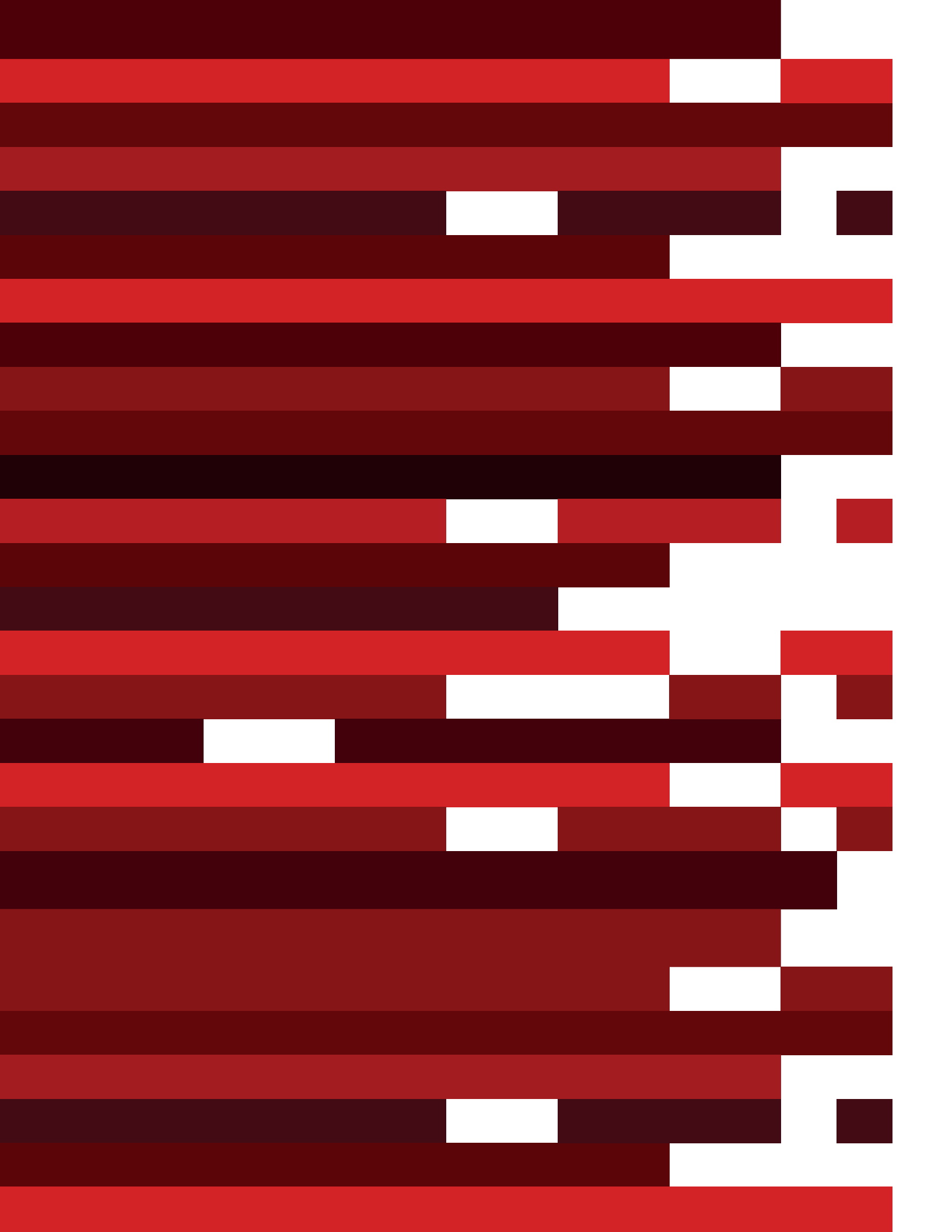




Team-Based Care: Making it a reality for all

2023 CONFERENCE REGISTRATION KIT
OCTOBER 25, 2023

afhto association of family
health teams of ontario



Welcome!


Thank you for joining us at the AFHTO 2023 Conference “Team-Based Care: Making It A Reality For All”!

Canadians believe that healthcare is a right—it's core to our national identity. Despite this core belief, access to healthcare in Ontario, and across other provinces, is inequitable. This inequity in access extends to primary care, the foundation of the healthcare system. The academic literature, along with health systems reporting, echo the anecdotal evidence from our communities – there isn't enough healthcare to go around. This reality has significant implications for patients, family members, providers, and the system.

While it may feel as though little has changed to address health system challenges in recent years, the voices of our communities and providers have gotten louder and are speaking together. These voices are unequivocally calling for team-based care. Primary care teams and broader partnerships between healthcare providers, municipalities, and others, are more focused on treating the whole patient than ever before. Government is listening and realizing the opportunity to take bold action. It's time for team-based care to be a reality for all.

We hope you have fun and bring home a wealth of ideas to continue improving care in your communities.

GET SOCIAL

 **Facebook:** Association of Family Health Teams of Ontario (AFHTO)

 **Twitter:** @afhto

Join the conversation: [#AFHTO2023](https://twitter.com/afhto)

WHAT'S INSIDE?

