



Better Outcomes Together

Empowering Teams for
Patient-Centred Care

2024 Conference

October 24-25, 2024

Welcome!


Thank you for joining us at the AFHTO 2024 Conference “**Better Outcomes Together: Empowering Teams for Patient-Centered Care**”!

Primary care teams exist because interprofessional comprehensive care and collaboration combine to make healthier patients and healthier communities. But teams exist within interconnecting systems. At their best, these systems can help achieve these goals. At their worst, they can hinder or actively work against them. Lack of access to care and myriad steps to address it also make headlines on a regular basis. And teams are encouraged to increase access in a sustainable manner, usually while managing limited resources. Given these challenges, how then can teams best serve their communities?


By coming together with their partners and stakeholders to put the focus where it belongs -on the patient. Collaboration through advocacy, research and telling our stories to deploy the truth- that we can only achieve better outcomes together. We can and must change these systems as needed.

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

 **LinkedIn:** Association of Family Health Teams of Ontario

Join the conversation: [#AFHTO2024](https://twitter.com/AFHTO2024)

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GAME ON!

Download the conference app and play Monopoly for your chance to win some great prizes including the grand prize Google Pixel Watch 2 (GPS + LTE). Go to page 8 for rules and instructions.

Lucky winners will be announced after the closing plenary.

STAY CONNECTED

Wi-Fi Network: Encore_Show

Access Code: Encore2301

- Allows for (1) connection per device.
- Only for use in convention centre. 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: WEDNESDAY, OCTOBER 23, 2024

3:30 PM to 5:00 PM	Members' Program (in person only) Q&A with Ontario Health* <i>Only open to EDs and Admin Leads</i>	Refer to Member's Only Sessions on pg. 5
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CONFERENCE DAY 1: THURSDAY, OCTOBER 24, 2024






7:30 AM to 8:45 AM	Registration and Breakfast Exhibit Hall and poster displays open 8:30am - On-demand sessions available (check your email on conference day)	Metropolitan Ballroom Convention Centre North, 2nd Floor
8:30 AM to 11:45 AM	Members' Programs (in person only) 8:30 am - 9:00 am Annual General Meeting * 10:00 am - 10:45 am Let's Talk About...Sessions* 10:45 am - 11:45 am IHP Sessions* 10:45 am - 11:45 am Leadership Triad Session	Refer to Member's Sessions on pg. 5
11:45 AM to 2:00 PM	Opening Plenary, Bright Lights Awards Ceremony & Lunch Buffet*	Metropolitan Ballroom Convention Centre North, 2nd Floor
2:00 PM to 2:45 PM	Poster and Exhibit Break <i>Awards presented with the support of Boehringer Ingelheim</i>	
2:45 PM to 5:15 PM	Concurrent Sessions A, B & C 2:45 pm - 3:30 pm Concurrent Session A 3:45 pm - 4:30 pm Concurrent Session B 4:45 pm - 5:15 pm Concurrent Session C Rapid Fire	Refer to agenda in conference app or session schedule on pg. 6-7
6:00 PM to 8:00 PM	Fireside Chat with 3-course dinner* \$ Ticket Entry	Harbour Ballroom Convention Centre South, 2nd Floor

