

## North Renfrew County Health Link October Communiqué

### Mary's Story

"Mary" is a 70 year old patient with Chronic Obstructive Pulmonary Disease (COPD) and breast cancer. She is bipolar and has a history of depression. She lives on a fixed income and has no family in the area. Her care team includes her family doctor, community mental health worker, respiratory therapist, oncologist, and personal support worker. She was identified as a Health Link patient two years ago, and then re-enrolled once she received her cancer diagnosis.

In a recent 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".

"It took me a long time to ask for help", citing abuse in her past. Now, she is working with clinicians she can trust and she is "surrounded by women who really have compassion".



When asked how she was being helped, she said that the Health Link Care Coordinator helped "just by listening. It was up to me whether I took [her advice] or not". She was connected to a local mental health support group. When she was too weak to stand for a shower, the Health Link Care Coordinator found a bath chair for free. In an amazed tone she asked, "Who gets that kind of treatment? The whole system is working together for me."

### Save the Date: Choices and Changes Workshop

North Renfrew County Health Link will be hosting a "Choices and Changes" workshop on **Wednesday, November 22, 2017** from 9:00 a.m.-3:00 p.m. at Pembroke Regional Hospital. Lunch will be provided.

Choices and Changes (C&C) provides clinicians with an opportunity to explore their own beliefs about the change process and to test out these beliefs against empirical literature that has developed during the past twenty years. The program also provides the clinician with specific strategies that can be utilized within the highly time limited constraint of the typical visit. Front line service providers that work with clients who live with, or are at risk of developing chronic diseases such as diabetes, cardiac disease, stroke, COPD etc., and are trying to influence lifestyle changes.

If you are interested in attending, please register by **November 15, 2017** by contacting Jessica Boldt by phone: 613-732-3675 extension 8749 or [jessica.boldt@prh.email](mailto:jessica.boldt@prh.email).

## Change Day Ontario

Just a reminder that *Change Day Ontario* is underway! This is a provincial campaign designed to get people within the health system to think about how to make changes, big or small, to improve the quality of the care they provide each day. *Change Day Ontario* is happening now and culminates in a day of celebration on **November 17, 2017**. For more information and inspiration, check out the Change Day Ontario website: <http://www.changedayontario.ca/>



“Change comes naturally when individuals have a platform that allows them to identify shared interests and to brainstorm solutions.”

Gary Hamel & Michele Zanini, 2014

## 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 North Renfrew County Health Link believe that people want to connect with their colleagues, but they often lack a means to do so. For the two weeks in November leading up to Change Day Ontario, 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 **October 31, 2017** to Jessica Boldt (613-732-3675 extension 8749 or [jessica.boldt@prh.email](mailto: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!