Schedule at a glance	1
Floorplan	2
Session and Speaker Profiles	3–5
Networking	5
Concurrent Sessions + Rooms	6
On-Demand Sessions	7
Poster Displays	8–9
Exhibitor List + Floorplan	10
Sponsors	11
Volunteer Acknowledgement	12

GAME ON!

Look for the game card and fulfill the challenges for your chance to win a JBL Pulse 5 waterproof Bluetooth wireless speaker! Simply drop your completed entries into one of the ballot boxes on the registration desk (Concourse).

Lucky winners will be drawn after the closing plenary session.

STAY CONNECTED

Wi-Fi Network: Sheraton_CONFERENCE
Access Code: AFHTO2023

Only for use in meeting spaces. Hotel guest rooms have separate login.

Schedule-at-a-Glance

** Attendees who have pre-selected their concurrent sessions will find a personalized agenda on the back of their name badge **

PRE-CONFERENCE DAY: TUESDAY, OCTOBER 24, 2023

3:00 pm - 4:30 pm	Members' Program (in person only) Q&A with Ministry of Health and Ontario Health* (Only open to EDs and Admin Leads)	<i>Willow East and Centre</i>
5:00 pm - 5:30 pm	Members' Program (in person only) Annual General Meeting (Only open to voting members)	<i>Chestnut</i>
6:00 pm - 8:00 pm	Members' Program (in person only) Fireside Chat – 3-course dinner* (Paid event - require ticket for entry)	<i>Willow East and Centre</i>

CONFERENCE DAY: WEDNESDAY, OCTOBER 25, 2023

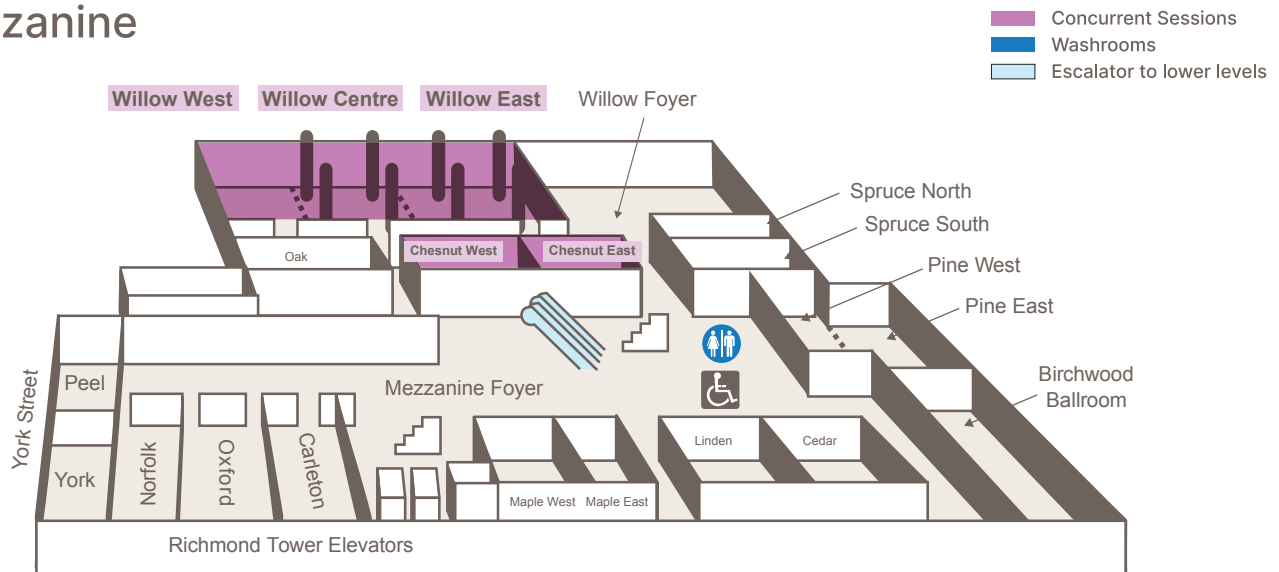
7:30 am - 8:45 am	Registration, Breakfast and Networking Exhibit hall and poster displays open	<i>Registration - Concourse Breakfast - Grand East and Foyer Networking - refer to pg. 5</i>
8:30 am	On-demand sessions available	<i>Check your email on conference day</i>
9:00 am - 10:15 am	Welcome & Opening Plenary Team-based care for all: Patient and Public Perspectives on the future of primary care Featuring Dr. Tara Kiran	<i>Grand Centre and West</i>
10:30 am - 11:15 am	Concurrent Session A (most sessions in-person only)	<i>Refer to agenda on badge or session schedule on pg. 6</i>
11:15 am - 11:45 pm	Poster and Exhibit Break	<i>Grand East and Foyer</i>
11:45 am - 1 :00 pm	Bright Lights Awards Ceremony & Lunch Buffet* Awards presented with the support of Boehringer Ingelheim	<i>Grand Centre and West</i>
1:15 pm - 2:00 pm	Concurrent Session B (most sessions in-person only)	<i>Refer to agenda on badge or session schedule on pg. 6</i>
2:15 pm - 3:00 pm	Concurrent Session C (most sessions in-person only)	<i>Refer to agenda on badge or session schedule on pg. 6</i>
3:00 pm - 3:30 pm	Poster and Exhibit Break	<i>Grand East and Foyer</i>
3:30 pm - 4:15 pm	Closing Plenary Many Hands, One Goal: Five everyday personal practices to elevate team-based success Featuring Bestselling Author Nina Spencer	<i>Grand Centre and West</i>

