



**OTTAWA NEWCOMER  
HEALTH CENTRE**

**CENTRE DE SANTÉ POUR  
NOUVEAUX ARRIVANTS D'OTTAWA**

# Overview

- System Planning
- Partnerships
- Programs
- Outcomes



# Gaps Identified

- OLIP
  - Identify gaps and challenges in the community
  - Assess capacity in the city
  - Plan for a solution together
  - Collaborate to implement solution

# Identified Gaps

- Barriers to access
  - Lack of language & culturally appropriate services
  - Lack of knowledge of system(s)
- Lack of (specialised) services
  - Mental health
  - Refugee health services



# Partnerships

- Results- driven
- Collaboration and commitment from partners and (stakeholders)
- Client-centered approach
- Best practices & Innovation



# Our Growth

From a small room in a shelter...



To fully equipped exam rooms co-located with a settlement agency...



# ONHC Programs

- Ottawa Newcomer Clinic
- Mental Health | *trauma counselling*
- Multicultural Health Navigator program
- Ottawa Language Access

*“For us, by us”*



CCI  
OTTAWA

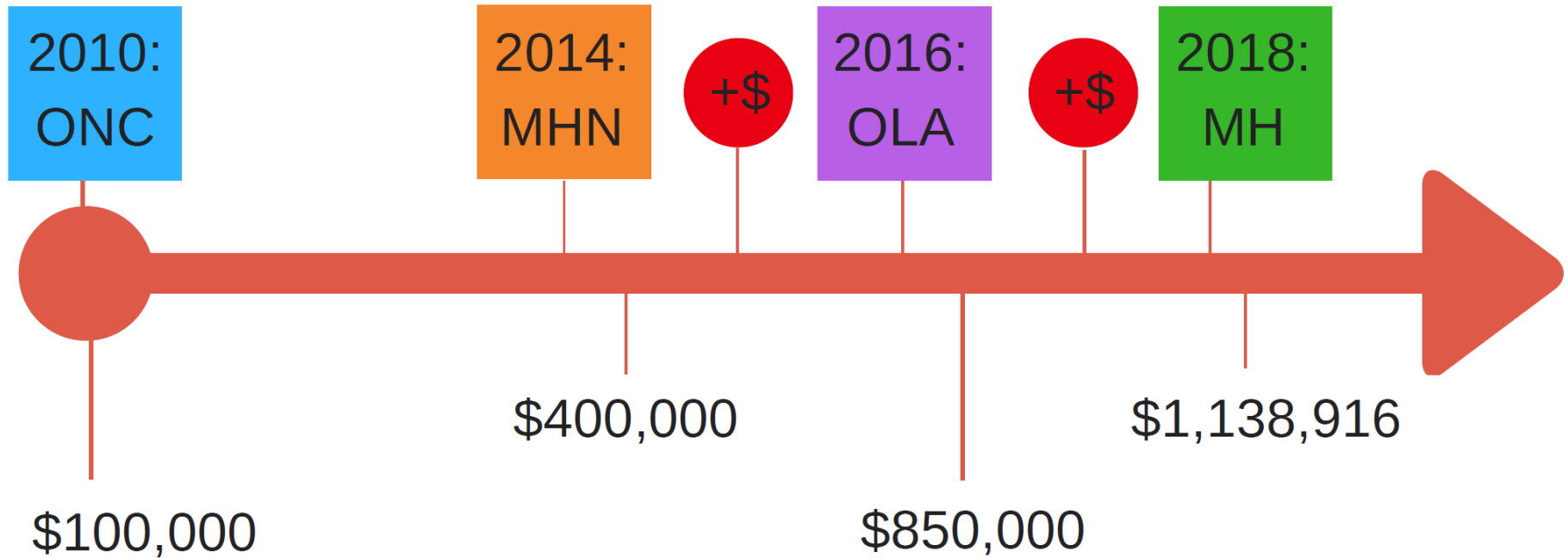


uOttawa



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# Our Growth

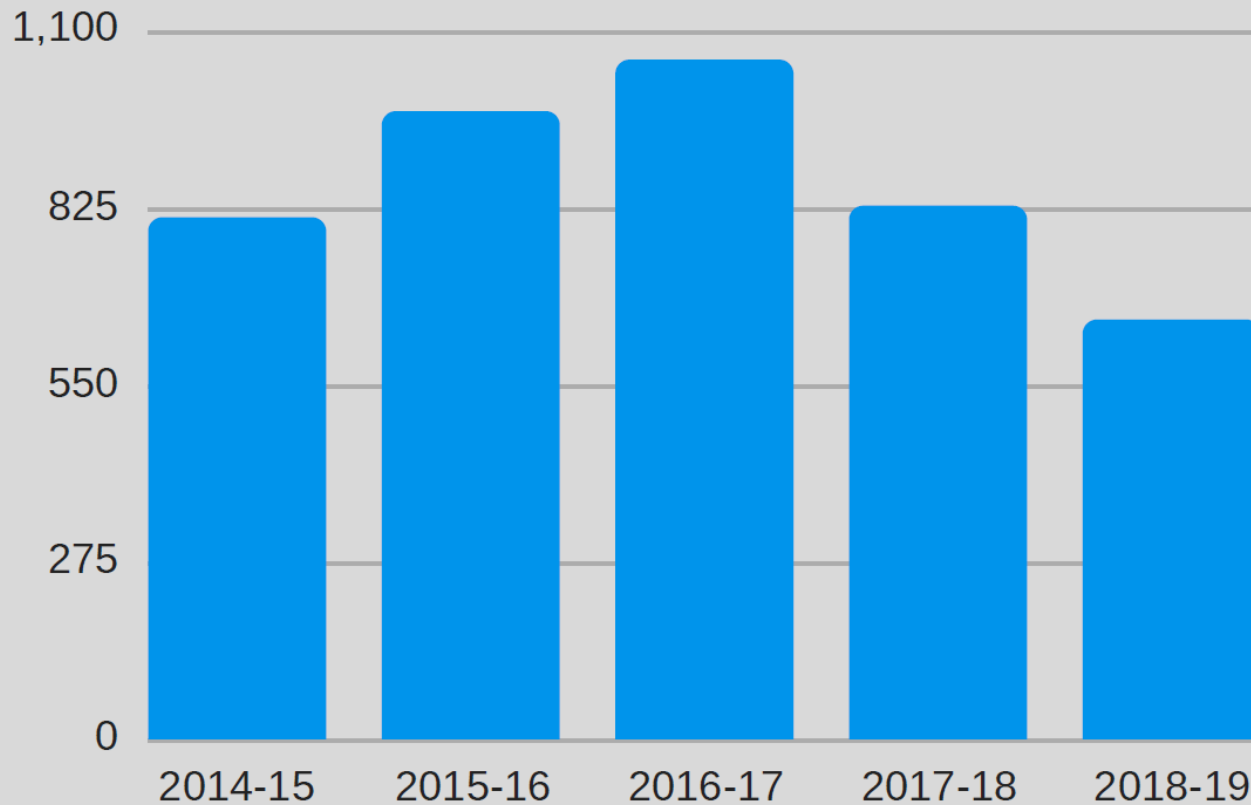


15 staff (9.8FTE)  
+ FFS physicians and specialists





# Number of clients

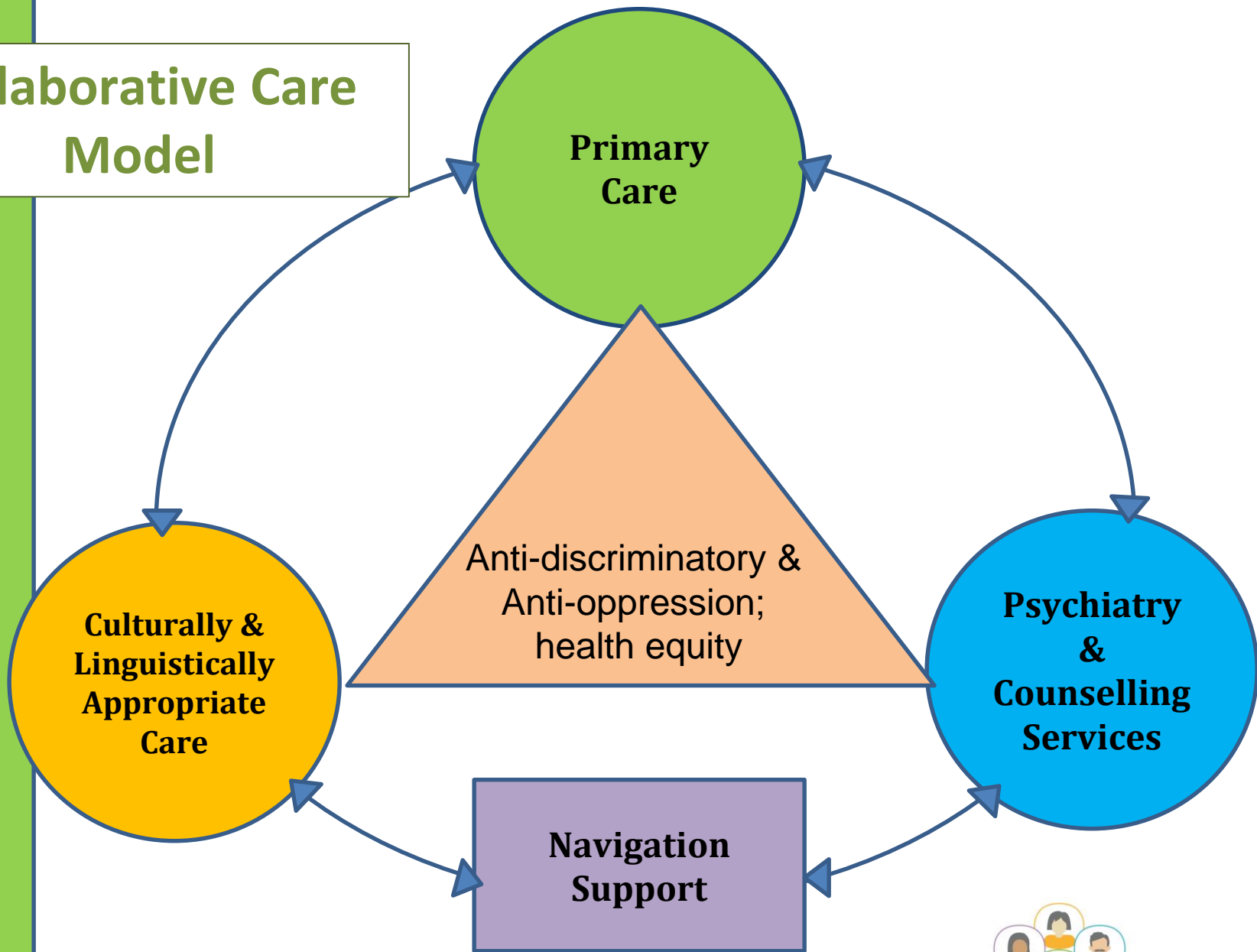


# ONHC Services

- Bridged medical services
  - Initial assessment, well women, tb clinic, immunizations, etc
  - Counselling services (trauma focused)
- System navigation and health education
  - Home visits, accompaniment
- Interpretation services
- Referrals to other health, settlement, and social services



# Collaborative Care Model



# Qualitative Outcomes

- Diversion of ED utilization
- Connection to primary care provider
- Reducing barriers to access for uninsured clients
- Chronic disease management and referral



# Qualitative Outcomes

*"I appreciate what you did for me.*

*You did more for me than what [the hospital] have  
been trying to do for me for two weeks and you did  
it all in one day. Thank you so much!"*

