

CKOHT Update

January 2021

CK OHT URGES COMMUNITY TO FOLLOW COVID-19 PROTOCOL & PUBLIC HEALTH REGULATIONS

The leaders of the Chatham-Kent Ontario Health Team (CKOHT) published an open letter to the community on January 8th 2021, emphasizing the serious strain COVID-19 is causing on our health system. The letter emphasized serious trends in January 2021, and asks Chatham-Kent residents to take the following actions in support of health care workers;

- Understand that COVID-19 is a serious threat to our health care system.
- Respect the lockdown requirements and follow public health measures.
- If you feel sick or unwell, call your family doctor or primary care provider first. Do not go to the Emergency Room unless facing an acute healthcare emergency.

The full letter can be read [here](#).



At the time of writing, Chatham-Kent is designated "Grey" as part of a Province-wide Shut down.

CK OHT SIGNS PROVINCIAL AGREEMENT

In December 2020, the Chatham-Kent OHT signed a provincial Transfer Payment Agreement with the Ministry of Health and Long Term Care, outlining the deliverables and funding for both the 2020/2021 and 2021 and 2022 fiscal years. The agreement highlights some of the important priorities of the local Ontario Health Team, and outlines how the work of the Ontario Health team will remain patient centred, effective, and transparent in achieving our local goals.

CK OHT PARTNERS PLAN COVID-19 VACCINE ROLL OUT

With the provincial announcement of its [vaccination plan](#) partners within the Chatham-Kent OHT have established a working group to plan the local roll out of the vaccine when it arrives in Chatham-Kent.



PRIMARY CARE SERVICES ARE OPEN IN CK!

If you are a patient of the Tilbury District Family Health Team, the Thamesview Family Health Team, the Chatham-Kent Family Health Team, or the Chatham-Kent Community Health Centres, please know that your primary care services are open!

While COVID-19 has required some change and modifications to how primary care operates, please continue to call your family doctor's office or primary care provider first to assist with your health care needs. Your patience is appreciated when calling.

EVERYDAY PARTNERSHIPS OF CKOHT FIND PATIENT-CENTRED SOLUTIONS: A CKOHT STORY

The everyday partnerships of the CKOHT are improving the patient experience. Even in unfortunate situations, our collaborative partnerships enable us to quickly find solutions that are patient centred. Recently, we achieved a positive outcome for a local patient after they experienced an error in our health system.

After attending the COVID-19 Assessment Centre in Chatham for a test, it was discovered a re-test was required to ensure accurate results due to a duplicate name in the testing system. When the Assessment Centre staff called the patient to inform them about the situation, it came to light that this patient was booked for a procedure at Chatham-Kent Health Alliance (CKHA) in the next few days. Time was of the essence to complete a re-test to ensure they could receive their results quickly to attend their scheduled procedure on time.

Unfortunately, this patient faced barriers to attending the Assessment Centre for a re-test on their own accord, adding to their stress and worry. When this patient's unfortunate situation emerged, the Assessment Centre connected with the Chatham-Kent EMS Community Paramedicine team to for support. Chatham-Kent EMS arranged a community paramedic to attend to this patient in their home to perform the swab. The re-test was sent immediately to London labelled as 'STAT' with assistance from CK Public Health to ensure results were received in time for this patient to attend their procedure.

Thanks to the partnerships that we continue to build and enhance within the CKOHT, collaborative solutions are ensuring patient-centred care remains the focus within our local health system.

Our Phase 1 Partners



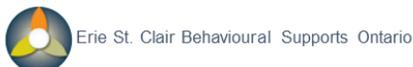
Health Alliance



Erie St. Clair LHIN



Association canadienne pour la santé mentale
Filiale de Lambton Kent



Active Living • Professional Care

CALL FOR APPLICATIONS: PATIENT AND FAMILY ADVISORY COMMITTEE



The Patient Family Advisory Council (PFAC) works in partnership with the CKOHT service providers to identify and advise on opportunities to include a stronger patient/caregiver perspective and voice in initiatives that seek to better integrate care across the CKOHT. The PFAC council also collaborates with all of the CKOHT patient advisors to provide a coordinated collective patient/caregiver voice which monitors and identifies common gaps and improvements in the patient care experience. The Patient and Family Advisory Council will typically meet monthly for between one and two hours each meeting.

If you are interested in participating in the Patient and Family Advisory Council, please contact Melissa Sharpe-Harrigan at msharpe-harrigan@ckha.on.ca, or by calling 519-401-8313. A formal selection process will follow.

Questions? Contact Melissa Sharpe-Harrigan,
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