CONFERENCE DAY 2: FRIDAY, OCTOBER 25, 2024

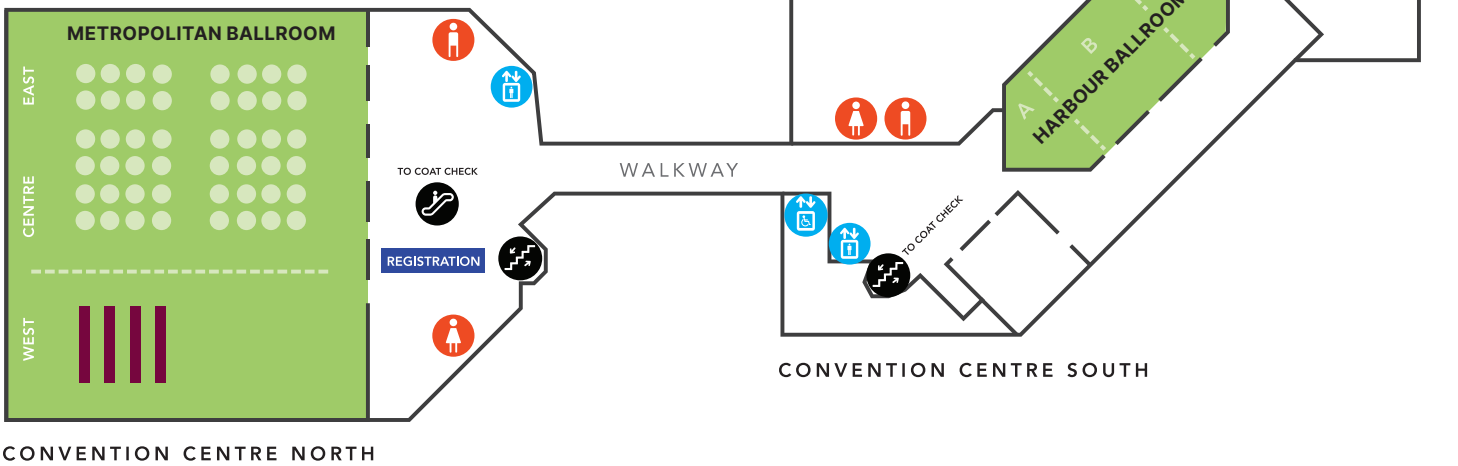
7:30 AM to 9:30 AM	Registration and Breakfast Exhibit Hall and Poster displays open (Exhibit Hall closes 1:30pm)	Metropolitan Ballroom Convention Centre North, 2nd Floor
7:30 AM to 8:30 AM	Regional ED breakfast meetings*	Refer to agenda in conference app or session schedule on pg. 5
8:45 AM to 10:30 AM	Concurrent Sessions D & E 8:45 am - 9:30 am Concurrent Session D 9:45 am - 10:30 am Concurrent Session E	Refer to agenda in conference app or session schedule on pg. 6-7
10:30 AM to 11:15 AM	Poster and Exhibit Break	Metropolitan Ballroom Convention Centre North, 2nd Floor
11:15 AM to 12:00 PM	Concurrent Sessions F	Refer to agenda in conference app or session schedule on pg. 6-7
12:00 PM to 2:00 PM	Lunch Buffet & Closing Plenary	Metropolitan Ballroom Convention Centre North, 2nd Floor