-ONC client



# Qualitative Outcomes

*“If it’s not for you, I feel like trapped in my apartment.”*

-ONHC client



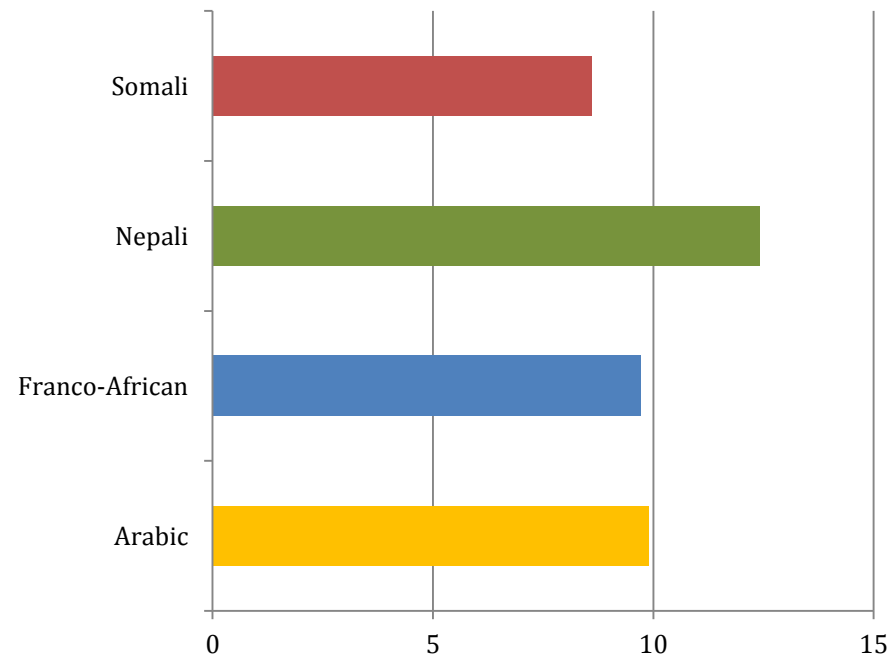
# Education & Empower

- System needs to be responsive
- Client is part of that circle of care
- Community engagement and events
- Increase knowledge to enable independent decision making
- Foster relationship between client and provider
- Advocate on behalf of clients



