



Ontario Health
Cancer Care Ontario

Planning for the future together

Waterloo Wellington Regional Cancer Program 2019-2023 Strategic Plan

Improving cancer care for everyone

We are incredibly honoured to introduce the 2019-2023 Waterloo Wellington Regional Cancer Program Strategic Plan. This is a four-year roadmap to improve the delivery of high-quality, integrated cancer services for our community.

The next four years will be both challenging and exciting. It is a time of innovation and transformation under Ontario Health and in the post-pandemic period. I am extremely proud of our regional team and our accomplishments in improving the delivery of cancer care. Ontario has one of the best cancer programs in the world, and we take great pride that the Waterloo Wellington Regional Cancer Program is consistently ranked as one of the top cancer programs in the province. We will continue to embrace innovation and transformation in our role as system leaders driving quality, accountability, innovation and value.

This plan to identify our regional priorities for cancer care is just the beginning. We recognize that ongoing partnerships with patients and stakeholders will be fundamental in growing and improving our cancer system going forward. I would like to thank all the patients and their loved ones, community partners, and health service providers who have helped us develop this plan. Your participation has guided this region's direction for the next several years, and has ensured the development of a plan to create a better cancer system for everyone in Waterloo Wellington. Together we will work to improve the care provided across the cancer continuum, while keeping patients as close to home as possible. We will work to further integrate the regional cancer system and provide seamless, high-quality, patient and family-centred care.



Jane Martin
Regional Vice President,
Cancer Services, Waterloo Wellington
Regional Cancer Program,
Ontario Health-Cancer Care Ontario
Grand River Regional Cancer Centre



Dr. Gregory Knight
Chief of Oncology
Grand River Regional
Cancer Centre

As a practicing medical oncologist at the Grand River Regional Cancer Centre for over 20 years, I have been fortunate to see cancer care progressively change and improve in the Waterloo Wellington region based on the development of our 5-year strategic plans.

This current strategic plan continues to build on the many strengths of the program that have been developed and outlined in previous plans. For example, the development of increased access to interventional radiology techniques such as transarterial chemoembolization and radiofrequency ablation as well as the Prostate Brachytherapy Program means patients can receive access to highly specialized novel therapy closer to home.

Many challenges remain in cancer management and this plan highlights how we plan to move forward in the region to provide better access and support to underserved and vulnerable populations. Cancer management continues to evolve and change at lightning speed, and this strategic plan allows the Waterloo Wellington Cancer Care Program to remain innovative and adaptable to the ever changing world of oncology care.

A message from the Waterloo Wellington Regional Cancer Centre Patient and Family Advisory Council



Sue Langdon and Shawn Sajkowski
Chairs
Waterloo Wellington Regional Cancer
Centre Patient and Family Advisory Council

On behalf of the Waterloo Wellington patient and family community, we are delighted to participate in the development of the 2019-23 WW Regional Cancer Program Strategic Plan. The Patient and Family Advisory Council (PFAC) is proud and excited of the ongoing work with our partners within Waterloo Wellington to ensure the patient, family and caregiver voice continues to be heard and respected.

The engagement of patients, families and caregivers in various projects, policies and committees continues to grow. We value the opportunity to share our stories and experiences which expands our role within the Regional Cancer Program. It is vitally important to ensure patients continue to receive the best care as close to home as possible. As PFAC works to evolve this partnership, we will work to ensure the patient and family voice is equitably represented across the entire region

Shawn Sajkowski and Sue Langdon
*Chairs, **Waterloo Wellington Regional Cancer Centre Patient and Family Advisory Council***

