

North Renfrew County Health Link Fall Communiqué

Care Coordinator Community of Practice Session

On September 13, 2017, twenty-one people from eight organizations and programs attended another gathering of the North Renfrew County Health Link Community of Practice. It is our plan to host quarterly meetings for front line providers who are using the Health Link approach in their day-to-day practice. Of those twenty-one people, eighteen of them are currently or soon to be acting as Health Link Care Coordinators with patients and clients within their own organization.

Martha Wiggin, a trainer with Living Healthy Champlain, spoke to the group about skills needed for successful care conferences. She raised the issue of health literacy, or “the degree to which people are able to access, understand, appraise and communicate information to engage with the demands of different health contexts in order to promote and maintain good health across the life-course” (British Columbia Health Literacy Research Team. Kwan, Frankish & Rootman, 2006). She urged front line providers not to assume that the patients will be able to comprehend or absorb clinical information. Instead, information should be presented in a way that allows and encourages patients to feel welcome to ask questions.

“[The Health Link Care Coordinator] was always available to me. In the beginning, I was so busy caring for my husband and

she was able to take things off my plate” – NRCHL caregiver, August 2017

“[The Health Link Care Coordinator] is a very, very good nurse. I feel confident with her and I don’t normally feel comfortable with people” – NRCHL patient, August 2017

Care Coordinator Coach Announcement

North Renfrew County Health Link is pleased to announce that Michele Smith will be our full time Care Coordinator Coach for the rest of the 2017/18 year! A long time educator with the Diabetes Education Clinic, Michele has a myriad of interests and abilities. *Elle parle français, aussi.* Her role will be to provide one-on-one coaching to all providers taking a Health Link approach within North Renfrew County Health Link.

She can be reached at:

Cell: (613) 635-2987 or
michele.smith@prh.email



Thank You to Health Link Partners

Chantale LeClerc, CEO of the Champlain LHIN, recently posted a video message to thank partners for embracing the Health Link concept and working so diligently to provide patient-centred care to our most vulnerable patients.

The link for the video is <https://www.youtube.com/watch?v=2htnaeFUSXo>

Change Day

Change Day is a grassroots movement that is being adopted around the world to improve quality compassionate care. In Canada, the British Columbia, Alberta, and Saskatchewan Health Councils have all championed successful Change Days over the last two years. *Change Day Ontario* has been designed to empower people within the health system to make positive changes through pledging to take actions, big or small, to improve compassionate quality care. It will harness the power of social media to generate interest in simple, positive ways.



**Change Day
Ontario**

The difference is you.

Change Day Ontario is happening now. It isn't only a day, but is a movement that runs for a few months and culminates in a day of celebration on November 17th, 2017.

Change ideas include "I will greet patients and introduce myself", "I will walk the stairs at work", and "I will accompany my elderly relatives to their appointments" We at North Renfrew County Health Link challenge our partners and ourselves to think about a small change we can pledge. We are suggesting the following pledge:

"We pledge to improve the care of complex clients in the Champlain LHIN by coordinating their care"

You can make a pledge on the Change Day Ontario website:
<http://www.changedayontario.ca/>

For more information, please contact Jennifer Kennedy, North Renfrew County Health Link Project Manager:

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