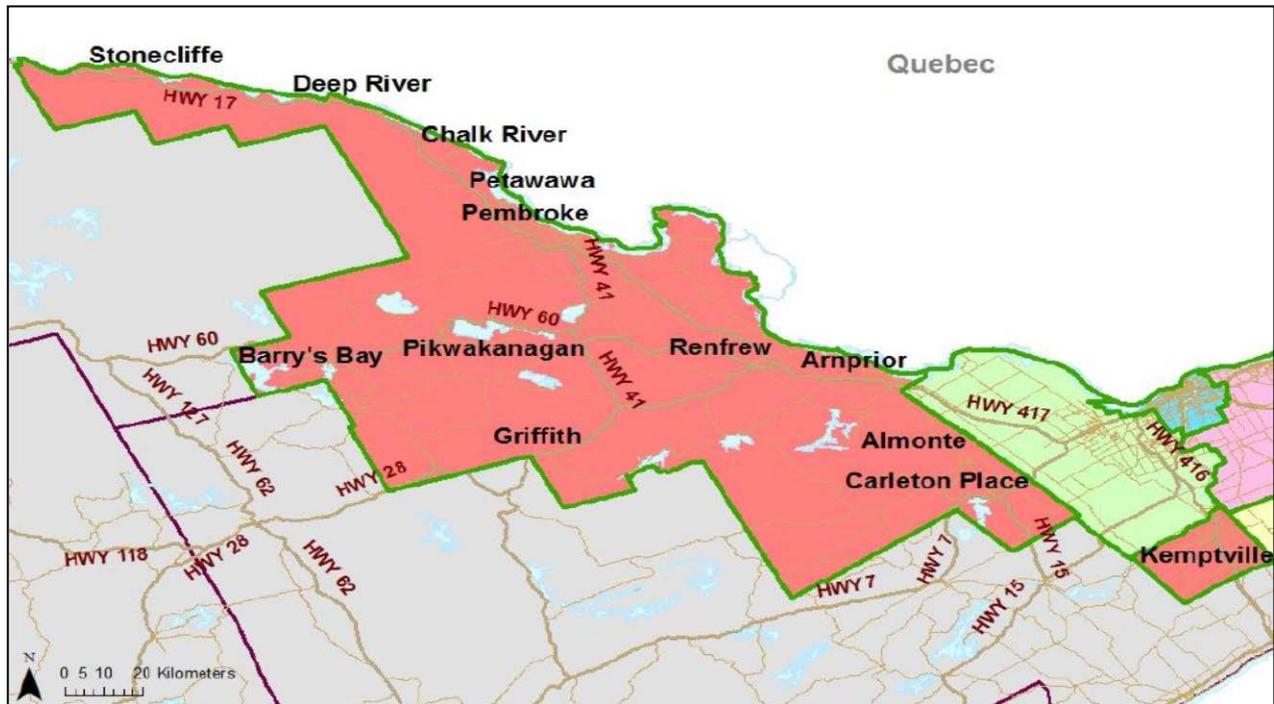


Western Champlain Health Link Communiqué

New Champlain LHIN Sub-Regions

On April 1, 2018 five sub-regions were established within the Champlain LHIN. These sub-regions will serve as the foundation for future health system improvement, by serving as the focal point for local health system planning. As part of that local system planning, the collaborative networks called Health Links re-aligned with these five sub-regions.



Western Champlain Health Link

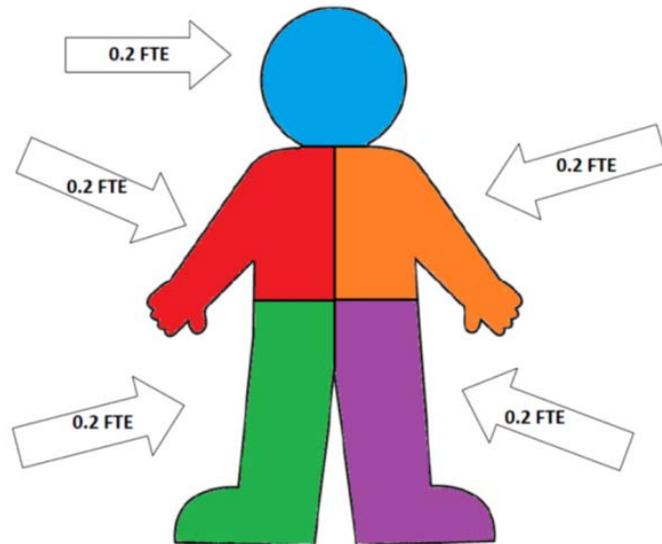
More than any boundary, Health Links is an approach to care that ensures seamless care coordination for patients with complex needs that is based on their goals for their care. Over time, the Health Links approach will become the standard of care in every sub-region.