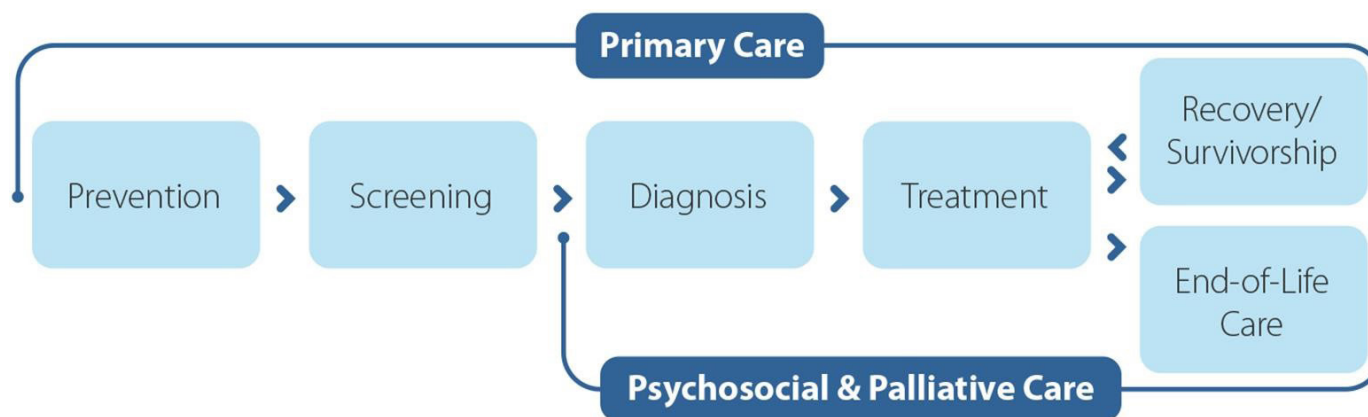
Cancer care in the province

Nearly 1 out of every 2 Ontarians will develop cancer in their lifetime.

This stark statistic highlights the importance of a well-organized cancer system for the province.

The Ontario Cancer Plan assures the people of Ontario that there is a system in place dedicated to reducing their risk of developing cancer and providing high-quality care if and when they need it.

The Waterloo Wellington Regional Cancer Program (WWRCP) oversees the quality and delivery of cancer services in our region ranging from prevention and screening to survivorship or end-of-life care.



Across the region, hospitals, health agencies and community organizations work in partnership to ensure people in Waterloo Wellington receive access to the high-quality cancer care they need. Together, we care for a diverse patient population, from people who live in urban centres to those who reside in the rural countryside.

