

## Western Champlain Health Link Communiqué



Spring may not be in the air, but change is certainly in the air provincially. It is interesting that the language around the proposed changes to the healthcare system echo the basic values of the Health Links work that we are engaged in.

Minister of Health Christine Elliott announced on February 26, 2019 that the government's plan:

*"... would improve access to services and patient experience by: [o]rganizing health care providers to work as one coordinated team, focused on patients and specific local needs. Patients would experience easy transitions from one health provider to another (for example, between hospitals and home care providers, with one patient story, one patient record and one care plan)."*

Sound familiar? In Western Champlain, our aim has always been to promote and provide this experience for our Health Link patients.

## Care Coordinator Testimony

Here is recent testimony from one of our local Health Link Care Coordinators:

"...I got the pleasure to help this gentleman when he was very sick and to help his family with setting up services. The family was so grateful to me and the doctor. The family was at the hospital and she told me she thought of me right away and wanted to call and let me know that he had passed. She called me from the hospital last night. I really think Health Links just brings that extra tenderness and attention needed when families are lost on how to help their loved ones." Elaine Burns, Health Link Care Coordinator, Petawawa Centennial Family Health Centre, February 2019.



## Thank You

Thank you to the fifteen agencies providing roughly fifty staff to work as lead care coordinators as part of their daily jobs. With those dispersed care coordinators and six full time Health Link Care Coordinators, Western Champlain Health Link exceeded its fiscal target. By March 31, we anticipate over 480 Coordinated Care Plans (CCPs) completed as well as over five hundred active Health Link patients in our area.



## Community of Practice

A community of practice is a group of people who share a concern or a passion for something they do, and who learn how to do it better as they interact regularly. A fully developed community of practice is needed for the Health Link approach to be sustainable in the future.

Western Champlain Health Link is officially launching an on-line community of practice designed to promote peer-led sharing of best practice standards and new resources. We hope it will be an interactive, relevant forum for front-line service providers. Think of it as Facebook for Health Link care coordination!

### How do I join?

1. Create an account on [Quorum](#) by clicking on the “Sign Up” button.
2. Visit the [Western Champlain HL Community of Practice](#) and click the “Join Group” button. You will receive a confirmation email once your membership has been granted.

## Health Links Coaching Transition

After pioneering the role of Health Link Care Coordinator Coach for our region, Michele Smith returns to her position as a Diabetes Educator at the Pembroke Regional Hospital on April 1st. She made important contributions to developing regional training and curriculum. She will continue to promote and model the Health Link approach within her Diabetes role. It is not quite “good-bye” as she will remain an important member of our Community of Practice.

Robin Lowry and Sabrina Nobel will continue as Health Link Care Coordinator Coaches. Sabrina has additional responsibilities in her role as Western Champlain Special Projects Manager.

## Reach Out to the Western Champlain Health Link Team

### Care Coordinator Coaches

<b>Robin Lowry</b>	(613) 633-6380	<a href="mailto:robin.lowry@prh.email">robin.lowry@prh.email</a>
<b>Sabrina Nobel</b>	(613) 256-2500 ext 2042	<a href="mailto:snoble@ovfht.ca">snoble@ovfht.ca</a>

### CHRIS Training & Administrative Support

<b>Jessica Boldt</b>	(613) 732-3675 x 8749	<a href="mailto:jessica.boldt@prh.email">jessica.boldt@prh.email</a>
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### Implementation Manager

<b>Jennifer Kennedy</b>	(613) 732-3675 x 8740	<a href="mailto:jennifer.kennedy@prh.email">jennifer.kennedy@prh.email</a>
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If you have any questions regarding ongoing support for your Health Link work, please do not hesitate to contact us.