

## North Renfrew County Health Link *Holiday* Communiqué

### Happy Holidays from the North Renfrew County Health Link

As we approach the end of 2017, we continue to build relationships — with our identified Health Links patients and families, with our fellow service providers and with our Health Link Care Coordinators. We share a vision of better care coordination based on the patients' stated goals. We value the lived experience of the patient and caregiver, the professional knowledge of care providers, and the benefit of coming together face-to-face to talk things through.

We have been holding care conferences with patients, family and members of that patient's care team. This type of face-to-face meeting is a very big investment of time on the part of all service providers, and so is not a common feature in regular patient care. Despite this, North Renfrew County Health Link has discovered the true value in that care conference. Routinely, we see the “ah-ha” moment on clinician's faces as they hear a piece of information that is new to them. Or we hear a patient talk about a health or social challenge as their main concern that has nothing to do with their “primary diagnosis”.



Through the Health Link approach, we have the privilege of experiencing the patient sharing their strengths and their challenges. It is an honor to be trusted and to build a care team that shares that trust. As we take on the role of “systems navigator”, we work with the patients to reach their goals. Goals like “I want to stay in my own home”, “I want a set of dentures”, “I need new glasses” can be extremely complex when people are on fixed incomes, have limited supports and resources. We celebrate the successes where we can!

*“I went through every avenue possible to get my dentures....I started realizing the people that can help. With my anxiety and my medical conditions, I'm one that not likes to ask anybody...[Without teeth] I can't eat the food that I am supposed to be eating ....In my heart, I am very, very grateful for all you guys and all the guys that you work with...”*  
— Joe Cashin, North Renfrew County Health Link Patient.

### Local Community of Practice

We have been working actively to create a local community of practice of Health Link Care Coordinators. These people work in different areas of the health and social services sectors and bring a real range of expertise. They have been supported by their managers to identify and coordinate services beyond what their organization would normally provide.

This may mean that nurses make calls to social housing, and social service workers make inpatient hospital visits. With one member of the care team taking the lead, we see more efficient and more effective use of healthcare resources and a more satisfied patient and caregiver.



"Choices & Changes" (From L to R) Kody Koepsel, Isabelle Pagé, Gerry Slobodzian

We hosted another session of "Choices and Changes" on November 22, 2017. This motivational interviewing program trains clinicians in how to work with patients in order that the patients remain motivated and engaged in their care.

Relationship building was promoted by our Random Coffee Trials in November, where twelve people from a variety of sectors met for free-ranging conversations. This technique of change management is based on the idea that large scale system change requires people to speak to those whom they would not normally meet in their professional circles.

### North Renfrew County Health Link Team

Support for those local Health Link Care Coordinators has been greatly enhanced by our current office team, Jessica Boldt, Administrative Support and Michele Smith, Care Coordinator Coach. Both have offered CHRIS training and practical troubleshooting as well as creative thinking. Lisa Gravel has marked her one year anniversary as the Health Link Care Coordinator for Pembroke Regional Hospital.

Outside of the office, we want to recognize the following people who are current Health Link Care Coordinators:

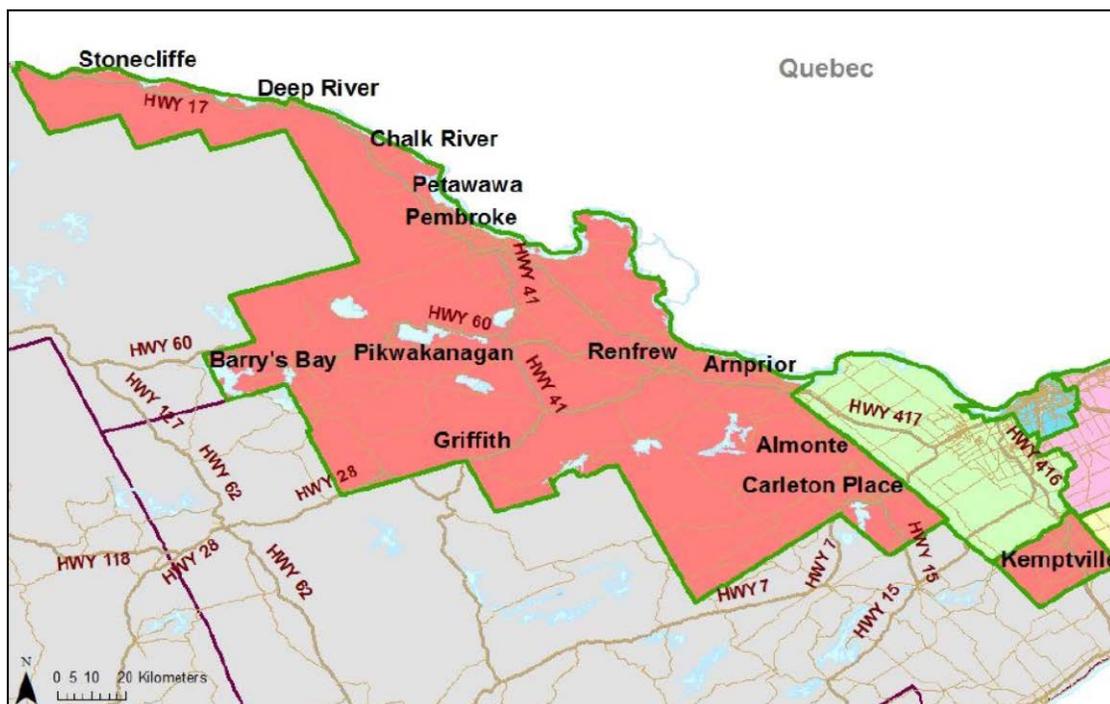
Name	Organization
Amanda Bimm	Community Mental Health
Courtney McLeod	Community Mental Health
Elaine Burns	Petawawa Centennial Family Health Centre
Ellen Michaud	Whitewater Bromley Community Health Centre
Gerry Slobodzian	County of Renfrew Paramedic Services
Isabelle Pagé	North Renfrew Family Health Team/Deep River & District Hospital
Jessica Charbonneau	Champlain LHIN Home and Community Care

Name	Organization
JF Duchaine	County of Renfrew Paramedic Services
Josee Trudel	Community Mental Health
Kim Meadows	Community Mental Health
Kim Sell	Carefor
Kody Koespel	County of Renfrew Paramedic Services
Kristy Melcher	ACTT Team
Lindsey Roberts	Marianhill
Lisa Gravel	Pembroke Regional Hospital
Lisa Keon	Pembroke Regional Hospital-Stroke Prevention
Lyndsay Pothier	Pembroke Regional Hospital-Diabetes Education Clinic
Maryann Rosien	Petawawa Centennial Family Health Centre
Meghan Campbell	Community Mental Health
Michele Smith	Pembroke Regional Hospital-Diabetes Education Clinic
Michelle Cassista	County of Renfrew Paramedic Services
Mindy Ritza	Geriatric Day Hospital Program
Sue Crigger	Pembroke Regional Hospital-Diabetes Education Clinic
Taryn de Bruyn	Community Mental Health

These care coordinators have worked with over sixty complex patients this quarter, providing them with a Coordinated Care Plan and ongoing support. We salute their commitment to patient-centred care coordination!

### New Champlain LHIN Sub-Regions

Improving patient-centred care is a larger systems issue. As part of that, the Champlain LHIN will be hosting a series of engagement sessions about the new sub-regions. Sub-regions will serve as a focal point for integrated health service planning and delivery to address the unique health needs of our communities. North Renfrew County Health Link falls within the geography of the Western Champlain sub region.



Western Champlain Sub-Region

The LHIN has prepared a population health profile for each sub-region. These profiles provide information about the characteristics and health status of each sub-region and will help to inform future planning and can be found on the LHIN website or by clicking this link:

[Champlain LHIN Sub-regions.](#)

The LHIN will be hosting consultations in various towns and cities across the sub-regions. Click the link below to register for a consultation date in your sub-region. There will be one such session at the Carefor Mackay Centre (formerly Marguerite Centre), 9:00 am – 12:30 pm, on **Wednesday, January 24<sup>th</sup>, 2018.**

**To register:**

<https://www.eventbrite.com/e/western-champlain-sub-region-consultations-consultations-de-la-sous-region-de-champlain-ouest-tickets-40990330181>

Spaces are limited. Patients and caregivers are especially welcome, as their input is critical for guiding health systems improvements. We hope to see you there.



*Wishing you a Merry Christmas and a Happy New Year,  
we look forward to continued collaboration!*