Cancer care in our region



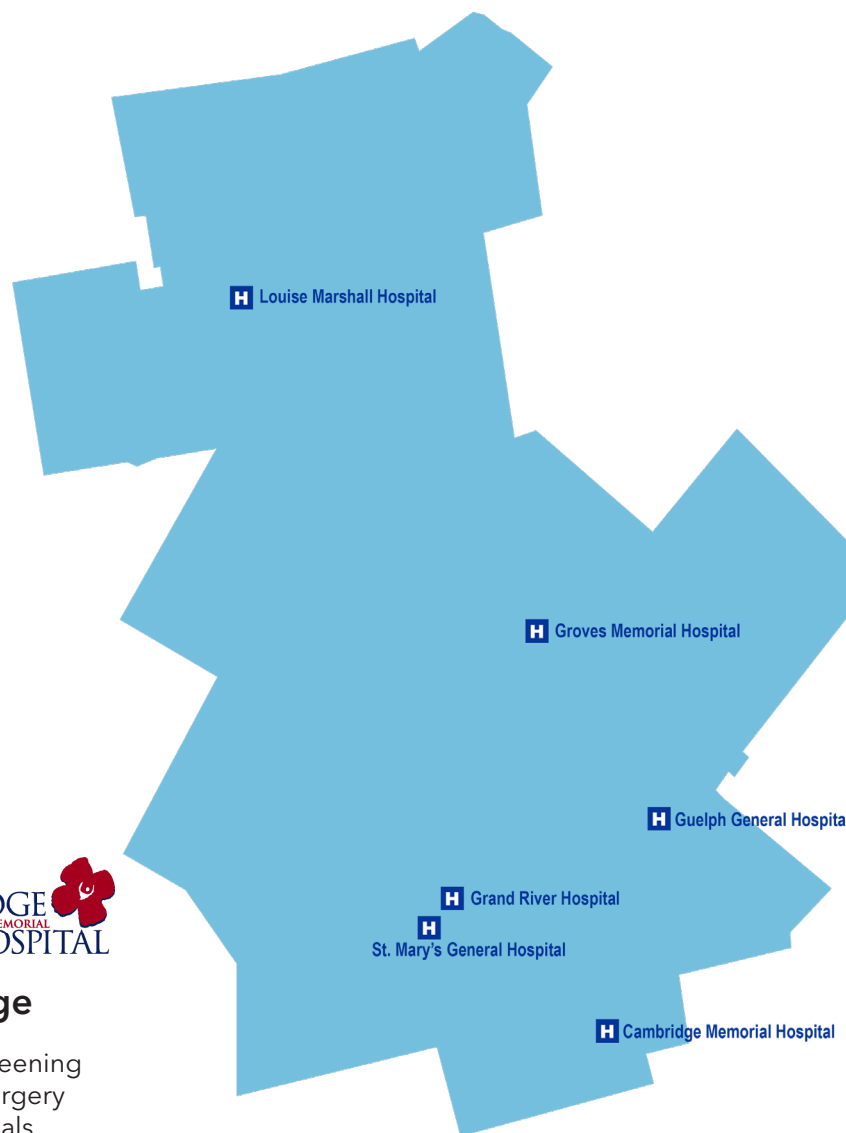
Kitchener

- Breast assessment program
- Breast screening
- Breast screening assessment
- Complex malignant hematology
- Cancer surgery
- Clinical trials
- Colorectal diagnostic assessment program
- Diagnostic imaging
- Endoscopy
- Genetic counselling
- Interventional radiology
- Lung diagnostic assessment program
- Pathology
- Palliative/hospice care
- Radiation therapy
- Specialized psychosocial oncology services
- Systemic therapy
- WW Coordinated Coloscopy Access Program



Cambridge

- Breast screening
- Cancer surgery
- Clinical trials
- Diagnostic imaging
- Endoscopy
- Palliative /hospice care
- Radiation therapy consultations
- Specialized psychosocial oncology services
- Systemic therapy



Fergus

- Endoscopy
- Breast screening
- Cancer surgery

Mount Forest

- Endoscopy
- Systemic Therapy

Palmerston

- Endoscopy



Guelph

- Breast screening
- Breast screening assessment
- Cancer surgery
- Clinical trials
- Diagnostic imaging
- Endoscopy
- Palliative/hospice care
- Pathology
- Specialized psychosocial oncology services
- Systemic therapy

Community and Primary Care Partners:

- Primary care including palliative, survivorship and end of life care services are offered at the community level.
- There are many other community partner organizations that support cancer care in our region (eg. Hopespring Cancer Support Centre, Canadian Cancer Society, Home and Community Care, universities and hospices)
- Seven additional facilities in the community are part of Ontario Breast Screening Program

Waterloo Wellington Regional Cancer Program

7 hospital sites



current population served

775,000



Population breakdown

146,560 residents who are immigrants

12,485* to 40,000 residents who self-identify as Indigenous

*Statistics Canada data is below the actual population

26,350 residents who identify as Mennonite

Our overall health status (self-reported)



20.3%
of residents smoke



37.5%
report eating the recommended number of healthy foods



50.0%
report they are overweight or obese



56.7%
report being physically active

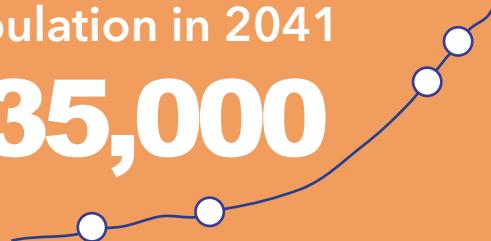
The chronic conditions with the highest mortality rates in Waterloo Wellington are cancer, ischemic heart disease, and stroke.

35%
of residents are over the age of 50



our projected population in 2041

835,000



Cancer by the numbers in Waterloo Wellington (2018-2019)

93,301 Cancer centre visits

33,936 OBSP screening mammograms (women aged 50+)

50+ Telemedicine cancer care visits (OTN)

18,320 Colonoscopy screenings

2,954 New systematic cases

2,037 New radiation cases

2,219 Surgical cancer procedures

Care closer to home

Anyone who has lived with a diagnosis of cancer or has supported a loved one through treatment knows the toll that the illness can carry. Travelling to and from medical appointments can add a tremendous burden. Delivering cancer care close to home means that they are able to receive the high-quality services they need without travelling or having to choose to go without treatment.

