

## Western Champlain Health Link Communiqué

### Health Links = Integrated Care for Complex Patients

The Ministry has communicated that it expects the Health Link approach to be fully integrated into standard care delivery by the end of this fiscal year 2019-20, and will conclude designated funding for Health Links implementation as of March 31, 2020.

In the Champlain region over 50 health service providers are working together to embed the approach into their practice and contribute care coordination supports for patients/clients with complex needs. The Champlain LHIN has committed \$1.04M in base funding to help sustain this and provide a strong foundation for Ontario Health Teams (OHTs). South-East Ottawa Community Health Centre will be the Regional Integrated Care Lead organization for this funding. Pembroke Regional Hospital and all the dispersed partners within Western Champlain will work closely to ensure there is little or no interruption in providing integrated care to complex patients.

### Health Links Informs OHT Planning

The Health Links approach has given service providers the permission to step back and re-think how they have been working with a complex patient. It has allowed them the time to listen to the patient, interpret clinical information and provide health literacy teaching, build communication links to other providers, and find creative, local solutions to service barriers and gaps. As Ontario Health Teams develop in our area, the Health Links experience will inform planning for systems navigation and care coordination for all patients.

*Health Link care coordination is “different from what I am used to. It doesn’t have to be just medical solutions to what I see in the patient’s home. Health Links care coordination opens up my brain.”*

*Michelle Cassista, Renfrew County EMS, Winter 2017*

### Our Successes and Continued Commitment

In Western Champlain, 1657 patients have received the Health Link approach to care since our beginnings in 2015. For 2019-2020, we project that our health service providers will have worked with 373 patients. This means we are providing the type of experience described by a patient in an October 2017 phone interview. “Mary” said her experience of “Health Links was like a little thread of a web, building to something bigger....I can talk to the care team. The teamwork is so intricately woven, it is just awesome. They help me to connect and will call if they haven’t heard from me.”

In Western Champlain, twenty health service partners have committed to continue providing integrated care to complex patients. One sign of that commitment is the setting Coordinated Care Plan targets for each agency. As of March 10, these twenty agencies committed to creating 170 Coordinated Care Plans for complex patients for next fiscal year, with more commitments to come.

Health Links is “*more personable, more personal*” May 2018 patient

### Leadership Transition

As South-East Ottawa moves into its role as Regional Integration Lead, there are some changes in leadership. Cathie Racicot has been hired as the Regional Integrated Care Specialist (Manager) effective March 23, 2020. Cathie is currently the Regional Coordinator for the Primary Care Outreach team at SEOCHC and has spent the last several years fully embedding the Health Links approach throughout the program across Champlain. She can be reached by [CathieR@seochc.on.ca](mailto:CathieR@seochc.on.ca). We will forward more communications from South-East Ottawa CHC as this transition continues.

Jennifer Kennedy will support this transition in her role of Project Manager at Pembroke Regional Hospital and can be reached at [Jennifer.Kennedy@prh.email](mailto:Jennifer.Kennedy@prh.email). Western Champlain Care Coordination Coaches will be announced in the next few weeks. The Centralized Intake fax number remains **613-745-0956**

*The Care Coordinator is “a blessing dropping into my life...you can tell that she just cares.”*

*“Communication is huge – sometimes the patient isn’t asked the right questions.”*

*Kortney Larock,*

*North Lanark Community Health Centre*

*“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”*

*Caregiver, August 2017*

**Some of Our Amazing Partners**



**“Do your little bit of good where you are; it’s those little bits of good put together that overwhelm the world” – Archbishop Desmond Tutu**

