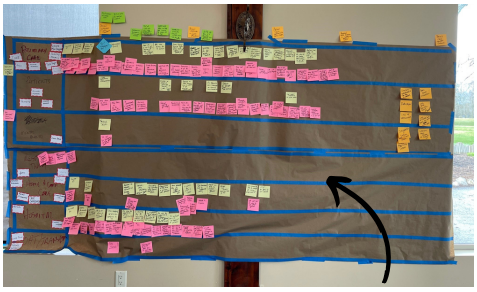
Chatham - Kent OHT
ONTARIO HEALTH TEAM

CKOHT Update

April 2022

CKOHT Hosts COPD and Seniors Co-Design Launch Event

On April 18 - 19, 2022, CKOHT held its first in-person event in over two years. The event served as a launch for the new CKOHT Chronic Obstructive Pulmonary Disease (COPD) and Seniors Task Team. Patsy Morrow from Develop Consulting led the group through a Lean Healthcare Value Stream Mapping exercise. Value Stream Mapping was used to diagnose the current state and to outline an action plan for an ideal future state for COPD patients navigating health care services in CK. Along with key stakeholders, five patient partners participated in the event and also shared their experiences living with COPD and accessing the local health care system.



COPD Current State

COPD Future State

Work will continue with a new CKOHT Task Team to understand the referral pathways, gaps, barriers, challenges, opportunities and ways to further provide patient-centred access to programs and services for those with COPD. We will build on the success of the existing evidence-based COPD programs and identify solutions for improvements to benefit patients.

CKOHT Update: 24/7 Patient Navigation Initiative

All Ontario Health Teams are responsible for the development of 24/7 patient navigation services: first for their priority populations, and then later for the broader population. CKOHT's priority population is people in CK aged 55+ with chronic health conditions such as COPD, diabetes, heart failure, dementia and those that are palliative. CKOHT has recently expanded the priority population to include those with mental health and addictions. These local services will be complemented by the provincial Health Care Navigation Service (Health Connect Ontario), which will help both patients and providers to navigate our healthcare system more effectively.

The goal of 24/7 patient navigation is to reduce, and ultimately eliminate confusion that CK residents experience while trying to navigate through both health and social services.

CKOHT began Phase 1 of the 24/7 Patient Navigation Initiative in November, 2021. Over 52 individuals/organizations who provide navigation supports or services were engaged in direct conversations to assist with the completion of the following Phase 1 deliverables:

1. Create a Navigation Services/Asset Inventory and a Directory Inventory for health and social services in CK.
2. Develop a CKOHT 24/7 Navigation Supports Implementation Plan which includes:

- Current State Assessment: strengths, weaknesses, opportunities, gaps and themes in current navigation services and processes.
- Proposed Problem Statement(s): Highlight where work should be focused on to get to the desired future state of local patient navigation services.
- Plan for Phase 2 (April 1, 2022 - March 31, 2023): Outline of key tasks and milestones such as setting up a project team(s), prioritizing problem statements, co-designing solutions, and more.

Over the next year, CKOHT's focus on Phase 2 is to co-design and implement a Navigation Service for the CKOHT priority population. Stay tuned for more exciting updates or contact laura.macdougald@ckoht.ca for more information.

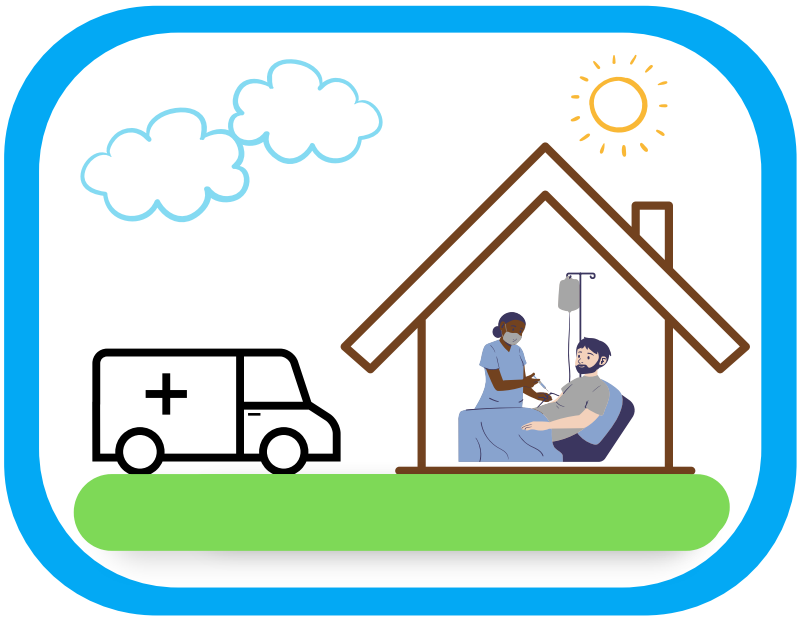
Partners Work Together To Provide In-Home IV Remdesivir Treatment for COVID-19 Chatham-Kent Residents

