bouncebackontario.ca/)**: Free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety. Call 1-866-345-0224
- Breaking Free Online (<https://www.breakingfreeonline.ca/>): Offering addiction treatment and healthcare providers across Ontario; free access to the program to alleviate pressure on services and support clients who can no longer access interventions
- CAMH mental health and Covid-19 response (<https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals>): Provides access to mental health and addiction supports for health care workers who might be impacted by the COVID-19 pandemic (e.g. resources, psychotherapy)
- Canadian Mental Health Association (CAMH): **RETURN TO WORKPLACE PSYCHOLOGY TOOLKIT** assists those struggling with anxiety and stress as they return to the physical workplace ([https://ontario.cmha.ca/wp-content/uploads/2020/08/CMHA\\_ReturnToWorkplace-Toolkit\\_EN-Final.pdf](https://ontario.cmha.ca/wp-content/uploads/2020/08/CMHA_ReturnToWorkplace-Toolkit_EN-Final.pdf))
- Canadian Psychological Association (CPA): For health care providers feeling overwhelmed and distressed, CPA has generated a list of psychologists and their contact information to provide psychological services. (<https://cpa.ca/corona-virus/psychservices/>)

# Supports for mental health—providers and the public cont.

- **Daily Stoic** (<https://www.youtube.com/dailystoic>): Offers videos to help manage stress, excessive thought, anger, depression, worry, and other destructive mind states.
- **l'Entite 4- Resources for Francophones** (<https://entite4.ca/soutien-et-ressources-disponible-en-ligne/>)- l'Entité 4 has created a list of French-language COVID-19 resources and support programs (ex. Mental health, social isolation, etc.) on their website. (available in French only).
- **WellCan:** Free mental health digital resource for all Canadians. Download the app for free.
- Various Meditation applications are offering free access to services:
  - **HEADSPACE:** Includes meditation, sleep and movement exercises (<https://www.headspace.com/covid-19>)
  - **SIMPLE HABIT:** Offers free guided meditations (<https://simplehabit.com/ease-your-coronavirus-anxiety>)
  - **CALM:** Offers free mental health fitness resources for sleep and relaxation (<https://www.calm.com/blog/mindfulness-resources>)

# Upcoming Mindfulness Meditation Session for OHT Partners

- **What:** 1.5 hour Mindfulness Meditation session for OHT partners, arranged in partnership with PAARC. Attendees will:
  - Learn about mindfulness, including how to expand your compassion skills for yourself and others
  - Experience a guided mindfulness meditation practice and a guided compassion practice
  - Have an opportunity for dialogue and Q&A session with the teacher
- **When:** February 18<sup>th</sup>, 12:00 pm to 1:30 pm (1 hour presentation; half-hour opportunity for dialogue)
- **Who:** Interested M-OHT Partners. If you represent an organization, please consider identifying a maximum of two individuals to join to ensure all partners have an opportunity to have someone attend
- **How:** Following this meeting, you will receive a link to [Eventbrite](#) where you can register to join.



**About the teacher:** Susan Harris is a graduate of the Mindfulness Meditation Teacher Certification Program led by Tara Brach and Jack Kornfield. She has over 40 years of experience developing and providing comprehensive services to individuals and families impacted by abuse, trauma and mental health issues. At a personal level, Susan has been developing her meditation practice for over 25 years through retreats, practice and study. She has a daily practice of meditation and Qi Gong.

**Thank you** for participating in today's meeting!

Please remember to complete the **engagement survey** to be sent out after this meeting so we know how you would like to stay involved over the coming year.

