

MODEL OF HEALTH AND WELLBEING

RESOURCES AND REFERENCES



Association of Ontario Health Centres
Community-governed primary health care

Association des centres de santé de l'Ontario
Soins de santé primaires gérés par la communauté

This resources and references guide is a living document. We invite you to contact us at learning@aohc.org if you have suggestions of other resources you recommend be included.

INTRODUCTION MODULE: INTRODUCTION TO THE MODEL OF HEALTH AND WELLBEING

- Association of Ontario Health Centres (AOHC) www.aohc.org
 - Mission and Vision: www.aohc.org/vision-and-mission
 - Model of Health and Wellbeing: www.aohc.org/model-health-and-wellbeing
 - Model of Health and Wellbeing Charter (request from learning@aohc.org)

Community Engagement

- Bruns, Bryan & Pakping Chalad Bruns. *Strengthening Collective Action: 2020 Vision - Focus 10: Collective Action and Property Rights. International Food Policy Research Institute* (2003)
- *Community Engagement in Governance and Strategic Leadership: A Guide for Ontario Community Health Centres.* Community Organizational Health Inc. (2010)
- Engaging People Improving Care: www.epicontario.ca
- Community Engagement Toolkit for Health Service Providers and the Toronto Central LHIN March 2011: www.torontocentrallhin.on.ca/uploadedFiles/Home_Page/Get_Involved/TC%20LHIN%20-HSP%20CE%20toolkit%20-%20FINAL%20MArch%2015.pdf
- Ontario Healthy Communities Coalition:

Inclusive Community Organizations: A Tool Kit. (2004): www.ohcc-ccso.ca/en/inclusive-community-organizations-a-tool-kit

Community Health and Wellbeing

- Canadian Index of Wellbeing: www.uwaterloo.ca/canadian-index-wellbeing
- Community Health and Wellbeing: Shift the Conversation: www.communityhealthandwellbeing.org

Health Equity

- AOHC Health Equity Charter: www.aohc.org/health-equity-charter
- AOHC Health Equity Training: www.aohc.org/health-equity
- Health Equity Impact Assessment Tool. Ministry of Health and Long-Term Care: www.health.gov.on.ca/en/pro/programs/heia
- Health Equity Impact Assessment (HEIA) Online Course. Centre for Addictions and Mental Health: [www.knowledgex.camh.net/HEALTH_EQUITY/Pages/healthEquityImpactAssessment\(HEIA\)OnlineCourse.aspx](http://www.knowledgex.camh.net/HEALTH_EQUITY/Pages/healthEquityImpactAssessment(HEIA)OnlineCourse.aspx)
- Health Equity – Wellesley Institute: www.wellesleyinstitute.com/topics/health-equity

Ministry of Health and Long-Term Care

- Health Links: www.health.gov.on.ca/en/pro/programs/transformation/community.aspx
- Ontario's Action Plan for Health Care: www.health.gov.on.ca/en/ms/ecfa/healthy_change/

Quality Improvement in Primary Care

- Ministry of Health and Long-Term Care Quality Improvement Plans: www.health.gov.on.ca/en/pro/programs/ecfa/legislation/qi_primary.aspx
- Health Quality Ontario: www.hqontario.ca/quality-improvement/primary-care
- World Health Organization www.who.int
 - Constitution: <http://apps.who.int/gb/bd/PDF/bd47/EN/constitution-en.pdf>

Practice Examples

- Centretown CHC Dundonald Park Project: www.centretownchc.org/en/programs-and-services/spring-and-summer-programming.aspx and www.facebook.com/ParcDundonaldPark
- Kingston Community Health Centre Clients Rights and Responsibilities: www.kchc.ca/index.cfm/about-kchc/client-rights-responsibilities
- Ward 6 Community Action Team: www.ward6cat.wordpress.com
- Women's Health in Women's Hands. Bill of Rights: <http://www.whiwh.com/bill-of-rights>

