

# LINKING 60

Newsletter for the South Renfrew Health Link

**HealthLink**  
South Renfrew Health Link

March 26, 2015

## A message to our partners

On January 9, 2015, the South Renfrew Health Link (SRHL) received a letter of approval for funding from the MOHLTC to implement our Health Link Business Plan. This means we are in full swing, collaborating, planning and formulating a process to improve the delivery of health care services for people in our region who have complex needs.

### Health Links

Health Links bring together groups of health care providers to develop new and better ways of coordinating services for patients and local residents. The LHIN works with providers to create a Health Link in a defined geographic region with a minimum population of about 50,000. Health Links make the system more accountable to the patient for better health outcomes and a better experience.

The first focus for all Health Links is creating personalized care plans for the 5% of patients who are the most complex and use the most health care resources as required by their needs. This includes frail older adults, those with multiple chronic conditions, and people with mental health and addictions challenges. This innovative model puts patients and family care providers at the centre of the health system. The goals are to improve the health care experience for people with complex needs, reduce unnecessary visits to hospital emergency departments, and decrease overall health care costs.

### South Renfrew Health Link

Our Health Link encompasses the Highway 60 corridor from Renfrew-Calabogie to Barry's Bay-Whitney.



### SRHL patient criteria

- 65+ years of age
- 2 or more co-morbidities (medical co-morbidities: COPD, diabetes, CHF, cardiac, renal, stroke)
- +/- mental health condition (mental health conditions: anxiety, depression, substance dependency, dementia)

The South Renfrew Health Link is built upon previous integration and partnership success stories among organizations along the Highway 60 corridor. Our lead organization, St. Francis Memorial Hospital, has a growing partnership with Renfrew Victoria Hospital and is a health care hub in the community.

The Champlain LHIN and Ministry of Health and Long-Term Care are providing dedicated funding and supports to Health Links in our region.

## Our commitment

The South Renfrew Health Link committed to have 30 patients being cared for under the Health Links model in the first year.

## Our accomplishments to date

- January 28 – Engagement day. Funding approval was announced to collaborating partners, next steps were highlighted (e.g., Board roles, Quality Improvement Plan, Steering Committee) and actions going forward were outlined (e.g., Care Coordination Process Day).
- Letter of Cooperation outlining SRHL purpose, principles, responsibilities, and rules of engagement has been distributed to collaborating partners to endorse. It is a condition of the LHIN funding letter.
- February 12 – Care Coordination Process Day. Patients, caregivers, front-line workers and management from partner organizations were brought together to begin development of the care coordination process map and to discuss requirements to support the process. Hearing how the patients and caregivers envisioned the process, what they wanted and needed and their faith in their care teams was essential to building the draft process map.

The role that organizations take will be determined by how each one supports patients, how they interact with care providers and health link partners, and how the actions outlined in the business plan may affect support of the patient.

## What's next?

- Hiring Health System Navigators and Social Workers to support both patients and service providers
- Development of communications strategies and tools
- Project planning
- Data capture and analysis
- Development of care coordination items (forms, etc.) for individual care plans
- Working with LHIN on an interim IT solution

## How to get involved

- Letter of Cooperation – sign and return
- Working Group participation – working groups include: Communications, Information Management/Technology, Care Coordination

*We need your input!*

## Steering committee members

COO, St. Francis Memorial Hospital – Lead Organization, Co-Chair  
Chris Ferguson – Renfrew Victoria Hospital and St. Francis Memorial Hospital on behalf of Randy Penney  
Dorothy Corbeil – St. Francis Memorial Hospital, Board Representative of lead organization, Madawaska Communities Circle of Health  
Joan Kuiack – St. Francis Memorial Hospital  
Joanne King – Barry's Bay and Area Senior Citizens Home Support, Madawaska Communities Circle of Health, Co-Chair  
Chris Cobus – Community Support Coalition, Renfrew County and Area (CSC-RC&A)  
Glenda Owens – Champlain Community Care Access Centre  
Wilmer Matthews – Community Representative  
Cheryl Summers – Mental Health Services of Renfrew County (Pembroke Regional Hospital)  
Maureen Kauffeldt – Algonquins of Pikwakanagan, Aboriginal Health Circle Forum  
Peggy Dick – Algonquins of Pikwakanagan, Aboriginal Health Circle Forum

### Ex-Officio:

Julia Huckle – Project Manager  
Monique Lebrun – Health Quality Ontario  
Karen Patzer – Champlain LHIN

## Contact info

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## Value statement

*“Respect me as a person, care for me and help me stay healthy.”*