



Primary Health Care Action Plan for the Connected Care Halton Ontario Health Team Geography

We want to make sure every person in our community has the care they need, when and where they need it. *This plan is our shared roadmap to get there.*

Our “Why”

A strong primary health care system is the foundation of a healthy community. We recognize:

- **Our community is growing and changing.** We have more seniors, more diverse families, and more people with different health needs.
- **More of our neighbours** are managing long-term health issues like diabetes or heart disease.
- **Too many people** don't have a family doctor and struggle to find one.
- **Finding your way through the health system** can be confusing because different services often don't connect well with each other.
- **Our dedicated doctors, nurses, and other health professionals** are stretched thin by heavy workloads and too much paperwork.

A Timely Opportunity to Work Together

The good news is there is a strong desire for change. Across our region and the province, there's a growing focus on improving primary care.

That's why the Connected Care Halton Ontario Health Team (CCHOHT), Halton Healthcare, and other local health leaders have come together. We've created a shared plan to build a primary care system that is stronger, more connected, and works better for everyone.

Guiding our Plan

We will align with the provincial objectives for primary care:

- Province-wide
- Connected
- Convenient
- Inclusive
- Empowered
- Responsive

Our design principles outline how we will work to achieve our vision:

- **Putting People First:** We will design this new system with patients, families, caregivers, and health care providers, not just for them.
- **Fair and Smart:** We will invest resources where they are needed most to ensure everyone has fair access to care.
- **Quick Wins and Lasting Change:** We will focus on making a difference you can feel now, while also building a stronger health care system for the long term.
- **Built to Last and Ready to Adapt:** We will create solutions that are sustainable and flexible enough to evolve as our community's needs change over time.
- **A Shared Responsibility:** We will foster accountability to our partners and the community, working together to achieve our shared goals.
- **Focused on Real-World Results:** We will use data and evidence to measure our progress and ensure our efforts are leading to better health.

Primary Health Care Action Plan

This Action Plan will serve as a shared roadmap to align efforts to improve primary care over the coming years. It focuses our activities against four goals that define the shared vision and aspiration for the CCHOHT geography in its primary care transformation efforts.

We will prioritize our core goal as the foundation:

Goal 1: Every person in our geography is connected to a primary care provider.

How We'll Do it:

We will establish a formal network of local 'Health Hubs' that are accountable for connecting people to care teams in their area. We'll create clear partnership agreements between these hubs and other local doctors and health care providers to ensure everyone understands their roles and can work together effectively. We will also create a system for these hubs to share successful ideas and resources across the entire region.



Sample initiatives include:

- Taking stock of which local physician offices and clinics have the space to take on new patients.
- Coordinating with health home satellites to connect patients to providers.

While advancing toward a high-performing primary care system:

Goal 2: Everyone across the geography has timely access to an interprofessional team of care providers.



How we'll do it:

To help you get the care you need with less waiting, we will give your family doctor better tools and simpler processes to connect you with specialists and other health services. By having your doctor better connected to a full team of experts—like dietitians or social workers—you'll get more comprehensive support for your overall health.

Sample initiatives include:

- Supporting uptake of eReferral to streamline referral processes
- Establishing a way to provide an up-to-date database of physicians
- Using existing health home satellites as transitional support hubs to fill gaps in access

Goal 3: We work as an agile integrated system in which primary care providers are engaged, empowered, and supported.



How we'll do it:

When your doctor is supported, they can provide you with better care. That's why we're creating a more collaborative environment for our primary care providers, with clear standards and coordinated resources that reduce their paperwork. This allows them to focus on you, which also helps us attract and keep talented health professionals in our community.

Sample initiatives include:

- Establishing a representative Primary Care Network to provide ongoing oversight of transformation work
- Establishing a communications and engagement strategy to bring everyone along in our improvement journey

Goal 4: Health inequities are measurably reduced across our communities.



How we'll do it:

To ensure your care is tailored to your unique needs, we will use population health data to understand what different groups in our community require. By partnering with trusted community organizations, we will strive to make sure that your income, language, or background is not a barrier to receiving excellent, culturally safe care.

Sample initiatives include:

- Deploying dedicated community paramedics to deliver in-home care to vulnerable patients
- Assessing capacities of health home hubs to provide appropriate, accessible care for equity-deserving groups

Bringing this to Life

This plan is just the beginning. It's a living resource that will grow and adapt as our community's needs change. The CCHOHT and our new Primary Care Network will lead this work in close collaboration with Halton Healthcare, coordinating with partners across the region.

We are committed to clear communication, strong leadership, and continuously measuring our progress. Most importantly, we'll keep listening to patients, providers, and partners to make sure we're on the right track. Together, we can build a primary care system that truly cares for everyone in our community.

Please go to www.connectedcarehalton.ca to see the full Primary Health Care Action Plan for the CCHOHT Geography report.