



## Headlines

### Page 1

◆ Health Links Learning Collaborative—Session #2

◆ Did You Know?

### Page 2

◆ IDEAS Alumni Event

◆ The VOICE—Patient Stories

## Health Links Learning Collaborative Session #2: A Demonstration of Team Work

Seventy four people gathered at the Arden Park Hotel in Stratford on September 29<sup>th</sup>, to participate in our second Learning Collaborative session. The day highlighted the Health Links Quality Improvement approach as we opened the day by providing several teams with the opportunity to share their coordinated care planning experiences and results, since the March session, with their colleagues. This “Walk the Wall” session was definitely a dynamic or interactive portion of the session with lots of discussions, questions, and ideas sharing.

Cross-sectoral, cross-organizational teams then sat together for the remainder of the day to gain further knowledge about Coordinated Care Planning and Congestive Heart Failure (CHF), Improving Transitions from Hospital to Community, and embedding the Patient as an Equal Partner.

The end goal of teams developing concrete improvement plans to better support

patients with coordinated care planning was facilitated by lots of teamwork activity time. As a result of this strategy, teams have now committed to several actions over the next few months including: disseminate Dr. Narayan’s 6 elements of care for CHF to colleagues, implement Daily Weight and Blood Pressure monitoring for people living with mild/moderate CHF through Telehomecare and share with primary care and Community Care Access Centre (CCAC), include primary care in care conference prior to discharge from hospital, complete emotional mapping of the referral process between providers, and participate in on-line Indigenous Cultural Safety training. We can’t wait for the “Walk the Wall” at Session #3!

*Submitted by:*

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**Did you know...22 individuals in Huron Perth have worked with their health care team to develop an individualized Coordinated Care Plan to help them better meet their health care goals.**





## IDEAS Alumni Event

The IDEAS Alumni Event held at the Metro Toronto Convention Centre on October 13 2015 was attended by over 400 health care professionals and focused on quality improvement strategies in all health care sectors. In attendance was Cheryl Pfaff Regional Manager, Professional Practice & Accreditation with the South West Community Care Access Centre representing the Huron Perth IDEAS Alumni team and Lisa Mardlin Vandewalle Project Manager with the Huron Perth Health Link.



The Huron Perth IDEAS poster was featured in the poster hall highlighting the spread and sustainability of the project within the Huron Perth Health Link. The care planning tools developed by the IDEAS project have formed the basis of the care planning process in the Huron Perth Health Link and ongoing PDSAs continue to inform process improvement. The tools support and compliment coordinated care planning at the front line.

The tools are now available electronically on the **Huron Perth Health Link Microsite** ([www.southwesthealthline.ca/libraryContent.aspx?id=21470](http://www.southwesthealthline.ca/libraryContent.aspx?id=21470)) accessible to all providers involved in coordinated care planning. The tools have also been replicated by other Health Links and care planning initiatives across the South West LHIN. The tools developed by the IDEAS project sustain the care planning process as the Huron Perth Health Link Steering Committee and the Spread and Sustainability Advisory Group facilitate continuous spread across sector partners.

## The Voice—

### *What our patients have to say about Coordinated Care Planning Conferences...*

- \* A patient interview captured the following thoughts regarding the Health Links Coordinated Care Planning Conference:
- \* "It was a good meeting"
- \* "I liked that there was representation from all the pieces of my care there and they told all their information; they all said helpful things"
- \* One patient reported that the providers at the care conference provided suggestions for things to do to help her stay at home and she found the suggestions helpful. She said she would be comfortable and would participate in another care conference if one was planned.
- \* Individuals who participate in Coordinated Care Planning Care Conferences report feeling very supported and very respected during the process. Participants report feeling confident in their ability to achieve their identified goals following the care conference.



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