*Sessions not certified for Mainpro+ accreditation

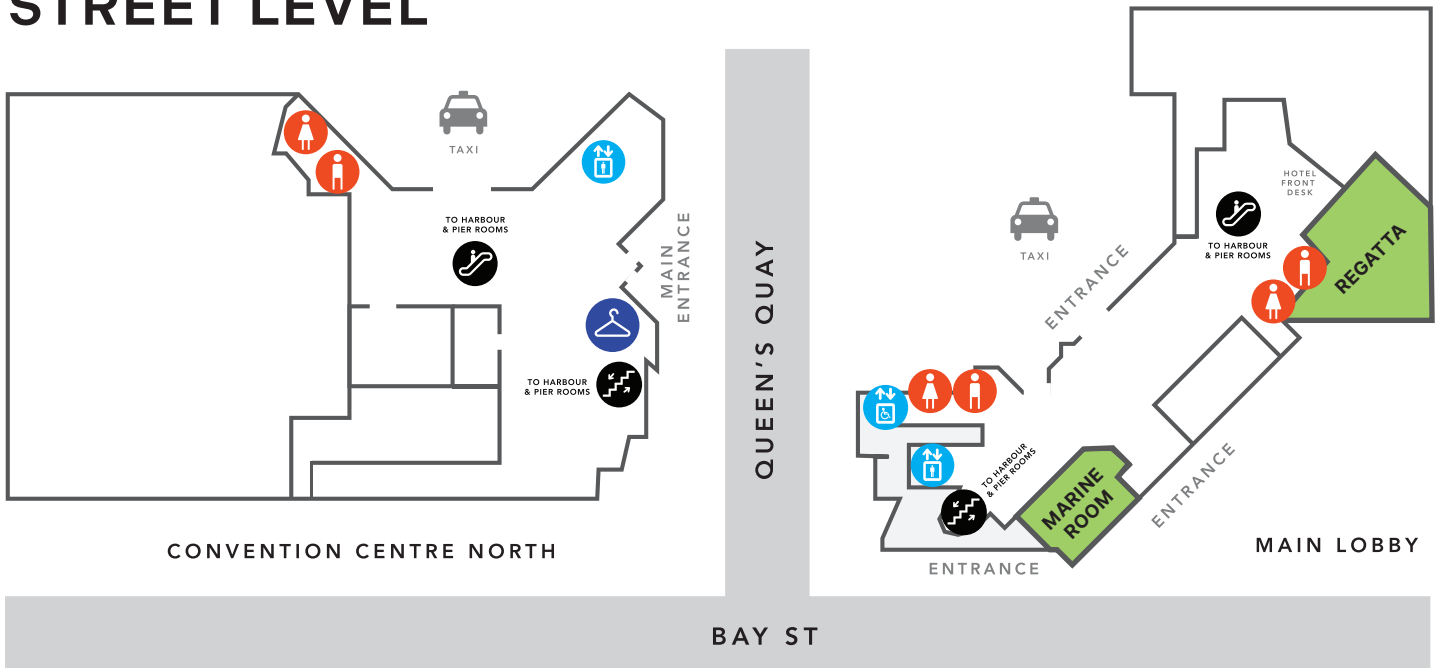
Westin Floorplan

 MEETING ROOMS	 ELEVATORS
 WASHROOMS	 REGISTRATION
 ESCALATORS/STAIRS	 BUFFET

SECOND FLOOR



STREET LEVEL



Session + Speaker Profiles

Opening Plenary | Thursday, October 24 from 12:30 PM to 1:15 PM

Integrating Caregivers as Partners in Care: Momentum for a Whole-System Approach



Speakers:

Amy Coupal, CEO of the Ontario Caregiver Organization
Terrence Ho, Caregiver

Amy Coupal, CEO of the Ontario Caregiver Organization (OCO) and caregiver, Terrence Ho shine a light on the challenges caregivers face when they care for a family member, partner, friend, or neighbour.

The presentation will share the key insights and themes from OCO's Caregivers as Partners in Care Roundtable - a cross-sector dialogue that brought together point-of-care providers, caregivers, patient participants, system and organizational leaders, government and health policy and academics to collaborate on future opportunities to advance the recognition of caregivers in the healthcare system.

This presentation will share key themes and insights from this collaboration, as well as speak to the work of OCO's Essential Care Partner Support Hub. Find out more: <https://www.afhto.ca/afhto-2024-opening-plenary-integrating-caregivers-partners-care-momentum-whole-system-approach>

Agenda | Thursday, October 24 from 12:30 PM to 1:15 PM

- Welcome from incoming president Dr. Crystal Holly

Bright Lights Awards Ceremony | Thursday, October 24, 2024, from 1:15 PM to 2:00 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 four 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

Fireside Chat |
Thursday, October 24, 2024,
from 6:00 PM to 8:00 PM

**Interprofessional Primary Care
Teams, A Vision for Primary Care.**
A conversation with Dr. Sacha Bhatia



Speaker: Dr. Sacha Bhatia

Before joining Ontario Health, Sacha was Chief Medical Innovation Officer and Interim Executive Lead of Academics at Women's College Hospital (WCH), as well as the F. M. Hill Chair in Health Systems Solutions and the Division Head of Cardiology. He is also a staff cardiologist at University Health Network, a scientist at the Institute for Clinical Evaluative Sciences, and an Associate Professor at the University of Toronto.

In 2013, Sacha co-founded the WCH Institute for Health System Solutions and Virtual Care, where he served as Director until 2019. He has published more than 140 peer-reviewed papers in prestigious international journals, including the New England Journal of Medicine, the Journal of the American Medical Association, and the British Medical Journal.

Closing Plenary |
Friday, October 25
from 12:30 PM to 1:30 PM

**Empowering Primary Care Teams:
The AI Advantage**



Speaker: Dr. Jaky Kueper

This talk will review key milestones that led to today's "AI Hype", describe the tasks that AI can currently support in a primary care context, and propose outcomes that effective AI use could enhance.

Examples of AI tools ranging from AI scribes to alleviate administrative burdens to remote patient monitoring and support for treatment adherence between appointments, will be used to illustrate these points.