*Sessions not certified for Mainpro+ accreditation

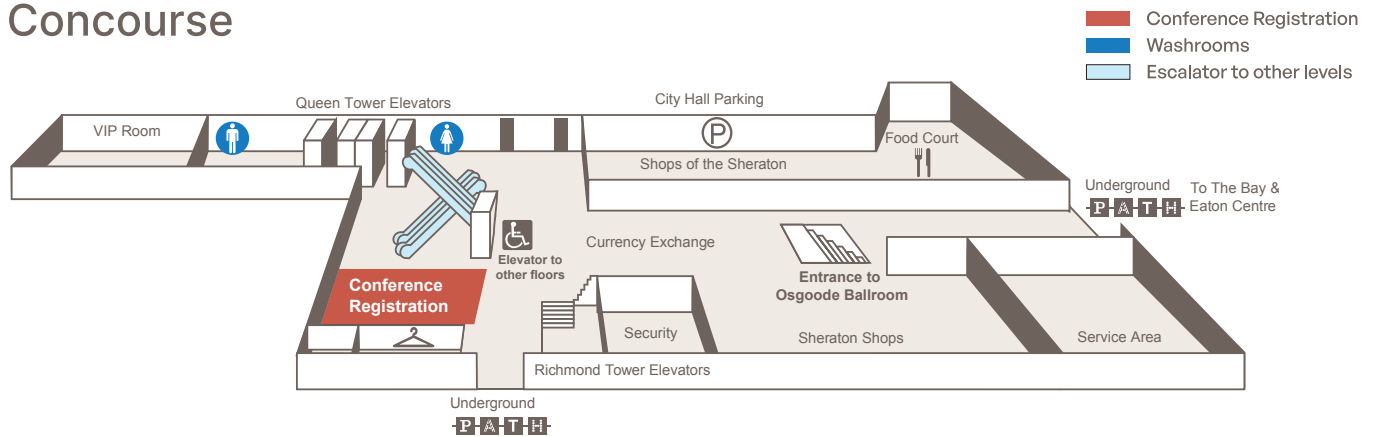
Sheraton Floorplan

Our sessions are all in the Willow and Chestnut rooms in the mezzanine, with posters and exhibit booths in Grand East ballroom & Foyer, and plenaries and Bright Lights in Grand Centre and West - lower concourse. Registration will be at the concourse.

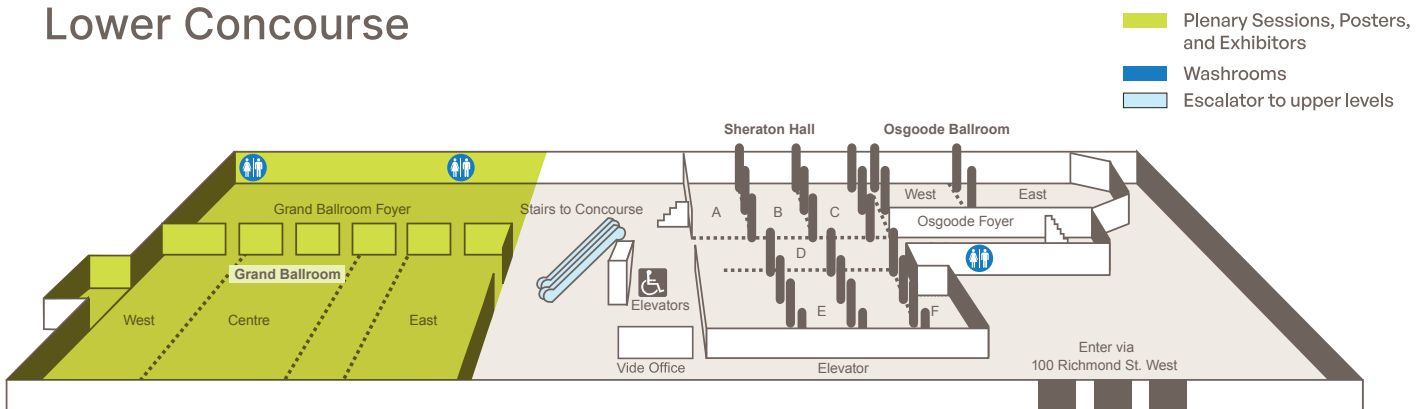
Mezzanine



Concourse



Lower Concourse



Session + Speaker Profiles

Fireside Chat | Tuesday, October 24 from 6:00 pm – 8:00 pm
Ontario Primary Care for the next five years