Our regional program has done a great job at having systemic therapy available in community hospitals throughout the Waterloo Wellington region, putting care even closer to patients' homes. Offering cancer services at small hospitals like Fergus and Mount Forest is really important to those communities. Small hospitals want to do their part in cancer care, and community clinics offer a way for to make services accessible to all patients.

Patients and caregivers tell us that bringing care closer to home has had a tremendous impact on their quality of life. With the support of Ontario Health-Cancer Care Ontario, the Waterloo Wellington Regional Cancer Program has been able to greatly decrease hours of travel and provide access to high-quality, evidence-based care within our communities. And we are continuing to provide other treatments such as brachytherapy, radiofrequency ablation (RFA) and transarterial chemoembolization (TACE) which has been one of the biggest, most important improvements we have made for patients.

In September 2020, Grand River Hospital and the Waterloo Wellington Regional Cancer Program became the first in Canada to implement and use a new

brachytherapy system - known as Bravos - that will not only provide state-of-the-art radiation treatment, but also provide this type of care for patients closer to home.

"Being the first centre in Canada to install, commission and treat patients with this new system is very exciting for us," says Dr. Ernest Osei, director of medical physics at GRH. "Other institutions will be looking to us to guide them on how to implement the system. From how we set-up the system and train our staff, to our quality assurance processes. This is a big achievement for our hospital."

"Right now, we are sending some patients to London or Hamilton to receive this treatment," says Dr. Joda Kuk. "At the end of the day, our goal is to offer the best treatment for patients, closest to home. I am proud this new system can offer this treatment option to more patients."

"My experience with this treatment was really positive. Dr. Knibutat met with me and told me what he was going to do. He decided to do two different treatments. Once we discovered I had cancer on my liver, one was small, one was big he decided how to treat each one and I received two different treatments. I was glad I didn't have to travel. It made it much more straightforward. My team was really professional, I had all the information I needed and I was able to ask all my questions."

-Current patient



Building on our accomplishments

Our direction for 2019-2023 is built on a foundation of accomplishments from our previous plan. Over the last 5 years, we have made significant advancements towards our goals of improving the patient experience; safety and equity; integrated care; sustainability; and effectiveness of care.



Christine Peters
Regional oncology lead,
Person centred care

Improving quality of life and the patient experience

An enhanced and expanded role of the Patient and Family Advisory Council (PFAC): Patient and Family Advisors were consulted earlier in the decision making process which provided for more meaningful engagements and ultimately influenced decisions which aligned with the priorities of the community we serve. As a result, the PFAC became more diverse and more representative of the Region.

We streamlined and provided structure to the request for an engagement process which supported greater access to the patient and caregiver voice, and more meaningful engagements.

Providing safe, equitable, high quality cancer care close to home

As new drugs are approved for treatment across Ontario and Canada, regional partners work together to educate and train each other to be able to provide the same safe treatments to patients closer to home. For example, newly developed guidelines and new patient education resources were developed on safety and handling of medications are shared across the region so that patients are receiving the same information regardless of where they are receiving their treatment. Improving access to view patient's electronic health record for our regional partners allows for a more seamless approach to patient care.

First Nation, Inuit, Métis, urban Indigenous (FNIMuI) -

Building relationship with the Indigenous community continues to be a priority for the Regional Cancer Program. We are working towards increasing cultural safety among staff and leaders but know that we have much more work to do. We hope that together we can improve care and outcomes for Indigenous people in Waterloo Wellington.

"Indigenous peoples have unique healthcare needs that impact participation in cancer screening, support and treatment. These can only be understood and addressed by building strong relationships with the community. Together, we can develop ways to improve cancer outcomes for current and future generations of Indigenous peoples." Jean Becker, Senior Director, Indigenous Initiatives, University of Waterloo.



Integrated care through strong partnerships

In partnership with Kitchener Public Library, and with the help of the Patient and Family Advisory Council (PFAC) and support from the Grand River Hospital Foundation, Grand River Hospital redeveloped the J. Wesley Graham Patient and Family Resource Centre in 2017 to provide patients and families with greater access to cancer care resources. Enhanced collection content includes access to consumer health databases, digital audiobooks and magazines, e-books, plus streaming music and videos. These materials focus on strategies to help patients deal with a cancer diagnosis such as healthy eating, smoking cessation, exercise, yoga and meditation. Access to this resource centre is available to the entire region regardless of where patients receive their care.