In mid-April, in partnership with CKHA, the CK-EMS Community Paramedic team had a soft launch to administer the first day of in-home IV Remdesivir treatment to a COVID-19 patient in Chatham-Kent. This became a reality and milestone through the partnership with Windsor Regional Hospital, CKHA Pharmacy, and the endorsement of the Community Paramedicine Medical Director.

This soft launch paved a smooth path for the dispending procedure as well as the in-home preparation and administration. It demonstrated that we can safely conduct this treatment intervention and establish a foundation for future capacity.

It may appear simple and straight forward but a huge step forward was made in treating COVID-19 patients safely in the comfort of their own home. This is another example that CK has amazing partnerships, with a willingness to work together and place patients and families in the centre of our decisions.

Thank you to the team at CK-EMS and CKHA for this integrated care partnership.



Home Care Modernization: Next Step for Ontario Health Teams and Leading Projects

The exciting work of home and community care modernization continues and CKOHT was one of twelve OHTs who submitted a Leading Project proposal to the Ministry of Health. We are pleased to share that CKOHT is one of seven OHTs whose initial proposal will move forward to the detailed proposal stage. The purpose of CKOHT's proposal would be to provide an integrated palliative care model that will improve the palliative care experience for patients and families receiving care within Chatham-Kent.

Next steps: approved proposals may proceed to the project implementation phase which will take place over the summer months with the intent of a project go-live in late summer or early fall.

CKOHT partners collectively have contributed significant time and attention in developing of the proposal. If the proposal is not chosen to move forward with ministry support, CKOHT is committed to making strides towards home and community care modernization for improvements for palliative patients in CK.

CKOHT Virtual Lunch & Learn Fridays

Each month on the third Friday from 12-1pm, CKOHT will host a 1 hour monthly Lunch & Learn which will include a 30 min CKOHT presentation of a particular project or initiative and the remaining 30 min will be used for CKOHT-wide updates, for example working group & sub-working group updates. This is to better connect all our CKOHT partners and to increase awareness of our partnership.

LUNCH & LEARN

Chatham - Kent OHT
ONTARIO HEALTH TEAM

Date & Time: **Friday May 20 from 12 - 1pm**
Topic: **Population Health Data for Chatham-Kent**
Presenter: **Lauren Tessier, CKOHT Impact Fellow**

If you have not received a calendar invitation and would like to attend please email Paige.Delanghe@ckoht.ca

WORKSHOP FOR HEALTHCARE PROFESSIONALS

Windsor Essex Community Health Centre
Centre de santé communautaire de Windsor Essex
weCHC
Healthcare for You
Des soins de santé pour vous

THE EMPATHY EFFECT:

Countering Bias to Improve Health Outcomes

This workshop is an evidence-based program, developed by the Institute for Healthcare Communication.

WORKSHOP OBJECTIVES:

- Understand premises of empathetic care
- Apply specific strategies to ensure care that builds trust with patients
- Practice communication skills that raise patient adherence and professional satisfaction

COURSE OVERVIEW:

- Presents conceptual models for effective communication and interaction
- Based on evidence Based research for structured self reflection and assessment skills to bring to daily work
- Fast paced, practical ,and engaging activities for six essential techniques

CHOICES & CHANGES: Motivating Healthy Behaviors

Choices & Changes is an evidence-based program, developed by the Institute for Healthcare Communication, and approved by The College of Family Physicians of Canada.