MODULE 1: ACCESSIBLE

- Accessibility for Ontarians with Disabilities Act (AODA):
 - Making Ontario Accessible: www.mcass.gov.on.ca/en/mcass/programs/accessibility
 - See extensive resources and training modules on the AOHC member portal

Advanced Access

- *Advanced Access, Efficiency and Chronic Disease Management in Primary Care*. Health Quality Ontario: www.hqontario.ca/quality-improvement/primary-care
- *Working for Change: South Riverdale Community Health Centre*: <http://www.hqontario.ca/portals/0/Documents/qi/pc-journey-story-southernriverdale-en.pdf>

Oral Health

- Association of Ontario Health Centres advocacy related to oral health: www.aohc.org/oral-health
- Ontario Association of Public Health Dentistry: www.oaphd.on.ca
- *More Than Just Cavities*. A report by Ontario's Chief Medical Officer of Health (April 2012) www.health.gov.on.ca/en/common/ministry/publications/reports/oral_health/oral_health.pdf

Other

- Access Alliance Language Services: www.accessalliance.ca/interpreterservices/translation
- *French Language Services Act*: www.ofa.gov.on.ca/en/flsa.html

- Glazier RH, Zagorski BM, Rayner J. *Comparison of Ontario's Primary Care Models by Demographics, Case Mix and Emergency Department Use, 2008/09 to 2009/10. ICES Investigative Report.* Toronto: Institute for Clinical Evaluative Sciences; 2012. <http://www.ices.on.ca/~media/Files/Atlases-Reports/2012/Comparison-of-primary-care-models-in-Ontario/Full%20report.ashx>

Refugee and Newcomer Health

- Association of Ontario Health Centres advocacy related to refugee and newcomer health: www.aohc.org/refugee-and-newcomer-health
- Canadian Doctors for for Refugee Care: www.doctorsforrefugeecare.ca
- Health for All: Advocacy organization fighting for healthcare for everyone

regardless of immigration status: <http://www.health4all.ca/>

- *Dealing with the impacts of refugee health cuts.* Wellesley Institute (2012). www.wellesleyinstitute.com/health-care/dealing-with-the-impacts-of-cuts-to-refugee-health-benefits/

Practice Examples

- Anne Johnston Health Station: www.ajhs.ca
- Community and Primary Health Care Family Health Team Mobile Unit: www.cphcare.ca/mobileunit
- Planned Parenthood Toronto Teen Health Source: <http://teenhealthsource.com>
- Street Health Centre, Kingston CHC: www.kchc.ca/index.cfm/street-health-centre

MODULE 2: ANTI-OPPRESSIVE AND CULTURALLY SAFE

- Cultural Safety training, Anishnawbe Health Toronto: www.aht.ca/aboriginal-culture-safety/cultural-safety
- The Ottawa Local Immigration Partnership: *Better Together: Cultivating Equitable and Inclusive Organizations in Ottawa.* Summary Report on Phase I of Ottawa's Equity Project, June 2013: <http://olip-plio.ca/wp-content/uploads/2013/07/OLIP-Equity-Report-EN-Low.pdf>
- AOHC Model of Health and Wellbeing Charter (request from learning@aohc.org)

Practice Examples

- Access Alliance Anti-Oppression Policy: www.accessalliance.ca/antioppression
- *Every One Matters.* Association of Ontario Health Centres: <http://vimeo.com/17221246>
- Rainbow Health Ontario (RHO): www.rainbowhealthontario.ca
- RHO Education Session with the AOHC Board on LGBT People Living in Ontario and Primary Health Care: http://issuu.com/aohc_acso/docs/lgbt_aohc_sept2013_travers
- Wabano Health Centre: www.wabano.com

MODULE 3: POPULATION AND NEEDS-BASED

- Canadian Institute for Health Information

Needs-based planning in the primary health care setting takes into account the characteristics of the population served by primary health care organizations in the practice area, such as gender, age, socio-economic status and health status.

