Q&A for IPCT Expansion EOI: Applying the Neighbourhood Health Home Model

October 21st 2025

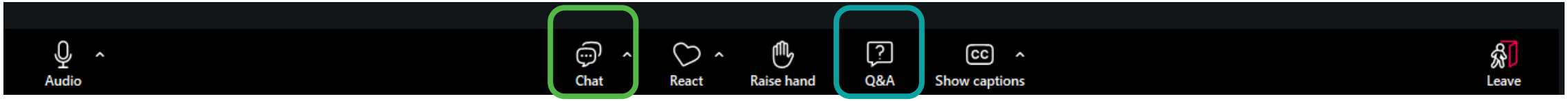
Alliance for Healthier Communities
Alliance pour des communautés en santé

ACKNOWLEDGEMENT OF TRADITIONAL INDIGENOUS TERRITORIES

We recognize that the work of the Alliance for Healthier Communities and Alliance members takes place across what is now called Ontario on traditional territories of the Indigenous people who have lived here since time immemorial and have deep connections to these lands. We further acknowledge that Ontario is covered by 46 treaties, agreements and land purchases, as well as unceded territories. We are grateful for the opportunity to live, meet and work on this territory.

Ontario continues to be home to vibrant, diverse Indigenous communities who have distinct and specific histories and needs, as well as constitutionally protected and treaty rights. We honour this diversity and respect the knowledge, leadership and governance frameworks within Indigenous communities. In recognition of this, we commit to building allyship relationships with First Nation, Inuit and Métis peoples in order to enhance our knowledge and appreciation of the many histories and voices within Ontario. We also commit to sharing and upholding responsibilities to all who now live on these lands, the land itself and the resources that make our lives possible.

Housekeeping



- Audience **microphones are muted** and will remain muted throughout.
- The webinar is being **recorded**. A link to the recording and slide deck will be shared by email next week.
- Please submit questions using the **Q&A panel**.
  - Questions may be answered **in writing within the Q&A panel**, **verbally during the Q&A period**, or in a **follow-up email** after the webinar
  - You can also upvote or comment on others' questions.
- Please use the **Chat window** **for technical assistance.**

Objectives for Today

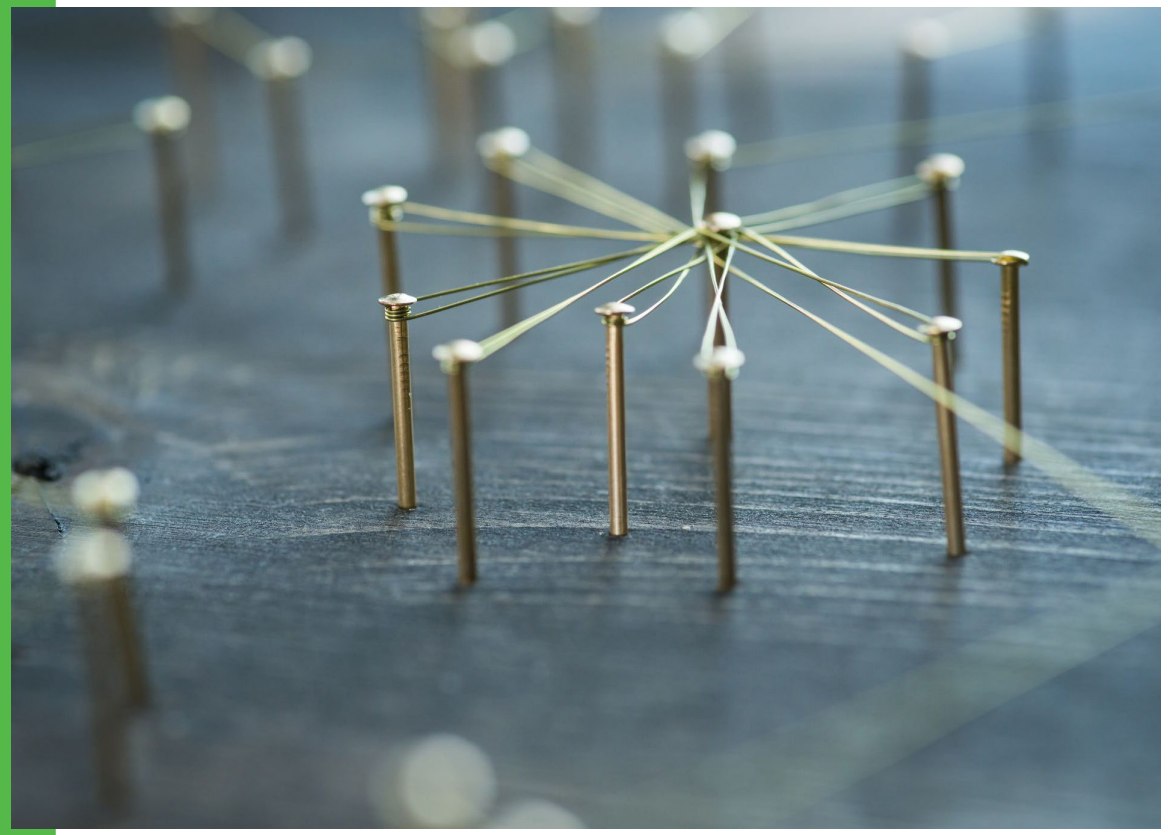
1. Quick recap
2. Questions and discussion