Attendees are encouraged to dream big about what is possible and meaningful for their teams and care contexts. Find out more: <https://www.afhto.ca/afhto-2024-closing-plenary-empowering-primary-care-teams-ai-advantage>

Member's Only Sessions

PRE-CONFERENCE DAY: WEDNESDAY, OCTOBER 23, 2024

3:30 PM to 5:00 PM	Q&A with Ontario Health <i>Only open to EDs and Admin Leads</i>	Marine
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CONFERENCE DAY 1: THURSDAY, OCTOBER 24, 2024

8:30 AM to 9:00 AM	Annual General Meeting	Harbour A
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10:00 AM to 10:45 AM	Let's Talk About... Sessions For members to meet, mingle and share insights with peers on similar interests rather than profession. <ul style="list-style-type: none"> Bright Lights nominations (Harbour C) Back-office strategy and solution (Harbour B) Chronic disease prevention and management (Harbour A) Challenges and triumphs of primary care networks (Regatta) Interoperability and patient access (Marine) 	See list
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10:45 AM to 11:45 AM	IHP Profession-Based Networking Sessions This is an opportunity for all members to meet, mingle and share insights with peers in similar roles from across Ontario. The following groups will participate in a networking session: <ul style="list-style-type: none"> Administration (Marine) Health Promoter (Metro Ballroom) Mental Health and Social Workers (Harbour C) Nurse - RN/RPN (Harbour A) Nurse Practitioner (Pier 8) Occupational Therapist (Metro Ballroom) Pharmacist (Metro Ballroom) Physician (Regatta) QIDSS (Metro Ballroom) Registered Dietitian (Metro Ballroom) 	See list
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10:45 AM to 11:45 AM	Leadership Triad Session A New Path For AFHTO: Transformational Strategy 2024-27 Session open only to board members, chairs, EDs and Lead MDs or NPs of AFHTO member organizations. Join us for this session focused on our vision for AFHTO's work ahead. AFHTO leadership will provide an update on our new strategic plan and how it will guide the work we do on your behalf.	Harbour B
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CONFERENCE DAY 2: FRIDAY, OCTOBER 25, 2024

7:30 AM to 8:30 AM	Regional ED Meetings BSM (Marine) Southwest Region (Harbour B) NE/NW (Harbour A) Toronto Central Region (Harbour C)	See list
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Concurrent Sessions - Day 1

	Theme 1: Expanding access to team-based care		Theme 3: Investing in the digital health of primary care
	Theme 2: Supporting the implementation of primary care networks		Theme 4: Mental health and addictions
			Theme 5: Wild Card

TIME	THEME	TOPIC	LOCATION	CS CODE
A 2:45 PM to 3:30 PM	1	Closing Gaps And Providing Health Care To First Nation Communities In North Western Ontario	Harbour C	A1
	2	An OHT's Expansion of Team-Based Primary Care to a FHG for Older Adults Living with Frailty	Harbour B	A2
	3	From Dissemination to Implementation of a Digital Health Tool: Shadow Coding to Enhance Performance and Service Delivery Across Family Health Teams*	Metro Centre - East	A3
	5	Injection Technique Education can Lead to Significant HbA1c Improvement in Insulin-Dependent Adults.	Marine	A5
A&B 2:45 PM to 4:30 PM	1	Achieving Better Outcomes through Integrated Care: Learnings from Australia	Regatta	AB1
	4	The Depression Map 2.0: An 8-Session Biopsychosocial Group Treatment for Depression	Harbour A	AB4
B 3:45 PM to 4:30 PM	1	Implementing and Evaluating a Community of Practice for Social Determinants of Health Practitioners in Frontenac, Lennox & Addington Ontario Health Team*	Metro Centre - East	B1
	2	Primary Care Networks in OHT acceleration. Engagement strategies, challenges and opportunities. Experiences from the North York Toronto Health Partners and the Greater Hamilton Health Network.	Harbour B	B2
	3	HRM Task Force Priorities: Actions to Ease Clinicians' Report Burden	Harbour C	B3
	4	Gender-Affirming Care for Gender-Diverse Adults: A New Quality Standard	Marine	B4
C 4:45 PM to 5:15 PM	1	Leveraging existing funds and FTEs to support the increasing number of unattached patients with in-person acute and episodic care*	Metro Centre - East	C1-a
	1	Unleashing the Power of Partnerships: Exploring the Enablers, Challenges, and Lessons Learned in Delivering Team-based Primary care to Frail Homebound Seniors within an Ontario Health Team	Harbour B	C1-b
	1	"Like an umbrella, protecting me from the rain until I get to my destination": Evaluating the Implementation of a Tailored Primary Care Model for Urban Marginalized Populations	Harbour A	C1-c
	3	Safeguarding Healthcare: A Prescription for Cybersecurity Resilience	Harbour C	C3
	4	Beyond the Grind: Cultivating Work-Life Balance with Compressed Workweeks	Regatta	C4-a
	4	The challenges of managing chronic pain with concurrent mental health and substance use concerns	Marine	C4-b