This demographic and epidemiologic data can help PHC organizations assess the health needs of their community and plan services accordingly. Research suggests that when the health care needs of a community are not correctly identified, there is a danger that health care services will be based on perception and not current need.

www.cihi.ca/cihi-ext-portal/pdf/internet/phc_policy_needsbased_en

- *Independence, Activity and Good Health*. Ontario's Action Plan for Seniors. The Ontario Seniors' Secretariat, 2013. www.ontario.ca/health-and-wellness/ontarios-action-plan-seniors
- Rainbow Health Ontario
 - Provider Directory www.rainbowhealthontario.ca/lgbtHealth/find.cfm
 - Glossary: www.rainbowhealthontario.ca/glossary.cfm
- Toronto Public Health Racialization and Health Study (2013): www.toronto.ca/legdocs/mmis/2013/hl/bgrd/backgroundfile-62904.pdf

Practice Examples

- Centre Francophone de Toronto: <http://www.centrefranco.org/>
- Centretown CHC SCREEN Project: www.centretownchc.org and www.youtube.com/watch?v=rwRjiWXvkiY
- Gateway CHC Youth Jazz Ensemble: www.gatewaychc.org/health-promotion-programs/children-and-youth/youth-jazz-ensemble
- Canadian Association of Community Health Centres video: <https://www.facebook.com/photo.php?v=179259335463951>
- Guelph CHC Women Everywhere Breastfeed: www.guelphchc.ca/healthy-living/outreach/we--women-everywhere--breastfeed
- East Mississauga CHC QX program: www.eastmississaugachc.org/qxposure.php
- London InterCommunity Health Centre, Women of the World Program: www.lihc.on.ca/immigrant-and-ethno-cultural-communities
- South Georgian Bay CHC, Home for Life: www.homeforlifesgb.com
- TAIBU CHC Sickle Cell Project: <http://www.taibuchc.ca/ProgramsServices/SpecialProjects/SickleCellProject.aspx>
- Waasegiizhig Nanaandawe'iyewigamig Health Access Centre: www.wnhac.org

MODULE 4: INTERPROFESSIONAL, INTEGRATED AND COORDINATED

Interprofessional Teams

- *Building Better Teams: A Toolkit for Strengthening Teamwork in Community Health Centres. Resources, Tips, and Activities you can Use to Enhance Collaboration.* Association of Ontario Health Centres. (2007). www.aohc.org/sites/default/files/documents/Building%20Better%20Teams-1.pdf
- Centre for InterProfessional Education, University of Toronto: <http://www.ipe.utoronto.ca>
- *EnHANCE Ontario Project: Enabling Collaboration In Primary & Mental Health Care & Addictions Through Interprofessional Care & Education.* www.enhanceontario.ca
- *Family Medicine at Its Best: Community Health Centres.* Association of Ontario Health Centres. (2005). <http://www.youtube.com/watch?v=g02TURzm1iM&feature=youtu.be>
- *Hand in Hand: Interdisciplinary Teams in CHCs.* Association of Ontario Health Centres. (2006). http://www.youtube.com/watch?v=_LglmU6O2vE&feature=youtu.be
- HealthForce Ontario: Family Practice Compensation Models. http://www.healthforceontario.ca/en/Home/Physicians/Training_%7C_Practising_Outside_Ontario/Physician_Roles/Family_Practice_Models/Family_Practice_Compensation_Models