Speaker: Beth Cowper-Fung, Clinic Director, Georgina NPLC

Beth Cowper-Fung is the Clinic Director / Lead Nurse Practitioner for the Georgina Nurse Practitioner-Led Clinic in Sutton Ontario since 2011. The Clinic provides team based primary health care to over 3600 residents of Georgina. Beth is a member of the Joint Executive Steering Committee of the Southlake Community Ontario Health Team as well as a member of the Primary Care Council. Beth is also a member of the Ontario Health: Primary Care Quality Advisory Committee and the Ministry of Health: Provincial Primary Care Advisory Table. She is a Past President of the Board of Directors of the Association of Family Health

Teams of Ontario (2018-19) as well as the Nurse Practitioners Association of Ontario (2012-13). Beth led the NPLC-NPAO Leadership Network for 25 clinics across Ontario for 6 years.



Speaker: Zahra Ismail - Vice President, Primary Care and Person Centred Measurement, Ontario Health

Zahra Ismail is a results-driven healthcare leader with a track record of building high-functioning teams and implementing complex programs at the provincial and hospital level. She is currently the Vice President, Primary Care and Person Centred Measurement at Ontario Health. In this role, she provides strategic oversight and direction for program areas including primary care, patient reported measurement and health equity, and

is responsible for the development and implementation of evidence-based, person-centred guidelines, performance measures and best practices.

Prior to joining Ontario Health, Zahra was the Director of Operations for the Women's College Hospital Institute for Health Systems Solutions and Virtual Care where she co-led a team of over 60 researchers conducting high impact implementation science and digital health evaluations. Previously, Zahra managed provincial programs at Cancer Care Ontario including psychosocial oncology, patient education and symptom management, and oversaw the development of the first strategic framework for oncology patient reported outcomes and symptom management in the province.



Speaker: Dr. Danyaal Raza- Faculty Lead for Social Accountability, Department of Family & Community Medicine, University of Toronto; St Michael's Hospital Academic FHT

Danyaal Raza is a family physician with Unity Health Toronto's St. Michael's Hospital. He is the Faculty Lead for Social Accountability at the University of Toronto's Department of Family & Community Medicine, where he is an Assistant Professor. Dr. Raza also serves on the board of the St Michael's Hospital Academic Family Health Team, is past Chair of

Canadian Doctors for Medicare, and founding physician lead of St Michael's Hospital Sumac Creek Health Centre, in Toronto's Regent Park. Danyaal is a recipient of the Western University School of Medicine & Dentistry's Dean's Distinguished Lecture, and in 2021 was named to The Medical Post's 'Power List' as an influential physician voice in Canadian health policy.

Session + Speaker Profiles

Opening Plenary | Wednesday, October 25 from 9:00 am – 10:15 am
Team-based care for all: Patient and Public Perspectives on the future of primary care



Speaker: Dr. Tara Kiran

In 2022, Dr. Kiran launched OurCare, the largest effort to engage the public on the future of primary care in Canadian history. She will present key findings from the OurCare national survey on patient's experiences, preferences, and priorities for primary care.

She will also share findings from in-depth public dialogues in Ontario, sharing values and recommendations that the public agree on, including views on team-based care and specific perspectives of marginalized groups.

Agenda | Wednesday, October 24 from 9:00am – 10:15 am

- Introduction of incoming president Dr. Kevin Samson

Bright Lights” Awards Ceremony | Wednesday, October 24
 from 11:45 am– 1:00 pm

The “Bright Lights” Awards recognize our members’ leadership, outstanding work and significant progress being made to improve the value delivered by interprofessional primary care teams across Ontario. Winners will be announced in five categories aligned with the conference themes, for innovations that are scalable and sustainable, make a big impact, and can be shared with other teams across the province. Award recipients will also receive an education grant valued at \$1000.

“Bright Lights” Award recipients are:

- Innovators – making small changes for maximum impact to improve patient experience and outcomes
- Team Players – interprofessional teams, collaborators and relationship builders
- Demonstrating Impact – can show how their work is benefitting the health care system

Awards presented with the support of Boehringer Ingelheim

Session + Speaker Profiles

Closing Plenary | Wednesday, October 25 from 3:30 pm – 4:15 pm
Many Hands, One Goal: Five everyday personal practices to elevate team-based success



Featuring: Nina Spencer

Bestselling author of, *Getting Passion Out of Your Profession*, and, *A Time to Creep, A Time to Soar*, contributor to *The Globe and Mail's Mentor Minute*, communications specialist for Biz TV Canada, and weekly personality on CKOC, Nina also appears on programs such as, TVO's *The Agenda*, *Newstalk 1010*, *Zoomer Radio*, *CTV*, *Global*, *CITY* and *CBC*—and in 2016/2017 hosted the TV program, *Daytime Toronto*. She's also been profiled by publications such as, *Maclean's*, *Huffington Post*, *Reader's Digest* and *Chatelaine*—and on Air Canada's *Inflight Business Station*.


