

Experiences in Using Design Thinking with the Durham Ontario Health Team

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Agenda

OHT Impact Fellowship

Leading Project Background

Planning for Action Mode

Facilitating Change Using Design Thinking

Current Status of Project

OHT Impact Fellowship



OHT Impact Fellowship - Project Background

a way for the OHT to demonstrate how we can modernize community and home-based care

Durham OHT proposal was chosen as a Leading Project

A high-needs building in Durham Region (Building X) was identified as an initial site to test a proposed integrated model of care

Developmental evaluation methodology

Getting to Know the Field and People

Reading literature

Gathering data

Meeting mentors

Presentations

Joining various groups

Meeting with OHT coaches



Planning for Action Mode

Leading Project second proposal submission

Submitted a planning phase evaluation for the project to Ontario Health.

Brief comparative analysis of initial assessment tools

Project management tools



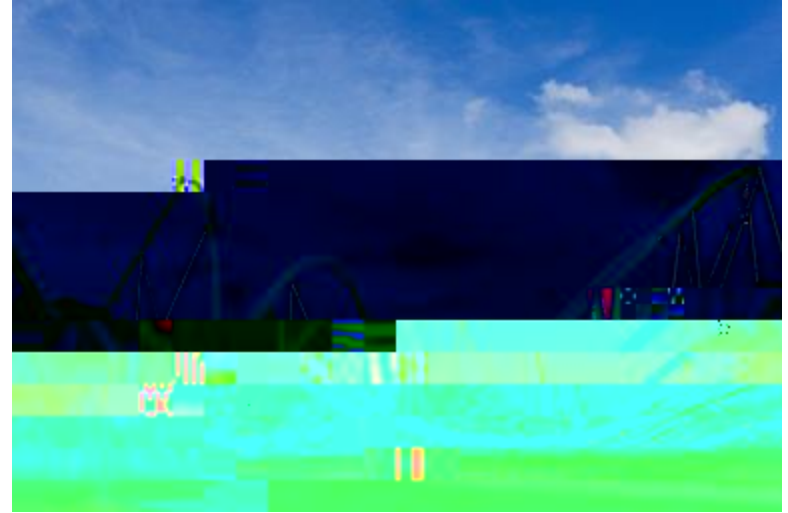
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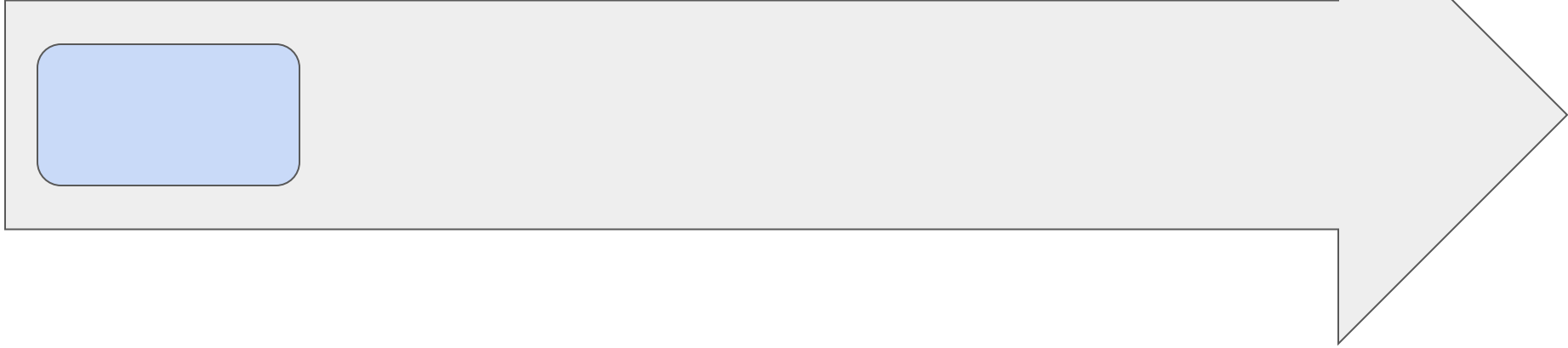
Facilitating Change Using Design Thinking Tools

Getting on a New Roller Coaster

Using Design Thinking tools
Created interview scripts and
questions



Developmental Evaluation Methodology: Appreciative Inquiry



1. What are the pain points service providers are facing in providing home and community care at Building X?

- 1.