Integration

- *An Overview of Voluntary Integration at Toronto Central LHIN: Voluntary Integration Roadmap.* Toronto Central LHIN (2012). www.torontocentrallhin.on.ca/uploadedFiles/Public_Community/Integration/TC%20LHIN%20Voluntary%20Integration%20Manual.pdf
- *Every Door Leads to Service: Enhancing Access And Building a Culture of Service Integration for a Made in Ontario Health System.* AOHC, OCSA and OFCMHAP (2006). <http://www.ofcmhap.on.ca/sites/ofcmhap.on.ca/files/AOHC-OCSA-OFMHAP%20Discussion%20Paper%20July-06.pdf>
- Health Links: www.health.gov.on.ca/en/pro/programs/transformation/community.aspx
 - Health Quality Ontario: *bestPATH* www.hqontario.ca/bestpath
 - *Understanding Privacy and Consent in Health Links.* Association of Ontario Health Centres (2013) http://issuu.com/aohc_acso/docs/a8--burns--king_city_lower--wednesd
- Integration Resources: A Healthy Communities Collaboration. www.integrationresources.ca
- Local Health Systems Integration Act (2006). http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06l04_e.htm
- *System Integration and Community Health Centres.* Association of Ontario Health Centres (2010) www.integrationresources.ca/wordpress/

wp-content/uploads/2013/09/D20_KPMG-Integration-DiscussionPaper.pdf

Practice Examples

- *The Better Health Project: An Update on the First 6 Months Rideau Community Health Services* (2012). www.integrationresources.ca/wordpress/

wp-content/uploads/2013/08/D1_Better_Health.pdf

- Gay Zone: <http://www.aco-cso.ca/gayzonegaie>
- Langs: www.langs.org
- NorWest Community Health Centres: www.norwestchc.org

MODULE 5: BASED ON THE DETERMINANTS OF HEALTH

- Association of Ontario Health Centres (AOHC) www.aohc.org
 - Mission and Vision: www.aohc.org/vision-and-mission
 - Moving toward a poverty-free Ontario. www.aohc.org/poverty
- Wellesley Institute: www.wellesleyinstitute.com
- *Making The Connections: Our City, Our Society, Our Health*: <https://www.youtube.com/watch?v=q-3mUiGi6bA>

Sex Ed: www.ppt.on.ca and <http://www.youtube.com/watch?v=Se5P31DMHtM>

- Road to Empowerment: www.roadtoempowerment.weebly.com
 - *Project One Year Summary Report*: www.bridgeschc.ca/media/pdf/Road_To_Empowerment_Project_Yr_One_Summary_Report.pdf

Practice Examples

- *Where are the Good Jobs? Ten stories of working rough, living poor*. Access Alliance Multicultural Health and Community Services. 2013. www.accessalliance.ca/content/where-are-good-jobs-report-2013
- Country Roads CHC, Seniors WrapAround Program: www.crchc.on.ca
- CSC du Grand Sudbury: www.santesudbury.ca
- Hamilton Urban Core CHC NO Community Stands ALONE: www.hucchc.com/community.html
- Pathways to Education: www.pathwaystoeducation.ca
- Planned Parenthood Toronto, Queering

MODULE 6: GROUNDED IN A COMMUNITY DEVELOPMENT APPROACH

- *Community Development Strategies*. An online course from the Ontario Healthy Communities Coalition: <http://www.ohcc-ccso.ca/en/courses/community-development-strategies>
- *Measuring What Matters: How the Canadian Index of Wellbeing can improve quality of life in Ontario*. Association of Ontario Health Centres: http://issuu.com/aohc_acso/docs/2014-02-13_-_discussion-paper-final
- *Community Initiatives Resource Manual*. Association of Ontario Health Centres: <http://aohc.org/community-initiatives-tool>
- Community Health and Wellbeing: Shift the Conversation: www.communityhealthandwellbeing.org
- Community Laundry Co-Op: www.communitylaundrycoop.ca and <http://www.youtube.com/watch?v=NbpvwtNp-CQ&feature=youtu.be>
- Flemingdon Health Centre – Fairview Community Health: <http://www.fhc-chc.com/>
- Pinecrest-Queensway CHC Safe People Project: www.pqchc.com/community-health/safe-people/
- South Etobicoke Youth Assembly, LAMP CHC: www.lampchc.org/content/south-etobicoke-youth-assembly and www.lampchc.org/emvideo/modal/401/500/375/field_vidlink/youtube/xTvlpSBdufE
- Woodstock and Area CHCs: www.wachc.ca
 - *A Safe Place to Land: Developing Resiliency in the “Bullshit Free Zone”*. Presentation by Woodstock and Area CHCs to the 2013 AOHC conference. www.issuu.com/aohc_acso/docs/b18-b---cook---richmond_a_upper_lev