Networking+ Sessions


Time: Wednesday, October 25 from 7:30 AM to 8:45 AM


For attendees to meet, mingle and share insights with peers in similar roles from across Ontario:


TIME	SESSION DETAILS	MEETING ROOM
7:30 AM to 8:45 AM	1. Administration 2. Chiropracist 3. Health Promoter 4. Nurse (RN/RPN) 5. Nurse Practitioner 6. Occupational Therapist 7. Pharmacist	8. Physician 9. Physician Assistant 10. Physiotherapist 11. QIDSS 12. Registered Dietitian 13. Respiratory Therapist Grand Centre and West
7:30 AM to 8:45 AM	Blended Salary Model EDs Northeast/Northwest region EDs	Southwest region EDs Toronto Central EDs Social workers BSM EDs - Willow West NE/NW EDs - Chestnut West Social Workers - Willow East Southwest Region EDs - Willow Centre Toronto Central Region EDs - Chestnut East

Concurrent Sessions

 Theme 1: Using a population-based approach to provide care to the community

 Theme 3: Organizing primary care to advance Ontario Health Teams

 Theme 2: Optimising teams' capacity and creating efficiencies


 Theme 4: Embedding mental health and home care in primary care


TIME	THEME	TOPIC	LOCATION	CS CODE
A 10:30 am - 11:15 am	1	Expanding Complex Care Program for older adults: an FHT leading interprofessional collaborative care for non-FHT patients	Willow East and Centre	A1
	2	Managing Long Covid with Interprofessional Primary Care Teams	Chestnut East	A2-a
	2	Shadow Coding: Enhancing Performance and Service Delivery Through Digital Health Tools	Chestnut West	A2-b
	3	OHT Integrated Patient Care Teams: The How, Who and Impetus Along the Way	Grand Centre and West	A3
	4	Sickle Cell Disease (SCD) and Mental Health: Using a Quality Standard to Guide High-Quality Mental Health Care	Willow West	A4
B 1:15 pm - 2:00 pm	1	Small Rural Team Providing Virtual or No-Touch Medical Abortions for Rural & Remote Northern Ontario Populations	Willow West	B1
	2	HealthSteps: Implementation and Outcomes of a Virtual Healthy Lifestyle Counselling Program delivered by Medical and Allied Health Students to At-Risk Adults	Chestnut East	B2
	3	Primary Care Connects: Networks and Other Methods to Center Primary Care in an OHT	Willow Centre and East	B3-a
	3	Key Digital Supports for Primary Care Network formation in OHTs	Chestnut West	B3-b
B&C 1:15 - 3:00 pm	4	Two Perspectives: Strengthening Mental Health and Addictions Support in your Community & Building your Mental Health and Addictions Clinic	Grand Centre and West	BC4
C 2:15 pm - 3:00 pm	1	How caregiver supports can be embedded into a primary care setting: Ways that FHTs can support caregiver well-being and resilience for better patient care	Willow Centre and East	C1-a
	1	Offering Hyper-local Community Health and Information Fairs through an Ontario Health Team to provide low-barrier access to care	Willow West	C1-b
	2	Small but Mighty: How the Ottawa Shared Care Program has worked to do more with less	Chestnut East	C2
	3	The routine collection of patient-reported experience data in primary care: supporting Ontario Health Teams to achieve the Quadruple Aim	Chestnut West	C3


On-Demand Sessions


Release Date: Oct 25, 2023

[Click here for on-demand session descriptions](#)

