

Western Champlain Health Link Communiqué

Local Patient Story

Often times, Health Link goals are not directly related to patient's health conditions—and yet, it is these non-medical goals that most impact a patient's ability to take care of their health. Elaine Burns, Health Link Care Coordinator with Petawawa Centennial Family Health Centre, recently shared this story.

"I met with an elderly gentleman who spends winter months in a Florida trailer park and summer months in a trailer park in rural Renfrew County. He lives on a small pension, so finances are an issue. He has a brother living in Pembroke, who was concerned that the patient may not be able to travel long distances any more because of memory issues. The patient, brother and I discussed that he will have to start looking for somewhere else to live long term. I was able to set them up with tours of two different retirement residences and accompanied them on the tours because the patient was very uneasy. He was pleased that I assisted with this process and will be making a decision between the two shortly.

In the meantime, his brother brought up concerns about the state of his living conditions. The trailer is very unkempt with a lot of clutter. The patient and I spent some time together to get his trailer clean and its contents organized so that he would be in a much better living condition. The patient said "I will try my best to not let it get that dirty again; I was just overwhelmed and did not know where to start". Hopefully in the near future, the patient will be moving into a retirement residence of his choosing, which will be less stress and worry for him and his brother".

Care Coordination and Ontario Health Teams

It is our belief that care coordination continues to be a top priority of healthcare leaders, both provincially and locally. The systems changes being proposed require continued collaboration. Health Links in the Champlain region have learned a great deal about the power of working together.

Western Champlain Health Link wants to be a local resource on the Health Link approach, which we believe has generated a great deal of success in care coordination for the most vulnerable patients. We are working with our local Health Quality Ontario representative in order to produce a few documents reflecting on the development of Health Link care coordination. At Western Champlain Health Link, we welcome inquiries and discussions care coordination at any time.

WESTERN CHAMPLAIN HEALTH
LINKS CCP UPDATE AS OF
JUNE 24, 2019

INITIATED: 136

TARGET: 373

Health Links Capacity in North Lanark

We are pleased to announce Health Link capacity in North Lanark area, through Lanark Renfrew Health & Community Services. Their two Primary Care Outreach staff, Sarah Byrne and Meredith Cullen, have been doing Health Links care coordination as part of their PCO role with seniors' 65 years and older. The Primary Care Outreach to Seniors program works in collaboration with health professionals and other agencies to reduce isolation and support high risk seniors (aged 65 and above) living at home. This seamless care model strives to help improve the overall health of these seniors in order to reduce the number of emergency visits and hospital admissions. Through a shared care approach, a registered nurse and community health worker are able to visit vulnerable seniors in their homes to provide support with their care and link them to appropriate community resources to assist them with their various needs, enabling seniors to maintain their health and independence.

Additionally, Kortney Larock has been a Community Health worker who takes the Health Links approach with patients fitting the Health Link profile, since April 2019. As of September 2019, she will be working full time in the North Lanark area.

For any questions regarding North Lanark Community Health Centre's activities, please contact **Morgan Hawn, Acting Director of Health Services at 1-613-259-2182.**

Return of Health Links Patient Surveys

The Champlain LHIN will begin calling the homes of current and recently transitioned Health Link patients, using an automated calling system. The system will ask the patient about their experience with the Health Links approach to care. Patient responses will help the Champlain LHIN and service providers understand the value of Health links, from the patient's perspective, and help us to identify where we can make improvements.

All patient responses will be stored securely. Patients will be informed that their individual responses will be kept confidential and their answers will not change the services they receive. This survey is part of the provincial metrics required for ongoing Health Link evaluation and improvement. More in-depth communications for both care coordinators and patients have been shared recently by Western Champlain and can be accessed by contacting the care coordinator coach, Robin Lowry.



Administrative Support Re-Alignment

Jessica Boldt is leaving Western Champlain Health Link on June 26, 2019 to work elsewhere at Pembroke Regional Hospital. We will miss her. She has been administrative support for three of the four years of the Health Links. Her excellent customer service, attention to detail, and critical thinking helped develop the regional collaborative that we have today.

Due to staffing changes, we are re-jigging our administrative supports. We will be working closely with Western Ottawa Health Link to streamline some of the administrative supports. Thank you, Dhanalakshmi (DL) Sulegai d.sulegai@pqchc.com and Brodie McArthur b.mcarthur@pqchc.com for adding Western Champlain to your portfolio!

For patient and CHRIS inquiries, please call DL or Brodie at Pinecrest Queensway Community Health Centre at **1-613-321-7664 ext 3382**. They will monitor the Centralized Intake portal, taking charge of communicating receipt of referrals, physician notifications and discharges. They will be available for CHRIS trouble shooting during office hours and will be sending out e-Notifications to care coordinators.

Melissa Mask will be working evenings to support local back office tasks. She will assign local caseloads, upload documents, provide "Do Not Survey coding" and book teleconferences. Please email Melissa Mask, melissa.mask@prh.email and she will endeavor to reply within 48 hours.

For coaching inquiries, please contact Care Coordinator Coach Robin Lowry, robin.lowry@prh.email.

We are not able to help with scheduling patient care conferences at the moment. Please look to your own organization's administrative supports to do so. However, Jennifer is still available to facilitate them in person or over the phone.

For all other inquiries, please contact Implementation Manager, Jennifer Kennedy, Jennifer.Kennedy@prh.email.

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