*Selected to be Livestreamed

Concurrent Sessions - Day 2

	Theme 1: Expanding access to team-based care		Theme 3: Investing in the digital health of primary care
	Theme 2: Supporting the implementation of primary care networks		Theme 4: Mental health and addictions
			Theme 5: Wild Card

TIME	THEME	TOPIC	LOCATION	CS CODE
D 8:45 AM to 9:30 AM	1	Redesigning an existing but underutilized and untapped HHR to expand the inter-disciplinary primary care team*	Metro Centre - East	D1
	3	Revolutionizing Patient Care: Integrating AI With Legal Safeguards To Optimize Primary Care	Regatta	D3
	4	Evidence2Practice Ontario: Supporting evidence-based primary care for patients with anxiety disorders and major depression	Harbour A	D4
	5	An interdisciplinary team approach to providing education on feminizing and masculinizing hormone therapy to gender-diverse clients	Marine	D5
D&E 8:45 AM to 10:30 AM	2	Effective and Accountable Primary Care Representation- Development of tools and best practices for Co-Design	Harbour B	DE2
	4	Social Isolation and Loneliness in Older Adults: Integrating Clinical Guidelines for Meaning Practice Change	Harbour C	DE4
E 9:45 AM to 10:30 AM	1	Implementing Social Prescribing and other Social Interventions: Learnings and Critical Reflections	Regatta	E1
	4	Health and Wellness Program(s) for the Employees – Systems Approach: The Change Needed at the Organizational Level*	Metro Centre - East	E4
	5	Data & Engagement Build Capacity for Health Workforce Planning	Harbour A	E5-a
	5	Making Healthcare More Environmentally Sustainable - Practical Guidance for Primary Care Clinicians	Marine	E5-b
F 11:15 AM to 12:00 PM	1	Improving Caregiver Inclusion to Impact Patient Outcomes in Primary Care	Harbour B	F1
	2	Implementing Networks in Primary Care: Insight into the Irish Experience	Harbour A	F2
	3	Nursing Support - A Click or Scan Away	Marine	F3
	4	Supporting Physician Well-Being in the Workplace: Findings from a CMHA Ontario Pilot Project	Regatta	F4-a
	4	Expanding our scope: Working with RAAM clinics to better support people who use substances*	Metro Centre - East	F4-b
	5	A Quality Standard for Hypertension: Guiding High-Quality Care for Adults in Ontario	Harbour C	F5

*Selected to be Livestreamed

On-Demand Sessions

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

Release Date: Oct 24, 2024

- Theme 1: Expanding access to team-based care
- Theme 3: Investing in the digital health of primary care
- Theme 2: Supporting the implementation of primary care networks
- Theme 4: Mental health and addictions
- Theme 5: Wild Card

THEME	TITLE
1	OD1 - Scope of Nursing in Primary Care Offices- The Handguide
1	OD2 - How To Use Team-Based Care And Personalized Tech To Help Patients With Chronic Conditions Successfully Cope And Self-Manage At Home
5	Effective and Efficient Diagnosis of Adult Patients with Cervical Lymphadenopathy: An Ontario Health (Cancer Care Ontario) Pathway Map

Monopoly Rules and Instructions

Monopoly is an interactive game where you collect points by scanning cards at booths. The object of the game is to collect as many points as possible. The highest scores will be eligible for prizes!

Dashboard

The dashboard shows a breakdown of the overall game. From here, your current score and rank are displayed along with the leaderboard. Check here for the game board that displays the booths you’ve scanned and those you still need to visit.

(Note: To be part of the leaderboard, you must be connected to the internet.)

Scanning

To scan a card (QR code), click the camera button at the bottom of the screen. A card can be scanned any time the camera icon is displayed. After a successful scan, a message will display at the bottom of the screen and your dashboard will update.

(Note: Game scores are transmitted when the device is connected to an active internet stream.)

Game Board

The game board is broken down by groups. Each booth is part of a group. Scan all cards in a group to earn bonus points. If you fill your board (scan all booths), visit the registration desk to verify your game board and earn a full card bonus.

Bonus Codes

Along with the exhibitor cards, there are several bonus codes throughout the event (HINT: on slides during certain sessions). These special codes are not displayed in the game board and will give additional bonus points when scanned.

History

All scan actions are recorded in the scan history. Each scan can be viewed to verify the cards scanned.

