

Ottawa Health Team – Équipe Santé Ottawa

Community Health Teams Model Trial – Primary Care Providers

The Ottawa Health Team– Équipe Santé Ottawa (OHT–ESO) has designed a new model of care for the community, called Community Health Teams (CHT). This model was designed by health care providers and lived experience partners together to improve the care and support system for our frail older adults 55+ years of age who are losing functional independence and require enhanced support for them to age in place, in their community.

CHT is a team-based model of care that has health care providers working together as “one team” in partnership with frail older adults, their families and caregivers. In this model, primary care providers, such as family physicians and nurse practitioners, will receive support from two new facilitators to help identify client needs and goals and facilitate connections to care and supports, within their neighbourhood or as close to home as possible. Focused on health promotion, this model is designed to improve:

- the health outcomes of frail older adults by delaying, maintaining and where possible reversing their level of frailty
- the experience of frail older adults and their families or informal supports when accessing and receiving care and supports
- the ability for frail older adults to live healthier and longer in their home and community
- help frail older adults avoid seeking higher levels of care for support

How will this model benefit Primary Care Providers (PCPs)?

- *Support for assessment and care planning:* new clinical health facilitators will help you work with clients to identify their needs and goals and to establish a care and support plan that will help keep them healthy and well at home.
- *Support to navigate and coordinate client care:* new health facilitators will support you with navigating, coordinating and accessing care and supports for your clients.
- *Services closer to home:* delivered within Community Health Areas (CHAs), social health facilitators familiar with neighbourhood resources will help your clients access community support services closer to their home.
- *Timely and accessible services:* health facilitators will follow-up with referrals to ensure your clients are connected with services in a timely manner.
- *Smooth transitions to appropriate levels of care:* as care needs change, health facilitators will help transition your clients smoothly to alternative levels of care.

Who is eligible for the CHT model trial?

- 55+ years of age or older
- Have been screened by a health care professional and have a score between 4 and 6 on the Rockwood Clinical Frailty Scale (CFS)
- Have limited financial means that impact access to supports to maintain independence
- Have limited social support to maintain independence

When will the CHT model trial take place and how can I register my clients?

The CHT model will be tested over a six (6) month trial period, starting mid-June and running into November 2021. We are starting with clients in the **Ledbury-Heron Gate-Ridgemont** neighbourhood or Community Health Area (CHA). If you have clients who live in this CHA and who fit the following eligibility criteria, you can register them to participate in the trial.

How can I register my clients for the trial?

To register, complete an Ottawa OHT-ESO **Frail Older Adults Identification/Referral Form** and Fax it to **613-749-3564**. A clinical health facilitator will review the form to confirm client eligibility and connect with you within a week for next steps.

Is there a cost for this service?

Participating in this CHT model trial is free of charge over the testing period, a duration of 6-months.

Who can I contact for more information?

For more information about this program and the trial please contact **Patricia Aslin, Clinical Health Facilitator** at **613-219-6863** or via email at patriciaa@seohc.on.ca.