 Theme 1: Using a population-based approach to provide care to the community

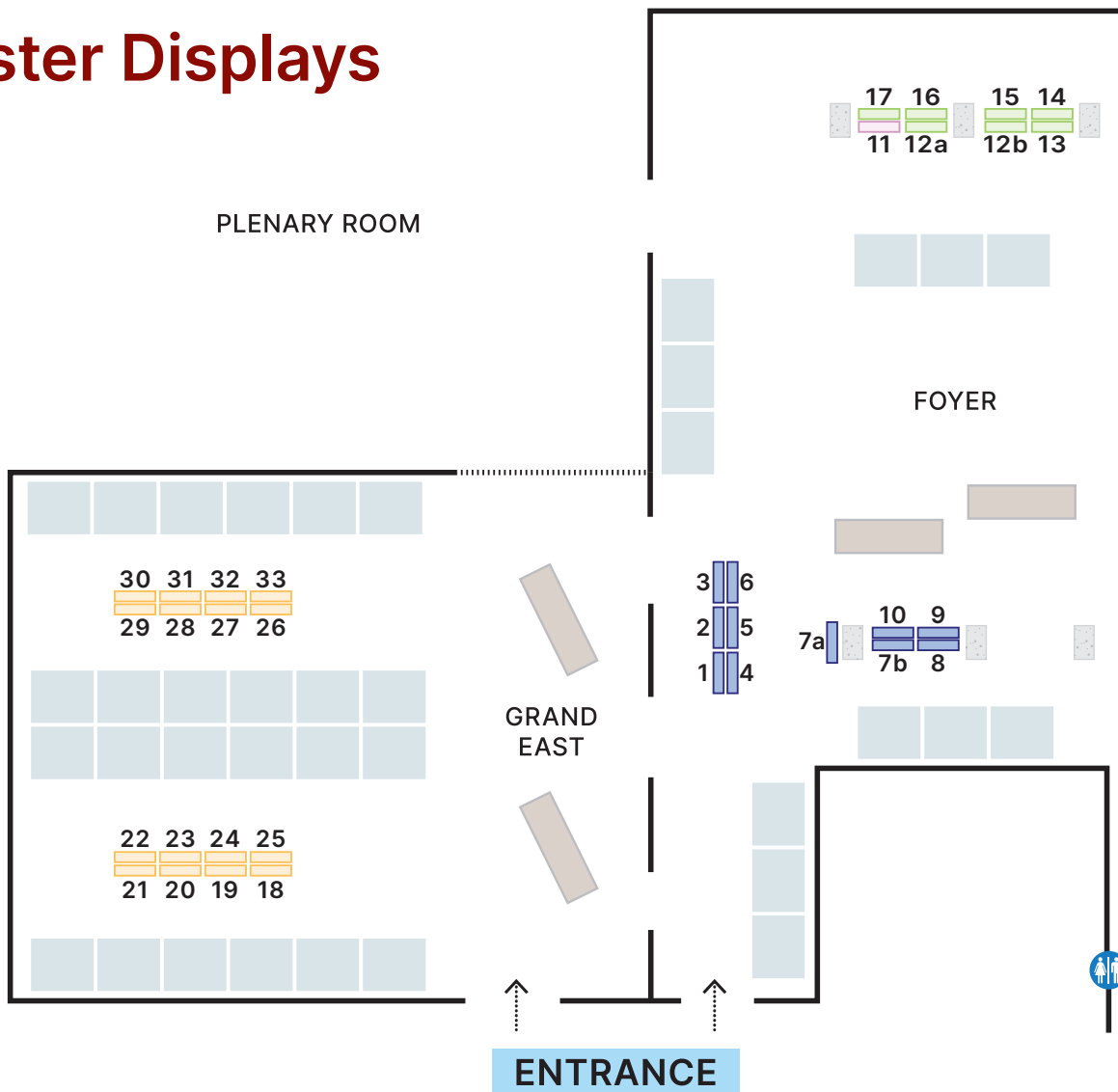
 Theme 3: Organizing primary care to advance Ontario Health Teams

 Theme 2: Optimising teams' capacity and creating efficiencies

 Theme 4: Embedding mental health and home care in primary care

THEME	TITLE
1	A Postal Code Visualization of Patient Distribution and Referrals to Mental Health and Psychiatry Programs at the Hamilton Family Health Team
1	Poppy: Robotic Process Automation for Population Health
1	Expanding Team Based Care Through Partnership
2	Working to the Full Scope of Practice - Nursing in Primary Care Offices
2	Introducing medical scribes: role redesign and practical tips
3	Primary care at the centre of an integrated health care system: the experience of the FLA OHT
4	Primary Care and Improving Equity for People with Eating Disorders
4	Shifting Gears, Creating Clear Paths for Patients through Strategic Mental Health Navigation
4	Innovative Partnership Between Public and Private Sector to Treat Patients with Addiction and Mental Health Challenges...The Right and Equitable Service at the Right Time
4	Anxiety Disorders and Major Depression in Primary Care: Supporting Clinicians and Patients through Evidence2Practice Ontario

Poster Displays



THEME 1: USING A POPULATION-BASED APPROACH TO PROVIDE CARE TO THE COMMUNITY

1. Understanding and Addressing Barriers to Colon Cancer Screening in Patients with Schizophrenia and Schizoaffective Disorder
2. Guiding Peterborough's Tiniest Feet Toward Their Milestones
3. Team-based care by Ontario Health Teams: Where are the priority areas?
4. An audit of Family Health Team websites: Information on palliative care services
5. Promoting Health Equity through Community-based Preventative Healthcare Initiatives
6. Elder Care Registered nurse supporting aging complexities
- 7a. Optimizing Early Detection Lung Cancer Screening
- 7b. Patient Experience Survey Co-Design to Drive Participation, Engagement and Quality Improvement
8. Facilitating Transitions in Care and Services: Interprofessional Best Practices
9. Developing and Disseminating Clinical Guidelines for Social Isolation and Loneliness in Older Adults
10. Virtual Simulation-Based Foot Education Program for Adult Patients with Diabetes: Lessons Learned from a Feasibility Trial in Ethiopia.