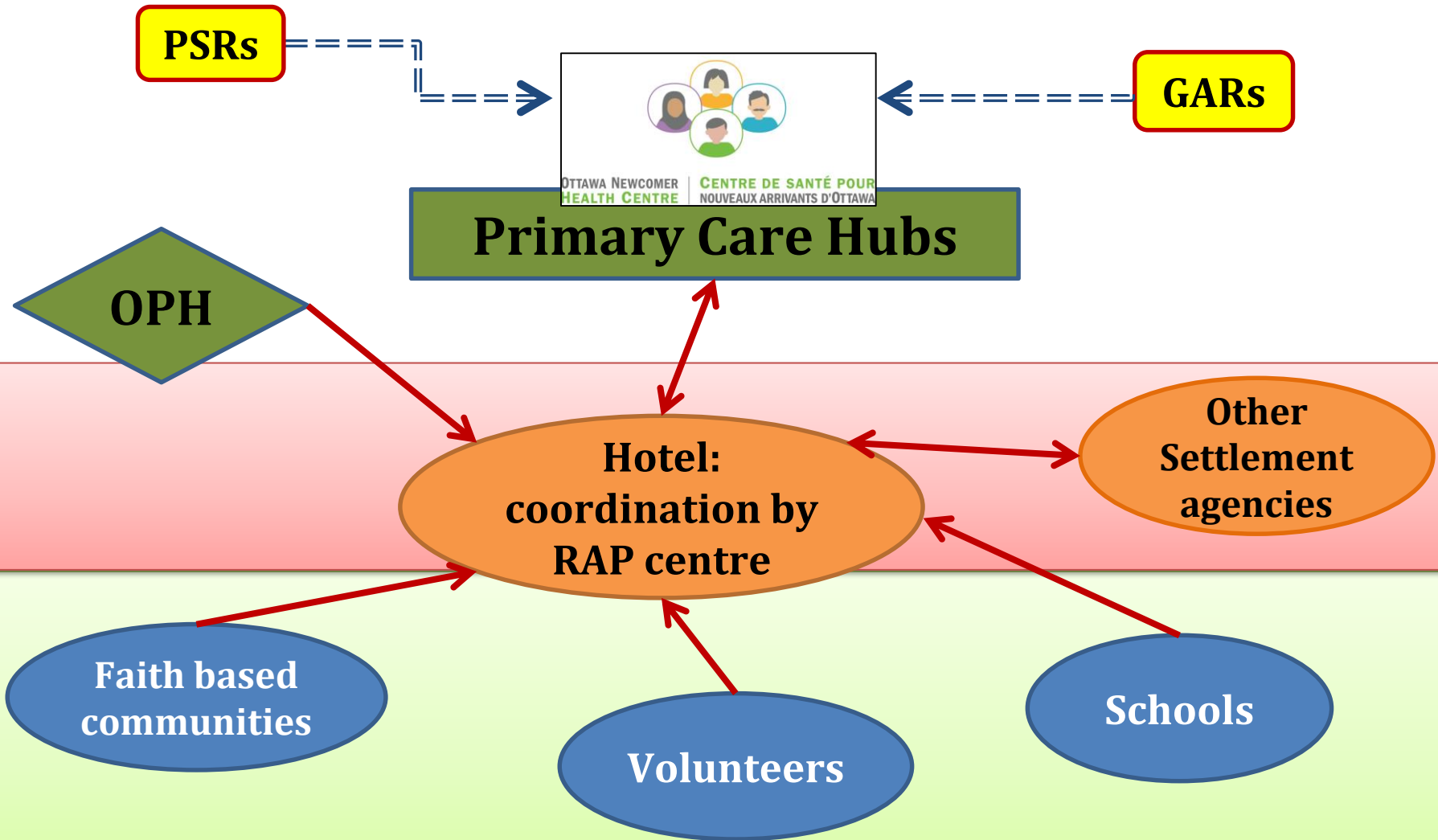
# Outcomes

## Average Length of Service (Months)





# Collaborative Care Model



# Snapshot: 2015-16

## TOTAL = 1087 GARs

### Primary care provider (PCP)

Linked to PCP: 850

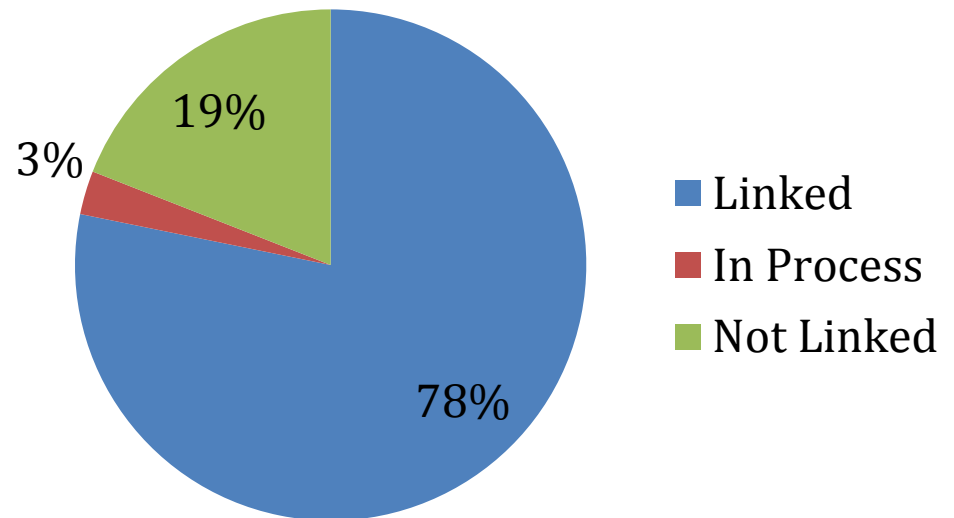
In process: 30

Not linked yet: 207

- challenges:
  - Language
  - Proximity from home

78% connected

(Dec 2015- March 2016)





# Outcomes



SOUTH-EAST  
OTTAWA COMMUNITY  
HEALTH CENTRE



Canadian Association of  
Community Health Centres  
L'Association canadienne des  
centres de santé communautaire



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# Our Aspirations

- First-stop in health journey for newcomers
- Knowledge broker & hub: newcomer health
- Capacity building to better serve newcomers
- Advocate for policy change related to newcomer health and well-being



# Thank You!

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