The Waterloo Wellington Coordinated Colonoscopy Access Program (WWCCAP) is an example of improving cancer care through strong partnerships across our community with all of our regional hospital endoscopists, primary care providers and our community through the E-Health Centre for Excellence.

In Waterloo Wellington, this centralized referral program coordinates and supports patients from electronic (and fax) referral to a timely colonoscopy, within provincial target wait times. The Regional Cancer Program and the eHealth Centre of Excellence have partnered with local digital health services to implement a provincial first for electronic referral (eReferral) and central intake for all fecal immunochemical test (FIT) positive colonoscopy procedures. With the implementation of eReferral, primary care providers and local medical specialists, such as gastroenterologists and surgeons, can seamlessly refer patients for a colonoscopy at the area hospitals. We are pleased to report that eReferral is building and now represents almost 25% of all referrals.

Compassionate care through innovation

Clinical Trials

Clinical trials are an integral part of the treatment options for cancer patients, not just at Grand River Hospital, but within our region and around the world. Since 2003, our medical and radiation oncologists have actively participated in clinical trials to drive cancer treatment forward. We work in partnership with academic institutions, as well as government and private agencies, to conduct clinical trials that contribute to this work. Within the cancer program, we also promote other types of research projects such as prevention, diagnostic, screening and quality of life studies.

100%

of oncologists are involved in clinical trial work

"I cannot imagine a clinical practice without clinical trials, especially in cancer care. We all need to engage in the work. At GRH we have a drive to meet that need. By participating in trials locally, we can offer patients new therapies closer to home. This opens doors to the examination and introduction of new treatments long before these therapies become widely adopted."

Dr. Nadia Califaretti, Medical Oncologist



20+

studies currently recruiting patients for studies in



Breast cancer



Colorectal cancer



Skin cancer



Prostate cancer

Multi-method trials



Chemotherapy



Radiation



Exercise



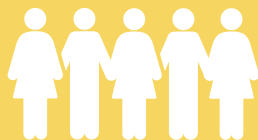
Endocrine therapy



Trial registries



Patient experience



100+ patients chose to participate in a clinical trial at GRH in 2018
500+ patients have participated in cancer clinical trials at GRH since 2003

Working with primary care providers in our region


Primary care providers play a vital role in patient care in our region, and we strive to maintain and enhance a collaborative relationship with these vital partners. To support primary care providers in their efforts to decrease the chance of cancer in their patients, we have promoted resources such as mycancer IQ and smoking cessation tools and tips. We have engaged physicians' office staff in educational programs called "Office Link" to ensure these individuals recognize their role in cancer prevention and screening within their scope.

In an effort to support early detection of cancer we have continued to promote the use of physician-linked correspondence and the Screening Activity Report (SAR). The SAR is an online, interactive tool that provides data from screening data for each of the province's screening programs enabling physicians to quickly identify those in need of screening and those requiring timely follow-up of screening results. We are working with our region's eHealth Centre of Excellence in order to support the use of online platforms to expedite referrals to diagnostic and treatment services. In an effort to support optimal person centred decision making we continue to provide educational opportunities for primary care providers by hosting training in the use of the "Serious Illness Conversation Guide" and through the creation of the palliative toolbar for their electronic medical record to optimize symptom management and end of life care for their patients.

Care based on best practice and patient needs


Real-time patient experience measurement is occurring at 3 of 5 systemic sites (sites that provide chemotherapy and supportive care) within Waterloo Wellington. The patient experience survey used across the province is called Your Voice Matters (YVM). Our region was the first to launch YVM at partner sites. We plan to continue this work and be the first region to understand and respond to the experience of cancer patients throughout the entire region.

Understanding patient's symptoms are critical to providing high quality, holistic care. Your Symptoms Matter (YSM) is a tool to help patient and clinicians manage patient symptoms and focus time on what matters most. In March, many appointments moved from in-person to telephone or video due to COVID-19. With this shift, patients needed a way to report their symptoms from home. Waterloo Wellington was the first region to launch Your Symptoms Matter@Home across two programs - Grand River Regional Cancer Centre and Cambridge Memorial Hospital. Patients are asked to log onto the YSM website and report their symptoms the day before their appointment. We know this tool promotes better patient care and look forward to improving how it is used in 2019-2023.