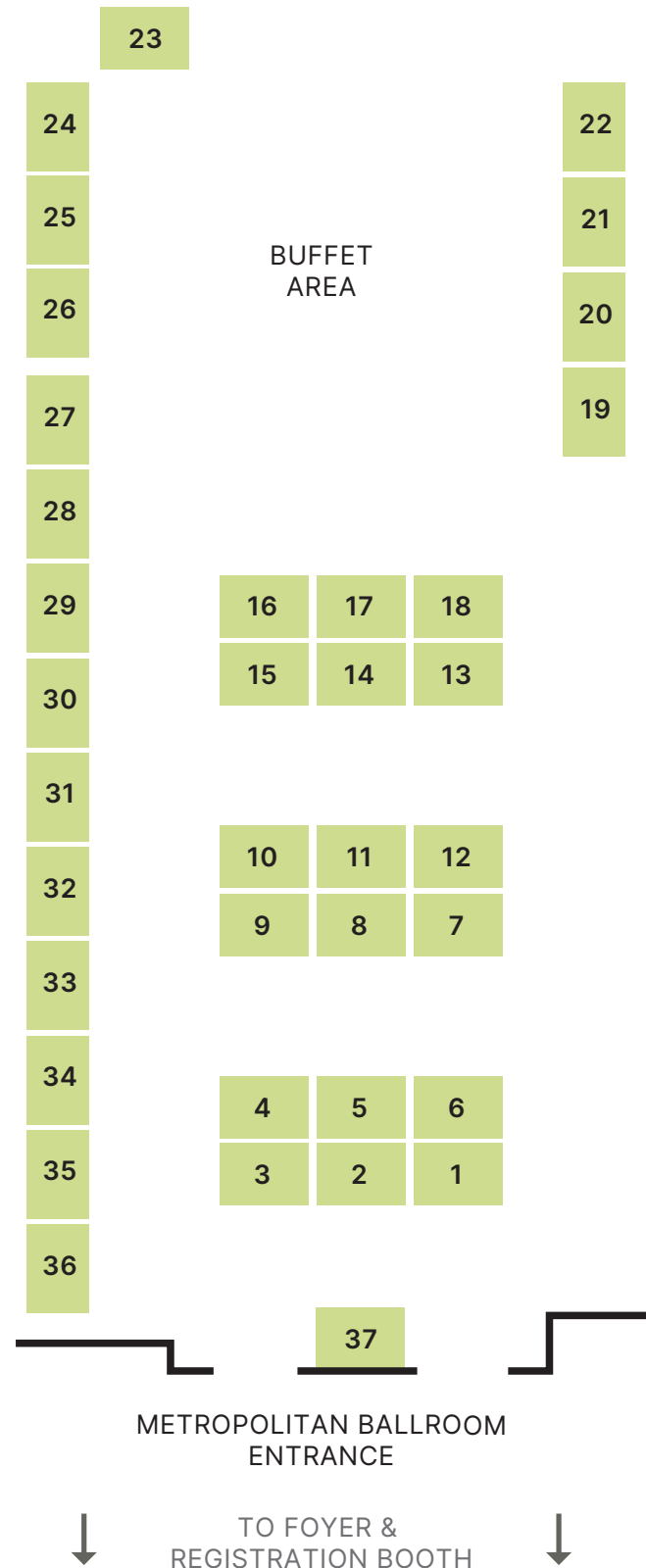
Winners

The game will end at 12:30 p.m. on Friday. The grand prize will be given to the individual with the highest score (if there is a tie, names will be entered into a draw). Everyone with a score above 10,000 points will be entered into a draw for runner up prize.