Define:

Clients

Home care Database

911 calls

Dissemination Area

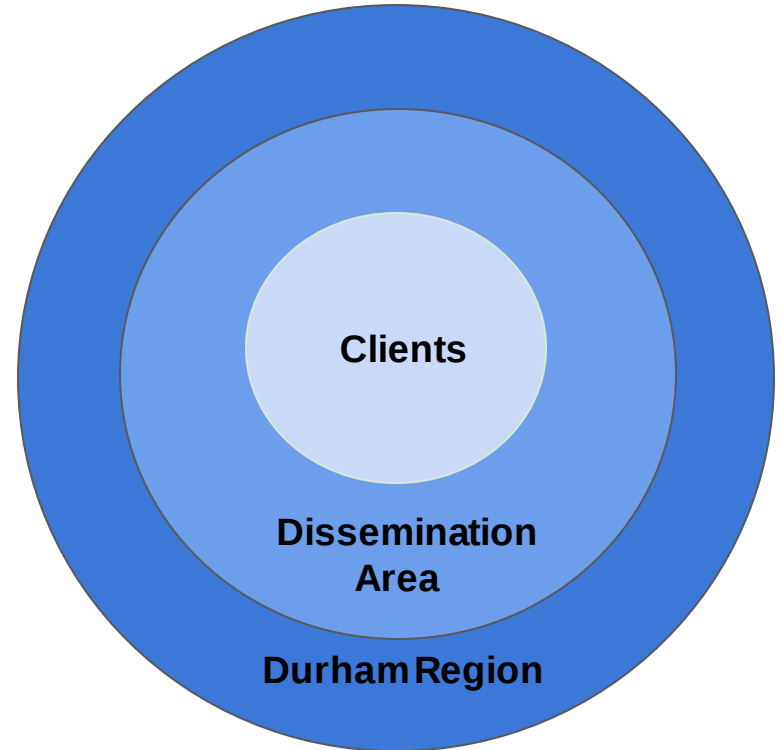
Statistics Canada

OHT Data Dashboard

Durham Region

Data from Durham Region

Project



Discover:

11 service providers

Virtual interviews conducted between Nov 2022 Dec 2022

Interview script created with team consultation

13 open-ended questions

Discover: Insights from Thick Data

Discovered unique issues related to Building X

Began to understand areas where we can make changes first based on feasibility

Learned about processes that were working well within Building X

Created a visual ecosystem mapping of current connections and strength of connections between OHT partners

