

## Western Champlain Health Link Communiqué

### Partner Story

Magnolia McCallum is the Mental Health Worker, at Arnprior and District Family Health Team, and one of the Health Link leaders in that team. “What I love about the model of Health Links is that we really see the difference it makes in the patient’s lives overall, with every one working together”, Magnolia says. “We see improvements to patient care and improvements in patient satisfaction as a result of the care team all communicating together and collaborating to meet patient led goals.”

“ THE PATIENT IS THE EXPERT OF THEIR OWN LIVES . ”

“The patient is the expert of their own lives. When they tell us what is important in their lives; there is a more positive outcome compared to having priorities defined for them by someone else. A lot of the patients’ goals tend to be social, as well as medical. Health Links applies more of a wellness model, maintaining the patient’s personal health and quality of life.

What works well for Health Links is the flow of communication. We are [regularly] checking in with a very vulnerable population. You have to have four or more co-morbidities just to be a Health Links patient.

Most of our referrals come from the hospital discharge planner – connecting patients recently discharged from hospital to Health Links really eases a patients transition home and reduces readmission rates. We are able to set up a care team that is regularly checking in and connecting patients to their providers. With regular check-ins, the care team can keep patients out of hospital many times.

What I like about Health Links is the process. You send in a referral and the [appropriate service to lead care coordination is located] for them. The patients are directed to the appropriate service, Community Mental Health, Nurse, Community Paramedic, Home care. Everyone is working together.”

### Mandatory Online Learning Modules



All people currently providing Health Links care coordination have been given instructions on how to access the mandatory online learning modules. The content of these modules has been informed by Health Link experience in Champlain. The proposed strategies and actions in each module are meant to address the “how to” questions that arise for providers who are coordinating care using the Health Links approach.

**The four mandatory modules are to be completed by June 30, 2019.**

**The first fifteen people to complete the modules will receive a Tim Horton’s gift card!**

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### Sabrina's Departure

Sabrina Noble will be leaving our team. The inaugural Project Manager of the North Lanark Health Link, she became the Western Champlain Special Projects Manager, when Western Champlain Health Link was formed in April 2019. We will miss her passion for the patient and her interest in Quality Improvement and data quality.

As her employer, Peter Hamer, Executive Director of Ottawa Valley Family Health Team, wrote in the email announcing her departure: "Sabrina's leadership and ability to create relationships with health service providers and bring sectors together who previously weren't within Lanark County has been inspiring. Her dedication to the job and clients whose lives were positively impacted demonstrates her dedication to her role."



### Health Privacy Workshop

There will be an upcoming **Health Privacy Workshop with Kate Dewhirst**, Kate Dewhirst Health Law offered in conjunction with the Champlain Community Support Network held on:

**Thursday, June 13, 2019 from 9:00 am - 12:00 pm  
at the VHA Training Centre, located at 250 City Centre Avenue, 4th Floor – Ottawa.**

This half-day workshop will clarify the meaning of privacy, and issues related to the access and correction of information. Learn more about guidelines and processes for the sharing of information within the circle of care, with family members, and with third party organizations like insurance companies, and develop a better understanding of how to keep information safe, and how to manage privacy breaches. There is no charge for these workshops. Registration is required using the hyperlink below:

[Register here - https://www.surveymonkey.com/r/X5V85LK](https://www.surveymonkey.com/r/X5V85LK)

### Reach Out to the Western Champlain Health Link Team

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