Dispersed Model of Health Link Care coordination

In a healthcare system, struggling with challenges, Health Link Care Coordination cannot be seen as a position to be separately staffed and funded. Instead, it is an approach to be taken when appropriate; a function rather than a job description. The Champlain LHIN has formally adopted the dispersed model of Health Link care coordination. In this model, local Health Links develop and support networks of front line service providers from a variety of health and social service organizations who provide work with people with complex needs.

When considering a dispersed model, we developed a visual to help explain how training existing front line staff could develop local care coordination capacity.

These providers learn to identify patients who fit the Health Link profile as part of their regular workload. Then, with permission from the patient and support from their organization, they take on the role of coordinating care across sectors by bringing together the patient's care team dedicated to helping the patient reach their stated goals. The focus of the dispersed model is to train many service providers to recognize and act when the traditional model of care is not working for the most vulnerable of our population.



Here at Western Champlain Health Link, we are 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.

Health Link Patient Care Conferences

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, there is true value in that type of 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". In order to support this change, we are providing the following "backbone" structure.

Jessica Boldt, Administrative Support: jessica.boldt@prh.email 613-732-3675 x8749

Melissa Hall, Administrative Support: melissa.hall@prh.email 613-639-3663

Jessica and Melissa are available for coaching on the CHRIS software required for Health Link Coordinated Care Plans. They are also available to organize and minute care conferences.

Michele Smith, Care Coordinator Coach: michele.smith@prh.email 613-635-2987

A long time Diabetes Educator, Michele's role is to provide one-on-one coaching to all providers interested in learning the Health Link approach. Elle parle français, aussi.

Jennifer Kennedy, Health Link Implementation Manager, jennifer.kennedy@prh.email will work with senior leaders to ensure the successful adoption of the Health Link approach within their organization and among their local partners. She can be reached at: 613-732-3675 ext. 8740.

Sabrina Martin, Western Champlain Special Projects Manager smartin@northlanarkhealthlink.ca. Sabrina will work with local system leaders and care coordinators to spread and scale the Health Link approach for the North Lanark region, as well as provide coaching and other leadership. She can be reached at: 613-256-2500 x2042.

New Identification Form

As of April 3rd, we have an updated patient identification form and one fax number for easy access. What hasn't changed is our commitment to collaborative care.

Effective immediately, please use the updated Identification Form (attached to this email and) which can be faxed to the new central fax number: 613-745-0956 or 1-844-726-3010. Eligibility confirmation and care coordinator assignment will continue to be managed locally.

You can also visit the [Champlain Healthline](#) or [Champlain LHIN](#) websites for information about the Health Links approach including criteria, and FAQs for providers and patients and families.

Randomized Coffee Trials

Change is hard, especially when we don't know people. This is true for us personally as well as for the healthcare system as a whole. In an era of electronic patient records and complex workloads, we are talking to each other less. We at Western Champlain Health Link believe that people want to connect with their colleagues, but they often lack a means to do so. For two weeks in May we want to help you meet more of your colleagues.



Randomized Coffee Trials (RCTs) are a simple but powerful idea. So we are going to pair people up at random and give them the opportunity to have a cup of coffee and a chat together. This offer is open to anyone in patient, mental health and social services, in any position (receptionist, family practitioner, nurse, care coordinator).

Submit your contact information by **May 4th** to Jessica Boldt jessica.boldt@prh.email. She will then contact you with your match and the pair of you can make your own arrangements. The first twenty people to sign up will get Tim Horton's gift cards to fund their chat!