Vision: Neighbourhood Health Home that Centres Equity at the Core

- Health Homes nestled within neighbourhoods serving people from geographical areas or priority populations
- Every person will have barrier-free access to an interprofessional team, health promotion and community supports
- Community members involved with governance, decision-making and co-design
- Build on existing team-based primary care models (and establishing new ones where necessary) – hub and spoke model
- Primary Care Networks – essential to co-design and oversight

Hub and Spoke Model

- All primary care providers in the Neighbourhood Health Home will have access to the team, via a hub and spoke model
- The Hub (or a specific spoke) will provide equity-based care for the entire population
- The Hub will provide health promotion support and access to link workers to ensure seamless support between clinical and social and community
- Primary care providers and teams will collaborate to meet local needs



Important Dates

- **September 29th, 2025** the Ontario government launched the next call for proposals to create and expand approximately 75 primary care teams that will connect 500,000 more people to a primary care clinician.
- Proposals are due on November 14th
- **$250M investment –** Part of Ontario's **$2.1B Primary Care Action Plan** → goal: everyone connected by **2029**
- Focus on patients without care, including those on the **Health Care Connect waitlist -** Waitlist already reduced by **98,000 people (42%)**
- Next successful proposals announced **Spring 2026**

Resources

- Vision for a Neighbourhood Home (April 2025 video link and paper)
- Neighbourhood Health Home in Action: Webinar October 9th
- EOI Proposal Toolkit for the Neighbourhood Health Home
- Attachment and Access Toolkit with case examples
- OHT data
- Collaboration and Partnership letters

Questions: MDs and NPs

- What if our MDs/NPs don't have any additional capacity to attach?
- NPs and Physicians have expressed concern for the liability that they carry for the care provided in a collaborative team...have your teams expressed any concern? How have you addressed this?

Questions: Allied Health/Teams

- How did you increase your social work and outreach capacity?
- Are all the IHPs that are shared with other physicians (FHOs and FHGs) WellFort employees? How many IHPs did you hire?

Additional Questions

- How did you create and manage the central waitlist from an admin & privacy perspective?
- How are resources redeployed as needed across the network? For example, 1 FTE across 2 primary care provider organizations?
- How many people do you have on the backbone team?
- Can you share some of the work-arounds you have used to get around different EMRs
- Does the CHC do all the reporting to OH for the Neighborhood Health Home?
- Did the data from OH show the reality of your unattached rate?
- What interpretation services do you use and how is cost shared among partners?

Discussion and Questions