Practice Examples

- The Brant Community Garden Network: www.grandriverchc.ca/community/brant-community-gardens and www.facebook.com/CommunityGarden

MODULE 7: COMMUNITY GOVERNED

- *A Review of the Trends and Benefits of Community Engagement and Local Community Governance in Health Care*. Patzer, K.T. (June 2006). Association of Ontario Health Centres.
- DiverseCity, the Greater Toronto Leadership Project. www.diversecitytoronto.ca
- Canadian Centre for Accreditation: www.canadiancentreforaccreditation.ca
- *Excellent Care for All Act*. (2010). http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_10e14_e.htm
- *Local Health Systems Integration Act* (2006). <http://www.e-laws.gov>.

[on.ca/html/statutes/english/elaws_statutes_06104_e.htm](http://www.on.ca/html/statutes/english/elaws_statutes_06104_e.htm)

- *Not-for-Profit Corporations Act*. Ontario Ministry of Consumer Services: http://www.sse.gov.on.ca/mcs/en/pages/not_for_profit.aspx
- *Strengthening Collective Action: 2020 Vision - Focus 10: Collective Action and Property Rights*. Bruns, Bryan & Pakping Chalad Bruns. International Food Policy Research Institute. (2003)
- *The Value of Diverse Leadership*. The Conference Board of Canada (2008). http://www.conferenceboard.ca/Libraries/NETWORK_PUBLIC/Iri2008_research_diverseleadership.sflb
- *Effective Governance for Quality and Patient Safety* learning resources

are available on the AOHC member portal or online from the Canadian Patient Safety Institute: <http://www.patientsafetyinstitute.ca/English/education/EffectiveGovernanceProgram/Pages/default.aspx>

Practice Examples

- Anne Johnston Health Station Community Engagement: <http://www.ajhs.ca/communityengagement>
- Kitchener Downtown Community Health Centre Advisory Groups: <http://kdchc.org/about/advisory-groups/>
- London InterCommunity Health Centre: <http://lihc.on.ca/>

MODULE 8: ACCOUNTABLE AND EFFICIENT

- The Excellent Care Act for All: <http://www.health.gov.on.ca/en/public/programs/ecfa/>
- Health Quality Ontario 9 Attributes of Quality: <http://www.hqontario.ca/portals/0/Documents/qi/qi-quality-improve-guide-2012-en.pdf>
- Primary Care Performance Measurement Framework: <http://www.hqontario.ca/Portals/0/Documents/pr/pc-performance-measurement-framework-en.pdf>
- Canada Health Infoway:
- Institute for Health Care Improvement Triple Aim: www.ihc.org/Topics/TripleAim/Pages/default.aspx
- Model for Improvement – LEAN and SIX SIGMA: www.ihc.org/resources/Pages/HowtoImprove/default.aspx and

www.bqf.org.uk/performance-improvement/model-and-standards/lean-six-sigma

- Sector Results Based Logic Model and Evaluation Framework available on the AOHC members portal
- Canadian Index of Wellbeing: <https://uwaterloo.ca/canadian-index-wellbeing>
- EHealth Ontario: <http://www.ehealthontario.on.ca/en/initiatives>
- Canadian Institute for Health Information: www.cihi.ca
- AOHC Economic Analysts Initiative will be available in early 2015
- *CHC Cost Effectiveness: A review of the literature* (2005): http://aohc.org/sites/default/files/documents/CHC_Cost_Effectiveness_Literature_Review_2005.pdf