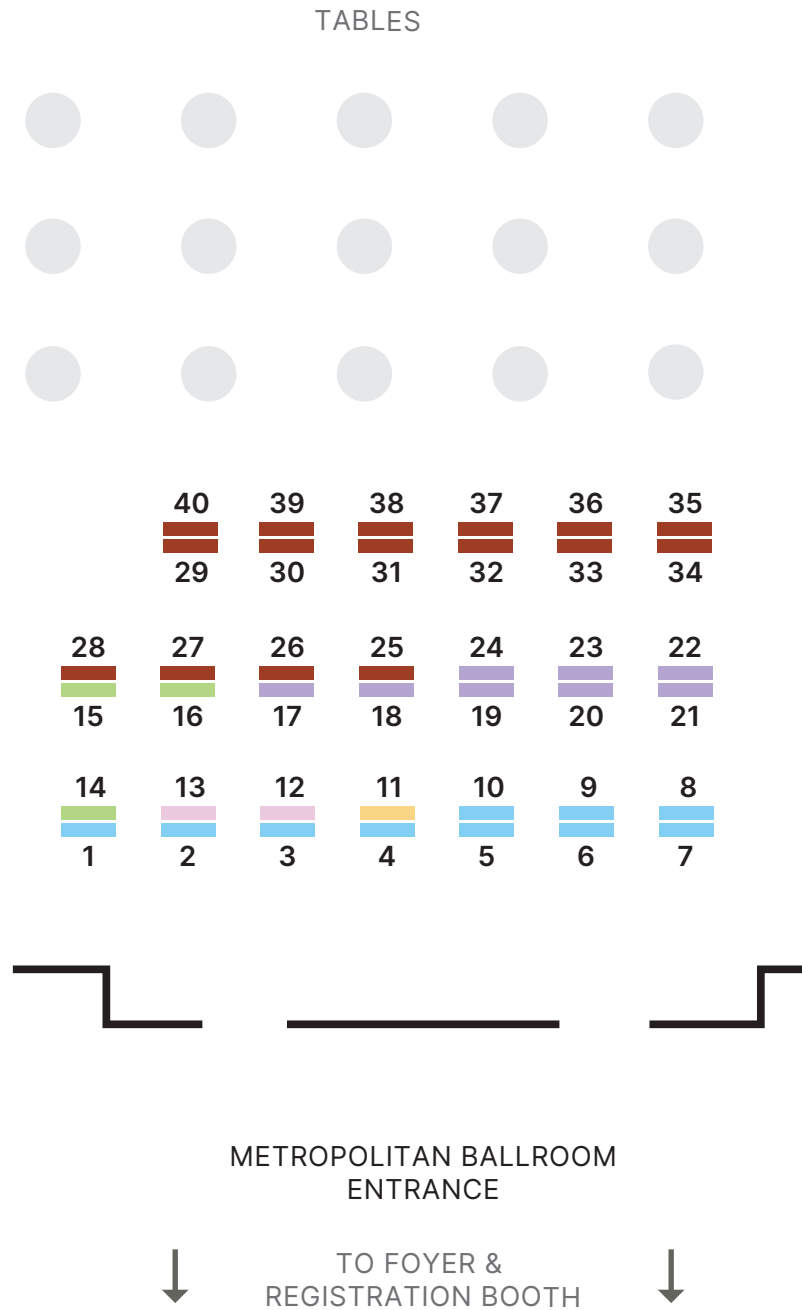
(Note: A minimum of 5,000 points is required to be entered in draws.)

Exhibitor Map + List

37	Canada Health Infoway
2	Capital Digital
33	Centre for Effective Practice
3	ClinicLine
21	College of Nurses of Ontario
19	Communimed
22	Docnote
30	DoctorCare
34	ECHO Ontario
12	eHealth Centre of Excellence
24	embecta
18	Health Innovation Group
36	Healthcare of Ontario Pension Plan
11	IPHCC
14	Leslie Consulting Group
5	Lung Health Foundation
16	McDonald HR Law
28	Medline Canada
1	Merck
15	Migraine Canada
29	OceanMD
10	Ontario Structured Psychotherapy - West Region
4	OntarioMD
32	OSCAR Pro
9	PatientSERV
7	Pfizer
6	Pippen AI
20	PocketMD
17	Something Orange Training Inc.
26	Surgo Surgical Supply
25	Tali AI
23	TELUS Health
35	The Ontario Caregiver Organization
13	The Ontario HIV Treatment Network
8	The Stevens Company
31	WELL Health AI



Poster Displays



THEME 1: EXPANDING ACCESS TO TEAM-BASED CARE

1. Simulation-based learning to strengthen dietetic practice competence in primary health
2. Forward Sortation Areas and primary care attachment rates: Using primary care data to inform expansion of team based care in Ontario
3. Optimizing Primary Care for Chronic Homebound Patients Using a Collaborative Nurse Practitioner Team Based Model of Care
4. Dietitians' role and scope of practice: an opportunity to optimize team-based primary care with interprofessional education
5. Enhancing Care for Frail Older Adults: A Pragmatic and Proactive Approach with the Frailty Program
6. All hands-on deck! Enhancing musculoskeletal (MSK) services in primary care: Education and Integration. (A Team Primary Care Canada study)
7. A NATURAL Solution: Developing a Family Medicine Inpatient Newborn Assessment Team in a Community Academic Hospital
8. Charting a Course: Strategies for Nursing Recruitment and Retention in Primary Care Amidst a Human Resource Crisis
9. Bone Health Program: Supporting Patients at Risk of Fractures in a Multidisciplinary and Community Partner Approach
10. Eating Disorder Support in Primary Care: A North York Family Health Team Pilot Program