Your Symptoms Matter

- **Your Symptoms Matter** (formerly known as SAR) is an electronic platform and an easy-to-use tool that allows patients to assess and monitor their symptoms through an online computer program.
 - Patients enter symptoms weekly online electronically on a local system computer kiosk that sits at their local cancer centre or regional partner site.
 - Each kiosk contains self-report symptom screening tools that measure a number of common symptoms experienced by cancer patients.
 - It can also be accessed through the patient's internet linked home computer.
 - Is available in English and French.
- When logging into **Your Symptoms Matter**, patients can either complete the following tools:
 - **Your Symptoms Matter – General Symptoms** (formerly known as SAR)
 - **Your Symptoms Matter – Prostate Cancer** (also known as PRC)
 - **Your Symptoms Matter – Bowel Activities** (formerly known as, pH 1330/PH 13)

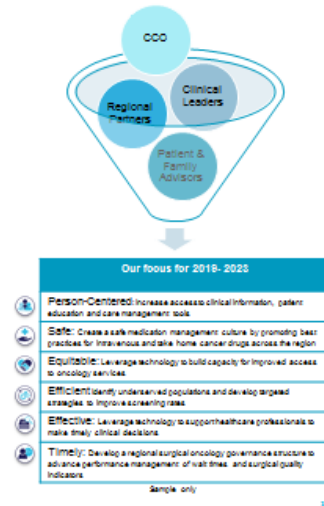
 Cancer Care Ontario

Developing our strategy

Pre-Consultation Process

A broad consultative process was used to provide inputs to the first iteration of the cancer plan. The following elements have been reviewed to date:

- ✓ Ontario Cancer Plan V and its companion plans
- ✓ Current cancer system performance data
- ✓ Available strategic plans of partner organizations
- ✓ Input from Patient and Family Advisors
- ✓ Input from Regional Clinical Leads
- ✓ Input from health care leaders



This plan is the outcome of an extensive engagement process and incorporates thoughtful feedback from patients and caregivers, and regional health care partners. Each offered their unique perspective to provide valuable insights into our cancer system and how we could do better. Together we looked at the changes taking place in the health care system such as the formation of Ontario Health and ways to leverage new partnerships. The Plan outlines six key themes, which aligns with the goals and strategic objectives of the Ontario Cancer Plan 5 (2019-2023), and the current and projected needs of patients and families.

The Waterloo Wellington Regional Cancer Plan gives direction for the development and delivery of cancer services and is focused on the needs of patients across the various phases of their cancer care, from screening through to end of life care. Together, we will continue to work to provide the best quality of care for all residents in Waterloo Wellington region.

100+
Stakeholders
Consulted

14
Jurisdictions
Reviewed

12
Patients &
Families Engaged

10
Focus Group
Sessions

Our strategic goals for 2019-2023

1. Deliver responsive and respectful person centred care, optimizing quality of life across the cancer care continuum.
2. Improve the safety of patients, caregivers, and health care professionals across care settings.
3. Improve health equity across the cancer system such that people are not disadvantaged by who they are, where they live, or what resources they have.
4. Improve the efficiency and coordination of cancer services.
5. Provide effective cancer care based on best evidence.
6. Deliver timely care across the cancer care continuum.

WORKING WITH YOU TOWARDS OUR GOALS



PERSON CENTRED: Partner in care

STRATEGIC OBJECTIVES

- Implement a patient and family experience approach that integrates their voices into everything that we do
- Ensure equal access to real-time patient-reported experience measurement instruments across the region and embed a quality improvement approach to improve patient experience and outcomes
- Develop a model that ensures advance care planning and goals of care conversations take place and are communicated with the team through all stages and the transitions of care
- Move towards increased standardization of patient education materials across the region
- Explore ways to meet the unique language and cultural needs of patients and caregivers with patient education materials
- Improve patients and caregivers access to the resources, tools, knowledge and support in order to fully participate in their own care
- Enable digital solutions to continuously integrate leading practice, transform care and the experience of patients and teams
- Implement an electronic patient portal
- Improve health literacy competencies across the regional cancer program

