

Communique



Spring 2015

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A Day of Learning to Drive Success, Spread and Sustainability

"Shared learnings were awesome!" – Health Links Learning Collaborative Participant

A Learning Collaborative is a powerful quality improvement method, based on the Breakthrough Series Methodology developed at the Institute for Health-care Improvement, that brings together individual quality improvement teams to learn with, and from, each other typically for a short-term period (6-15 months). The South West Health Links Learning Collaborative will be facilitated in three Cohorts, to accommodate the varying phases of the six different Health Links across our LHIN. Each cohort will participate in three, one-day sessions, separated by 3-4 month "action periods" during which time teams will apply their learning.

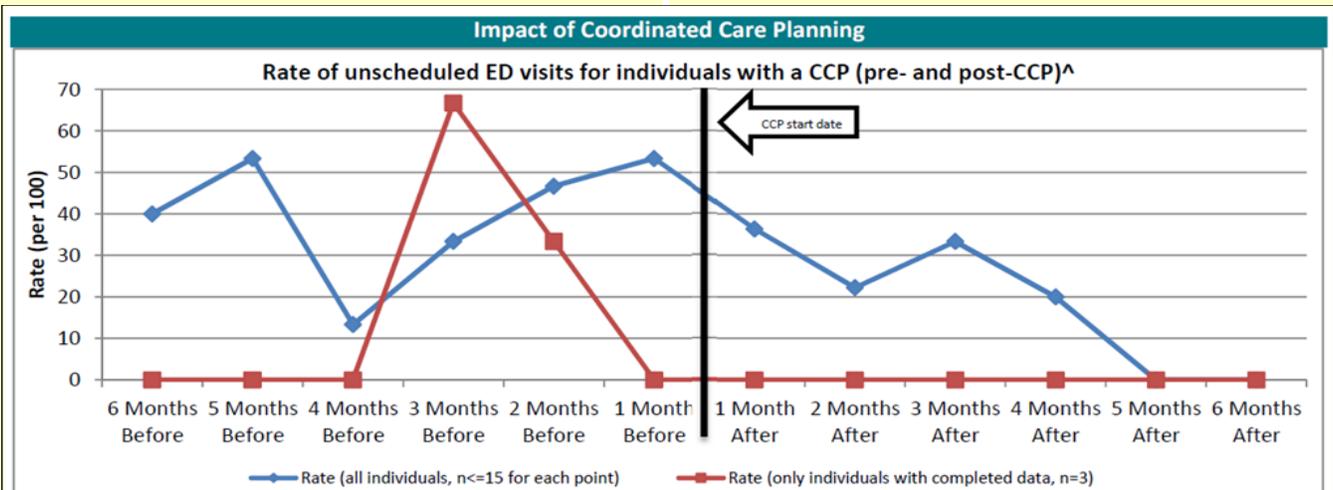
The inaugural South West Health Link Learning Collaborative session was held on March 31, 2015 at the Arden Park in Stratford, Ontario. A total of 111 participants, gathered into 11 cross-organizational, cross-sectoral teams, enjoyed this valuable day. Primarily attended by teams in Huron Perth and London Middlesex, this session focused on how to improve coordinated care planning with people living with chronic obstructive pulmonary disease (COPD). The day provided an opportunity for the Huron Perth Health Link to share the processes developed for Health Links coordinated care planning with the group in order to empower more people across our geography to initiate this collaborative approach to care. The day also included a discussion about embedding a Self-Management approach into the coordinated care planning process and several reviews of collaborative, quality improvement approaches to working with people who are living with COPD. In alignment with the Health Links approach to collaborative care, the patient voice and experience was embedded in many discussions and provided focus and inspiration to the

teams. The day concluded with teams establishing some key activities/ideas to enable teams to reach a greater number of people with high care needs and collaboratively develop coordinated care plans, before reconvening in the fall.

Ongoing support to the teams will be provided by two, dedicated South West Health Links Quality Improvement Coaches, Jennifer Mills-Beaton (Jennifer.MillsBeaton@sw.ccac-ont.ca) and Peter Papantonis (Peter.Papantonis@sw.ccac-ont.ca). With this support, teams will test and evaluate their ideas and actions over the next few months and then, share their results with each other at the next session this fall. We are already looking forward to seeing the results!

Measuring our Health Links Success

We are proud to announce that we have produced our very first Huron Perth Health Links metrics report! This report focuses on the impact that Health Links is having on the people who have experienced coordinated care planning; both the people who have set the care plan goals (patient/client/family) and people who have partnered with the individual/family to create and implement the plan (care providers). This report provides insight into individual and provider experiences with coordinated care planning, allows us to track our progress with implementing and spreading this new Health Links process across our geography, and provides an objective method for better understanding the impacts that this process is having on the individuals who have experienced collaborative care planning. As demonstrated by the graph below, early results for the first few individuals who have co-designed and implemented a Health Links coordinated care plan, indicate that hospital utilization has decreased following a care planning conference. We will keep you posted with updated results as they develop!





The Huron Perth Health Link undergoes an Evolution in Thinking!

To maintain the momentum of the work of the Health Link, groups across Huron Perth are getting together to change how we think about how work gets done. To achieve our vision of coordinated, person centred care for our patients across the region, teams must work collaboratively and efficiently across organizational boundaries. Bringing our diverse groups together requires not only effective leadership but cooperation and engagement from individuals across our whole region. For this reason the Huron Perth Health Link has invested in "Evolution of Thinking", Instincts at Work's neuroscience based coaching program. Through coaching leaders as well as front line teams across the region, participants learn how to manage the natural threats that happen when confronted with new ways of working. With an approach that uses evidence based methods to change behaviour rather than just increasing understanding, change happens faster, more easily and more sustainably.

Congratulations to the leaders of the Huron Perth Health Link for investing the time and energy to ensure our Health Link is sustainable.

Penny Paucha, Instincts at Work

Huron Perth Health Link Advance Day



There was good representation from across the Huron Perth Health Link (HPHL) partner organizations who gathered for a Huron Perth Health Link Advance Work Day in November. The day was an opportunity for partners to learn more about Health Link Coordinated Care Planning and the accomplishments of the HPHL as well as to look forward in continuing to implement coordinated care planning across the region. A patient's experience with Health Link (HL) care planning provided a valuable perspective for attendees.

It was an action-oriented day as participants identified and shared specific action items they would undertake to facilitate their organization in HL coordinated care planning. Action items included such activities as: identifying individuals who could potentially benefit from HL care planning, supporting staff with additional Health Link education and resources as well as collaborating with partner organizations to organize a coordinated care planning care conference. Participants left the day with their own personally-developed "Action Plan" designed to advance coordinated care planning in Huron Perth.

NEW!!

Huron Perth Health Link MicroSite

NEW!!

The Huron Perth Health Link is excited to announce the launch of the **Huron Perth Health Link Micro Site!**

The Huron Perth Health Link Micro Site is a resource for Health Care and Community Professionals as well as patients, families and caregivers. The Site will support both professionals and patients and families as we work to achieve our vision of coordinated wrap-around care.

Health Care and Community Professionals will find all of the documents required for Health Link Coordinated Care Planning on the site as well as a number of links to professional resources such as best practise guidelines to support providers in their practice.

Patients, families and caregivers will find several educational resources on the site about managing various aspects of Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF) as well as topics related to ageing. Also included is an extensive list of health, community and social services available to consumers in Huron Perth and the surrounding area.

Visit the site at:

<http://www.hphealthlink.southwesthealthline.ca>

For more information about the Huron Perth Health Link, contact:
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