Discover: Ecosystem Mapping

Ecosystem Mapping of OHT Partners Working at Building X



Discover: Reframing Problems

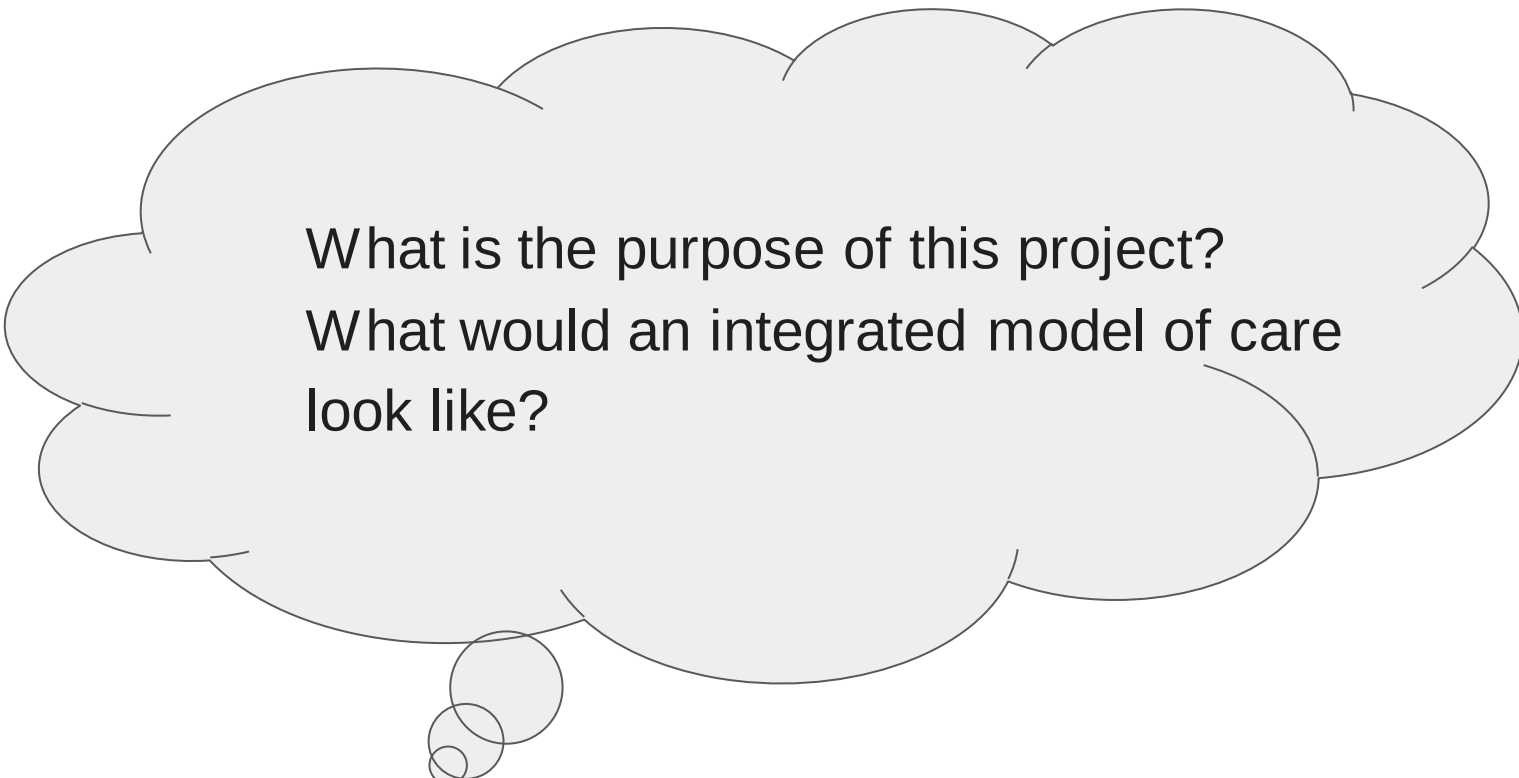


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Discover:

*How might we, Durham OHT, connect service providers at Building X to **ensure they feel part of a team**?*

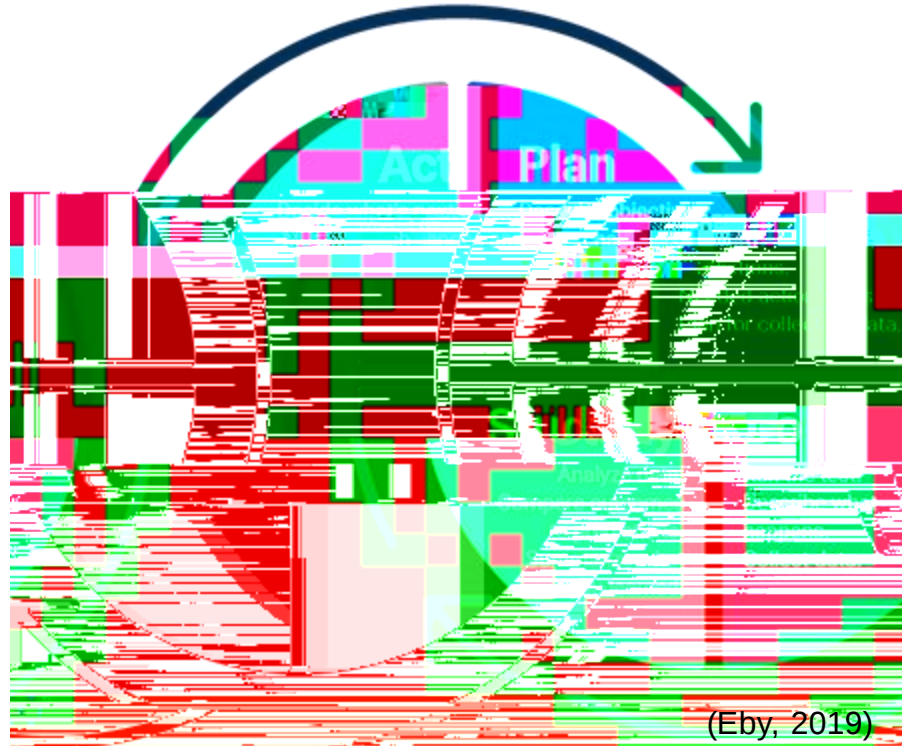
Dream: Vision Building



What is the purpose of this project?
What would an integrated model of care look like?

Design: What Can We Do Better?