MEASUREMENT OF SUCCESS

- Patients, caregivers and the community are involved in decision-making around services and programs offered (e.g. budget discussions, recruitment, etc)
- Incorporate patient reported outcomes in discussions with patients and families to guide care plans, and use patient experience measures to guide quality improvement and program development
- Improve clinical response to symptom screening
- Improve patient satisfaction scores
- Patients report having advance care planning discussions with their healthcare provider and are knowledgeable about their goals of care
- Advance care planning and goals of care are documented and available for review in the electronic medical record
- Standardized tools are used to assess the understandability, actionability and readability of patient education materials
- Health literacy competency is increased among healthcare professionals
- An electronic patient portal is implemented
- Staff are trained in health literacy competencies
- Clinical champions are identified and supported with appropriate resources (from quality standards)

WORKING WITH YOU TOWARDS OUR GOALS



SAFE: Trust in the quality of care

STRATEGIC OBJECTIVES

- Implement a model of care to provide comprehensive symptom and side effect management
- Work with our regional partners to adopt clinical standards and practices to improve treatment quality and safety.
- Promote best practices for intravenous and oral cancer drugs across the region
- Implement a new Computerized Provider Order Entry system and electronic medication administration record at the GRRCC
- Develop an OPIS replacement plan for the region that promotes safe systemic treatment ordering and administration practices
- Strengthen our existing culture of safety and accountability
- Be proactive in reducing avoidable harm in all care settings

MEASUREMENT OF SUCCESS

- Safe practices and standards are adopted from other organizations (e.g. Radiation Oncology Accreditation Canada, NAPRA in pharmacy)
- A new model of care for patient visits to provide symptom and side effect management has been implemented
- Patients will have a clear understanding of how to take and handle oral chemotherapy at home as noted through compliance review
- Incidents reviewed and recommendations implemented
- Decrease in the percentage of unplanned hospital visits and admissions following chemotherapy or radiation therapy
- Monitor adoption of best practices by healthcare professionals
- Implement a regional systemic quality committee

WORKING WITH YOU TOWARDS OUR GOALS



EQUITABLE: Access and care for each patient

STRATEGIC OBJECTIVES

- Address barriers to ensure more equitable cancer prevention, screening, care and outcomes
- Continue to build relationships and respond to the needs of the FNIMUI community
- Work towards the Regional Cancer Centre being a more inclusive centre for LGBTQ+ patients and their caregivers
- Gather a greater understanding and respond to the needs of Young Adults with Cancer
- Introduce and expand personalized medicine for cancer care and facilitate access to novel therapeutics
- Increase capacity in our regional partner sites for care to be delivered closer to home
- Introduce brachytherapy services for lung and prostate cancer patients
- Enhance the complex malignant hematology program by planning and developing an autologous stem cell transplant program
- Plan for capital and infrastructure expansion to increase capacity for radiation therapy treatment delivery (e.g. 6th Linac)
- Submit proposal for investment in diagnostic imaging resources (e.g. PET scanner, 2nd MRI and digital image capture management systems for endoscopy) to better serve our community
- Improve access to screening with MRI for individuals at high risk for breast cancer
- Leverage technology to build capacity for improved access to oncology services (e.g. telemedicine)
- Implement new provincial cancer screening tests and programs (e.g. HPV testing)

MEASUREMENT OF SUCCESS

- 10% of providers will have completed OH-CCO ICCU Cultural Competency training e-modules
- Trusted partnerships with FNIMUI community have been developed
- Cancer screening rates post COVID are improved
- Treatments are tailored for underserved populations
- # of engagements with the FNIMUI community and # of initiatives to improve access, quality of care for the FNIMUI community
- Access to radiation therapy consults and treatment is expanded in Wellington
- Novel technologies and telemedicine are utilized
- Autologous transplants will be provided at GRH
- Lung and prostate brachytherapy programs are implemented
- Wait time metrics for key modalities including CT, MRI and Interventional Radiology will be improved
- PET will be available for patients in Waterloo Wellington

