

**North Renfrew County Health Link Communiqué**

**Care Coordination Update**

Our three Health Link Care Coordinators are establishing relationships with our enrolled patients. As they work with patients to develop their Coordinated Care Plans, they are realizing that at their support of the patient can be very simple. For example, the support they offer can be to verify the purpose of a medical appointment, to connect them to an existing service, or to coach them in working with a clinician—and yet, this support can be very powerful!

The Care Coordinators are also establishing relationships with local health and social service organizations, on a case-by-case basis. They notify the respective family physicians when a patient becomes enrolled with North Renfrew County Health Link. They are establishing relationships with discharge planners and Emergency Department personnel at Pembroke Regional Hospital, and they are meeting members of various provider networks.

**2015-2016 Business Plan Update**

NRCHL is well on track to meet its requirements for the 2015-2016 Business Plan, of 30 complex patients with completed Coordinated Care Plans (CCPs). Currently, NRCHL is working with 20 patients. However, at the same time that we are learning what is required for these patients to move more effectively through the healthcare system, we need to also think about how to reach all of the 1500 complex patients that the Champlain LHIN has identified at a population level within the NRCHL (shown on the graph below as HLA 10).

**“You guys got things rolling and I’m starting to feel safe again”**

*North Renfrew County Health Link patient*

**Contact Info**

We will have more to say about sustainability as we continue with our initiative. In the meantime, feel free to contact us.

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High Needs Patients			
Health Link Area	# of patients	Adjusted-age rate (per 1,000)	Unadjusted rate (per 1,000)
HLA 1	1,209	20	26
HLA 2	2,951	25	33
HLA 3	1,288	17	19
HLA 4	4,402	18	20
HLA 5	7,474	17	21
HLA 6	3,804	17	19
HLA 7	719	20	25
HLA 8	2,363	17	18
HLA 9	945	22	30
HLA 10	1,589	24	29
Champlain	26,744	18	22