Poster Displays

THEME 2: OPTIMISING TEAMS' CAPACITY AND CREATING EFFICIENCIES

18. Involving Mental Health Providers to Increasing Rates of Breast Cancer Screening
19. A Multidisciplinary Approach to Deprescribing Potentially Inappropriate Prescriptions (PIPs) – A SPIDER Protocol
20. Team Based Obesity Medicine | ACT (Acceptance and Commitment) for Metabolic Health Program
21. Implementing LEAN Techniques and Quality Improvement Tools in Primary Care: How to Optimize Administrative Workflows
22. Facilitators and Challenges Shaping the Experiences of Primary Care Teams' Engagement in COVID-19 Vaccination Distribution in Ontario, Canada: A Qualitative Study
23. A Community of Practice for Health Professional Educators: Exploring an innovative approach to supporting HPEs in Family Medicine at the University of Toronto (work in progress)
24. Connecting Again: Optimising and Improving Nurse-Resident Relationships in a Post-COVID World
25. Impact of implementing a patient-centered type 2 diabetes self-management virtual educational program with glucose sensor technology on A1C, time in range and patient satisfaction.
26. Obesity management strategy - providing evidenced based practice and addressing wait times
27. Low Income Population Focus for Cervical Cancer Screening in a FHT RN-Led Pap Clinic
28. Improving Access and the Experience for Patients Having Hip and Knee Replacement
29. Pharmacist-Led Penicillin Allergy Assessment and Management in Primary Care
30. The Current Landscape and Future Vision of the Role of Social Work in Primary Care Teams
31. Health and Wellness Program(s) for the Employees – The Change Needed at the Organizational level: Systems Approach

32. Virtual Simulation-Based Learning Modules in Dietetics for Interprofessional Team-Based Primary Care Settings
33. Re-engaging Patients Living with Diabetes: A Pro-active Team Based Approach

THEME 3: ORGANIZING PRIMARY CARE TO ADVANCE ONTARIO HEALTH TEAMS

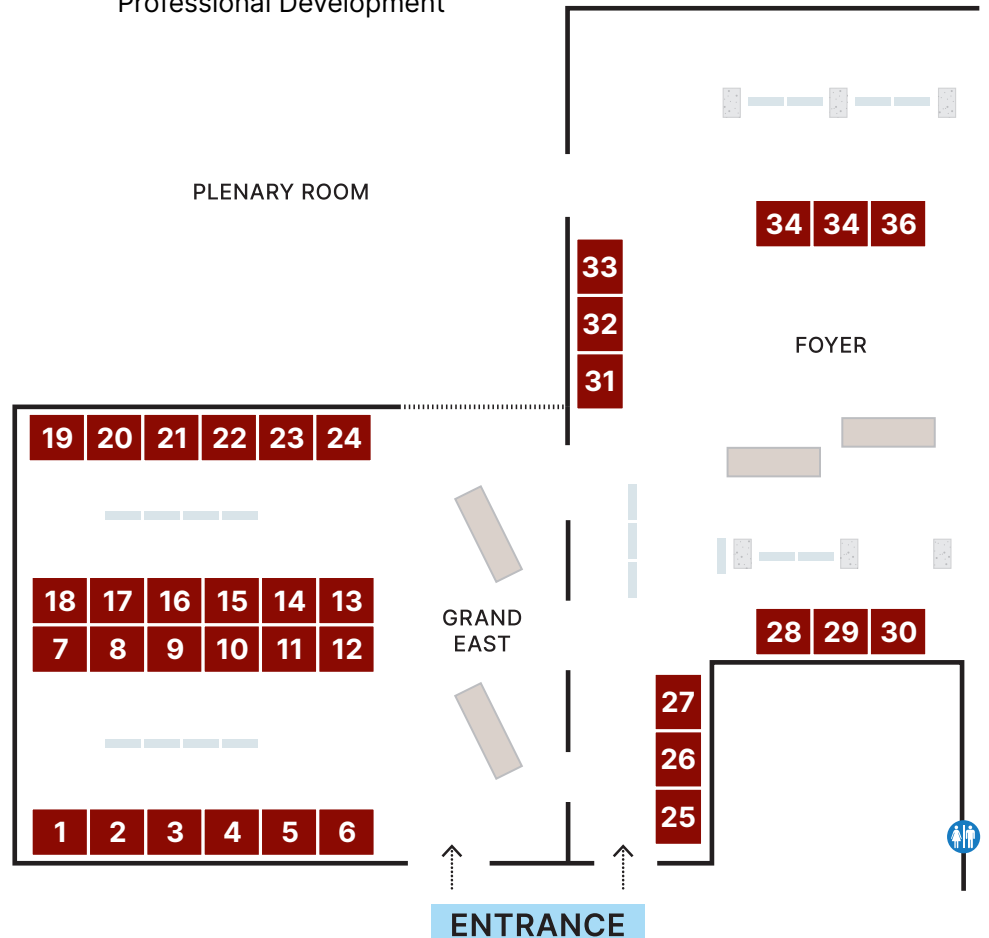
11. "The role of physician engagement and practice facilitation specialists in building highly effective primary care teams"