WORKING WITH YOU TOWARDS OUR GOALS



EFFICIENT: Always improving the delivery of care

STRATEGIC OBJECTIVES

- Work with regional partners and providers to use cancer system data to implement quality improvement initiatives for patients undergoing diagnostic assessment
- Strengthen the regional governance structure for the Lung Diagnostic Assessment Program (LDAP) to oversee continuous quality improvement
- Continue to enhance the adoption and use of the screening activity reports for primary care partners
- Investigate regional models of excellence to optimally use health care resources with minimal duplication and waste
- Develop approaches to address health care professional resiliency and wellness
- Coordinate and integrate cancer service delivery to make the best use of our human, infrastructure and financial resources
- Work with regional partners to ensure all systemic therapy centres are safe, efficient and optimize capacity
- Ensure providers are aware of cancer services and how to access them for patients
- Close the gap between best evidence and care provided and improve patient outcomes

MEASUREMENT OF SUCCESS

- Patients and families provide advice on resource allocation decisions
- Improved wait time metrics for LDAP
- Health Care Professionals are aware of resources to support resiliency and wellness
- Complete GRRCC clinic redesign to improve patient and provider experience results
- Regional partner sites at optimum systemic treatment capacity
- Improve access to and increase patient participation in clinical trials
- Adoption of evidence based oncology care

WORKING WITH YOU TOWARDS OUR GOALS



EFFECTIVE: Evidence-based care with successful outcomes

STRATEGIC OBJECTIVES

- Strengthen GRRCC as a regional centre of excellence
- Implement systems and innovative tools to identify, share and continuously embed world class practices into our operations
- Continue to assess and adopt new interventions and programs that improve clinical outcomes
- Provide evidence based cancer services that contribute to the best possible outcomes
- Provide education and support to regional primary care, specialists and administrative staff
- Work with Ontario Health to ensure a sustainable model for access to pharmacogenomics and tumour genomics molecular genetic testing for patients across the region to support personalized medicine
- Continue to screen cancer patients for tobacco use and offer tobacco cessation counselling to support improved health outcomes
- Leverage existing community resources to expand tobacco smoking cessation programs throughout the region
- Support reporting and quality measures to drive evidence-based cancer care beyond hospitals into clinics
- Standardize clinical documentation to help healthcare professionals make clinical decisions based on the right information at the right time
- Work with partners to advance the use of synoptic reporting (dictation and reporting using a standardized template) and provide data on the adoption rate to drive improvement.

MEASUREMENT OF SUCCESS

- Develop site scorecards to monitor performance
- Improved access to electronic medical records
- Increased number of patients receiving follow-up care in a primary care setting
- Growth in number of patients receiving treatment at Level 4 facilities
- Implementation of a lab network to support growth in the services, capability and capacity of regional pharmacogenomics testing

WORKING WITH YOU TOWARDS OUR GOALS



TIMELY: Care as quickly as possible

STRATEGIC OBJECTIVES

- Adopt virtual care based on best practice and OH-CCO guidance documents
- Improve the timely transitions throughout the different stages of the cancer care continuum, between facilities and into and out of the cancer system.
- Understand and improve the transition from pediatric cancer care to adult focused care
- Implement quality improvement initiatives to improve the patient experience during the transition to survivorship
- Optimize the common clinical health information system between GRH and SMGH to improve access to clinical information and to facilitate transitions of care
- Help patients manage the emotional, spiritual, functional practical, nutritional and rehabilitative challenges associated with cancer by providing timely access to psychosocial oncology services and palliative care
- Work with Ontario Health and Ontario Health Teams to provide coordinated and seamless cancer and palliative care
- Strengthen approaches to wait times monitoring and performance management to drive improvements in the timeliness of care
- Develop a regional surgical oncology governance structure to advance performance management of wait times and surgical quality indicators
- Improve access to other modalities (e.g. HPB, EBUS, CT guided biopsy, CT and MRI)
- Mitigate the impact of COVID on delays to access cancer services

MEASUREMENT OF SUCCESS

- Patients and providers demonstrate positive satisfaction scores with virtual care delivery
- Developed a follow-up model of care for cancer survivors through collaboration with primary care practitioners
- Social Work stepped model of care implemented to support timely access to PSO services
- Early identification and referral to community supports for palliative patients
- Integrated regional network for hospice/palliative care created
- Increased number of health care providers who are Learning the Essential Approaches to Palliative Care (LEAP) trained
- Systemic Treatment, cancer surgeries and medical imaging wait times consistently perform better than the OH-CCO target
- Organizational scorecards developed to monitor performance



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