THEME 2: SUPPORTING THE IMPLEMENTATION OF PRIMARY CARE NETWORKS

11. Mind the Gap: Perceived Organizational Support in Primary Care Physician Burnout

Poster Displays

THEME 3: INVESTING IN THE DIGITAL HEALTH OF PRIMARY CARE

12. Artificial Intelligence to support diagnostic accuracy in primary care EMRs for population health management
13. What Can AI Do for You? Improving the Primary Care Physician Experience Using an Artificial Intelligence Ambient Scribe

THEME 4: MENTAL HEALTH AND ADDICTIONS

14. Health and Wellness Program(s) for the Employees – Systems Approach: The Change Needed at the Organizational Level
15. Fostering Psychological Safety: Langs' Approach to Creating a Healthier Workplace
16. "Teaming Up" to Increase Access to Psychiatric Consultations: A DAFHT-SHIP Initiative in Dufferin- Caledon

THEME 5: WILD CARD

17. Ovarian-adnexal ultrasound: Primary care provider's role
18. The AFFIRM Clinic: A Primary Health Care Interprofessional Consultation Clinic Supporting Transgender and Gender Diverse (TGD) Patients and Enhancing Medical Learners' Educational Competencies
19. Interval Training in Type 2 Diabetes
20. Empowering Patients: Enhancing Patient-Centered Care through Lifestyle Medicine Programs
21. Breaking Barriers: Enhancing Migraine Care in Canada through Education and Interdisciplinary Collaboration
22. Streamlining Access to Care by Implementing a Regional Central Intake Model
23. "Creating a Culture of Patient-Centered Care through Strategic Talent Acquisition and Management"
24. Prescribing Happiness: A Community Health Care Initiative Focused on Wellness for the Health Care Team

BRIGHT LIGHTS SHOWCASE

25. Mississauga Paediatric Care Clinic – Keeping Children Out of Hospitals

26. Increased accessibility to primary care for the more than 6000 International Agricultural Workers (IAW's) in Norfolk, Haldimand, and Brant communities
27. Implementing Nursing-Led Pap Clinics at the Toronto Western Family Health Team- Bathurst Site
28. A multidisciplinary and community partner approach to support patients with their bone health and mitigate risks for bone fracture
29. CKOHT Unattached Primary Care Expansion – BridgeCare/Mobile Care
30. Innovative Community Care Enhancements for Improved Patient Outcomes
31. The creation and implementation of a Transgender & Non-Binary Healthcare and Support Services Task Force of the Muskoka and Area OHT(MAOHT). A multi sectoral community-based effort to understand the needs for a vulnerable population, and to gain knowledge of the services currently available while moving to ensure these are coordinated for the betterment of our community.
32. No Resident Left Behind. Access to Care for All PEC Residents. Our Community Clinic in essence ensures that "no residents are left behind when it comes to health care and to provide access to care for all Prince Edward County residents at the right time and in the right place"
33. Offering Hyper-local Community Health and Information Fairs through an Ontario Health Team to provide low-barrier access to care
34. Integrate Your Care Podcast (Hosted by Central Brampton Family Health Team)
35. Expansion and Enhancement of OTN Services
36. Employing automation to support primary care to identify patients for cancer screenings
37. Talk-In Clinic: Providing Equitable and Timely Access to Brief Counselling Services and Case Management/ Systems Navigation Supports for Unattached Patients
38. Growing Kindness and Nurturing Mental Health: A Gardening Group
39. Health and Wellness Program(s) for the Employees – Systems Approach: The Change Needed at the Organizational Level
40. Group-based approach to provide care for people in the community affected by disordered eating

Thank you to our sponsors

GOLD



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MEDIA



Thank you to our volunteers!

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And a huge thank you to our onsite volunteers!

Tell us how we did!

Download the conference app to rate individual sessions or fill out the evaluation form in your bag to rate the overall conference.

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 11.25 Mainpro+ credits.

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

- Full conference, 4.75 Category II credits
- On-demand sessions, 0.5 Category II each towards their maintenance of certification requirement.

To receive a Certificate of Attendance for the AFHTO 2024 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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Health Teams of Ontario

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.