THEME 4: EMBEDDING MENTAL HEALTH AND HOME CARE IN PRIMARY CARE

- 12a. Hybrid By Force, Now By Choice: Patient and Provider Experiences of Mental Health Services in Dufferin/Caledon
- 12b. The Right Information When You Need It: Knowledge Translation and The Canadian Coalition For Seniors' Mental Health
13. Addressing the Other Pandemic: A Multidisciplinary Approach to Mental Health
14. Improving Mental Health Outcomes of FHT patients: Applying Lessons Learned from MindBeacon's COVID program and Previous FHT Public-Private Partnerships
15. "Where The Client Is At": Reflections on Social Work Practice In the Client's Home
16. Building competency in first-line insomnia care: An interprofessional approach
17. Ontario Structured Psychotherapy Program in Brampton, Halton and Mississauga: Lowering barriers to evidence-based mental health care

Exhibitor Map + List

- | | | |
|---|--|--|
| 33 Abbott Laboratories Co. | 27 Merck | 2 Registered Nurses' Association of Ontario (RNAO) |
| 29 AbbVie | 15 Migraine Canada | 20 Renascent |
| 19 Access Alliance Language Services | 5 Northwest Healthcare Properties | 25 Something Orange Training Inc. |
| 7 BORN Ontario | 12 OceanMD | 16 TELUS Health |
| 14 Canadian Centre for Accreditation | 21 Ontario Caregiver Organization | 31 The Society of Rural Physicians of Canada |
| 24 Canadian Pharmacists Association | 13 OntarioMD | 11 The Stevens Company |
| 9 Centre for Effective Practice | 22 WELL AI Voice | |
| 36 Centre for Professional Development - Lawrence Bloomberg Faculty of Nursing | 32 Pfizer Canada | |
| 30 Cherry Health | 6 ProResp Inc | |
| 8 CMHA Ontario | 10 Queen's University, Health Sciences, Continuing Professional Development | |
| 23 DoctorCare | | |
| 17 ECHO Ontario | | |
| 28 eHealth Centre of Excellence | | |
| 1 Hamilton Health Sciences – Michael G. DeGroote Pain Clinic | | |
| 4 Healthcare of Ontario Pension Plan (HOOPP) | | |
| 35 Kinark Child and Family Services | | |
| 18 Lung Health Foundation | | |
| 26 McDonald HR Law | | |
| 3 Medline Canada | | |



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Pam Delgaty, *Lakehead NPLC*

Jenny Lane, *Leeds and Grenville Community FHT*

Rakib Mohammed, *Credit Valley FHT*

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Donald Cole, *Brockton and Area FHT*

Ashley Miller, *Maple FHT*

Cheryl Miller, *Mount Sinai Hospital*

Sandra Palmer, *Toronto Western FHT*

Sarah-Lynn Parker, *North Renfrew FHT*

Alejandra Priego, *St. Joseph's Urban FHT*

Denise Prindiville, *North York FHT*

Heather Rumleskie, *London FHT*

Roselle Slaght, *Norfolk FHT*

Denis Tsang, *Woodbridge Medical Centre FHT*

CONCURRENT SESSION PROGRAM HOSTS

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Tracy Hussey, *The Vogel Group*

Cheryl Miller, *Mount Sinai Hospital*

Diana Noel, *AFHTO*

Shaun Ouellette, *Tilbury District FHT*

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Jason Bartell, *Chatham Kent FHT*

Ashley Miller, *Maple FHT*

Cheryl Miller, *Mount Sinai Hospital*

Shaun Ouellette, *Tilbury District FHT*

Sarah-Lynn Parker, *North Renfrew FHT*

Sandra Palmer, *Toronto Western FHT*

Denise Prindiville, *North York FHT*

Roselle Slaght, *Norfolk FHT*

And a huge thank you to our onsite volunteers!

Tell us how we did!

Fill out the conference evaluation form in your bag or online at:

<https://www.surveymonkey.com/r/AFHTO2023Conference>

Apply for a Certificate of Attendance

This **Group Learning** program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 14.00 Mainpro+ credits.

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to:

- Full conference, **1.25 Category II credits**
- On-demand sessions, maximum of **3.75 Category II credits*** towards their maintenance of certification requirement

*In addition to attending the AFHTO conference, pre-recorded on-demand sessions will accrue the following MOC II credits:

- 1 session = 0.25
- 2 sessions = 0.75
- 3 sessions = 1.25
- 4 sessions = 1.5
- 5 sessions = 2
- 6 sessions = 2.25
- 7 sessions = 2.75
- 8 sessions = 3
- 9 sessions = 3.25
- 10 sessions = 3.75

To receive a Certificate of Attendance for the AFHTO 2023 Conference, please fill out the form in your bag or at the link in your post-conference email.

The Association of Family Health Teams of Ontario (AFHTO)

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The Association of Family Health Teams of Ontario (AFHTO) is a not-for-profit association representing Ontario's primary care teams, which includes Family Health Teams, Nurse Practitioner-Led Clinics and others who provide interprofessional comprehensive primary care. AFHTO works to support the implementation and growth of primary care teams by promoting best practices, sharing lessons learned, and advocating on behalf of all primary care teams. Evidence and experience show that team-based comprehensive primary care is delivering better health and better value to patients.