Deliver: Actionable Next Steps



Current Status of Leading Project at the Durham OHT

Cathy Slevin, OT Reg. (Ont.), MHA
Director, Regional Program, Lakeridge Health
November 23rd, 2023

Leading Project Current Status

One Care Team ongoing collaboration

Pathways developed

Development of implementation plan

Resident Health and Social Care Resource Fair

Supports and programs launched at the building

Continued collaboration with OH for milestones and deliverables

Health and Social Care Resource Fair

PARTNERS:

Alzheimer Society Durham

Region

Community Care Durham

Regional Municipality of Durham

Community Paramedicine

LTC and Services for Seniors

Durham Community Health

Centre

Durham Mental Health Services

(Lakeridge)

Durham Legal Services

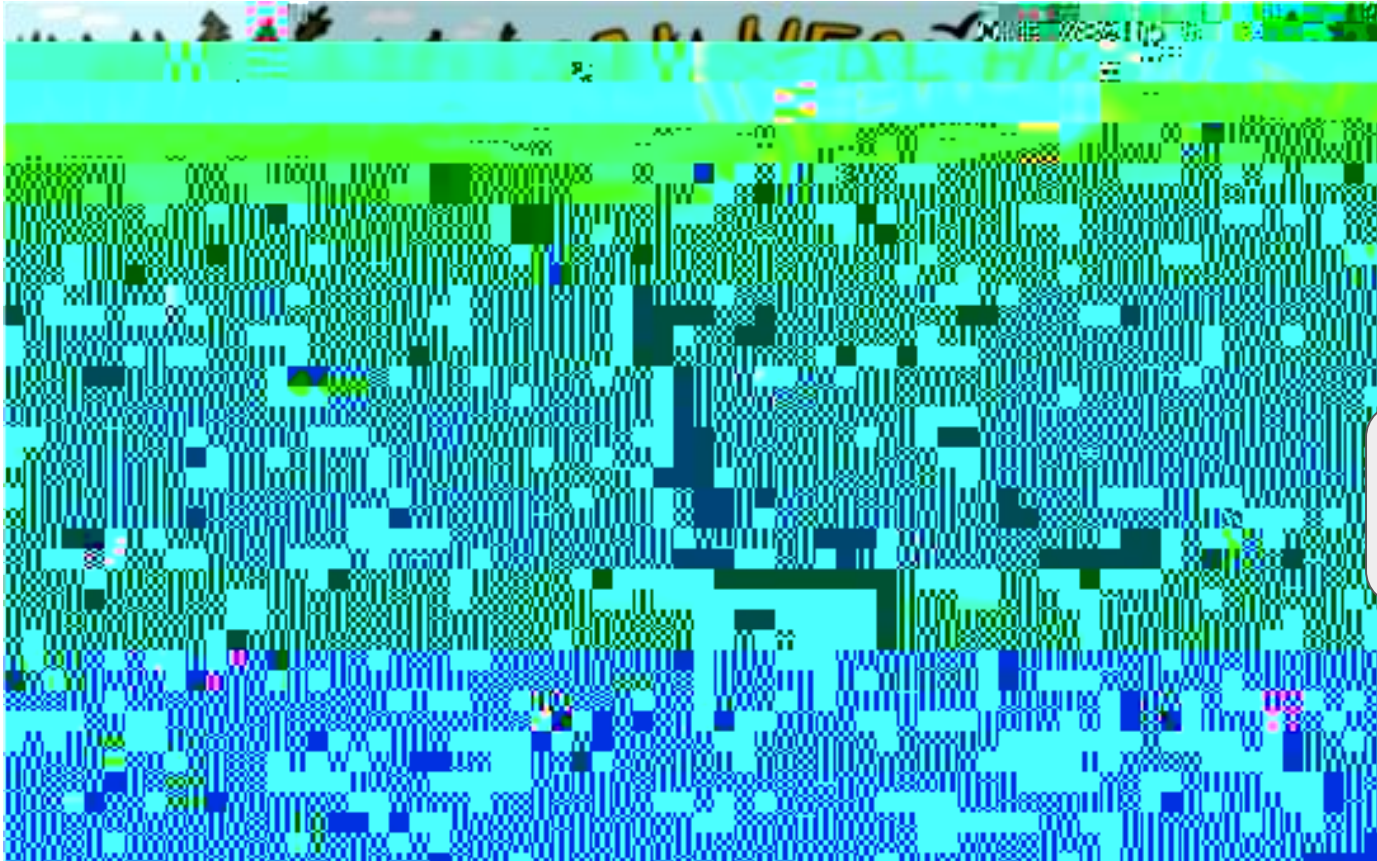
Durham OHT

Home And Community Care

Support Services (Central East)

Victoria Order of Nurses (VON)

Future of OHT



Patient Healthy
Neighbourhood

References

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