WORKSHOP OBJECTIVES:

- Learn the role of a healthcare professional as a facilitator of change
- Apply specific strategies to assess the motivation to change
- Practice the skills needed to influence behavior change

COURSE OVERVIEW:

- Conceptual models for effective communication and facilitation of client health behavior change to optimize health outcomes
- Opportunities for practice and immediate feedback to improve their own interviewing and behavior change counselling skills

PROGRAM NAME	DATES	TIME
Choices & Changes	Friday April 29, 2022	9:00am – 2:00pm
The Empathy Effect	Thursday/Friday May 19 & 20, 2022	9:00am – 11:30am
Choices & Changes	Friday June 24, 2022	9:00am – 2:00pm
The Empathy Effect	Wednesday July 27, 2022	9:00am – 2:00pm
The Empathy Effect	Friday August 19, 2022	9:00am – 2:00pm
Choices & Changes	Tuesday/Wednesday August 23 & 24, 2022	9:00am – 11:30am

VOLUNTEER PEER LEADERS NEEDED

Windsor Essex Community Health Centre
Centre de santé communautaire de Windsor Essex

weCHC

Healthcare for You
Des soins de santé pour vous

YOU HAVE LIVED IT!! You are well informed with it comes to living with or caring for someone who lives with a chronic health condition. So, why not share your knowledge and experience with the community?

CHARACTERISTICS OF A PEER LEADER:

- Responsible, respectful and trustworthy
- Open to new ideas
- Able to problem solve
- Able to maintain confidentiality
- Committed to the philosophy of the program, its objectives and goals
- Able to facilitate group discussion and communicate about sensitive issues

WHAT DO PEER LEADERS RECEIVE:

- A stipend is paid for every series led and completed, for those who qualify
- All necessary training required to become certified
- All materials and resources needed to facilitate the workshops

APPLY ONLINE:

https://pl_application2022.eventbrite.ca

CONTACT US:

communications@wechc.org
Toll Free: 1-855-259-3605

PROGRAM OPTIONS:

1. **Powerful Tools for Caregivers**
2. **Diabetes, Healthy Feet & You**
3. **Master Your Health**
   A. Chronic Conditions
   B. Chronic Pain
   C. Diabetes

@weCHC_

@weCHC519

Access using any computer, tablet or smartphone!

www.wechc.org

Our Phase 1 Partners

Société Alzheimer Society Chatham-Kent

Chatham-Kent Health Alliance

Chatham-Kent Family Health Team

Westover Treatment Centre

Chatham-Kent Hospice

Thamesview Family Health Team

Chatham-Kent Community Health Centres
Centres de santé communautaire de Chatham-Kent

March of Dimes Canada
La Marche des Dix Sous du Canada

Chatham-Kent
Cultivating Growth, Shore to Shore

TransForm Shared Service Organization

HOME AND COMMUNITY CARE SUPPORT SERVICES
Erie St. Clair

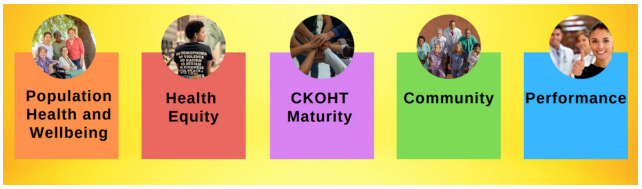
Canadian Mental Health Association Lambton Kent
Association canadienne pour la santé mentale Filiale de Lambton Kent

Erie St. Clair Behavioural Supports Ontario

Tilbury District Family Health Team

St. Andrew's Residence
Active Living • Professional Care

CKOHT Strategic Plan 2021 - 2024



CKOHT launched its inaugural Strategic Plan which establishes the goals and objectives for the 2021-2024 time period. The plan consists of five strategic goals in the areas of population health, health equity, CKOHT maturity, community, and performance. The plan enables CKOHT to meet our vision in "achieving the best health and well-being together". The plan was informed by a general public survey, focus groups with key stakeholders, community consultation as well as an environmental scan. If you are looking for local population health data for residents in Chatham-Kent, check out our Environmental Scan here.

Get Your Shot CK

Getting Your Covid-19 Vaccine

For details about upcoming vaccination clinics in the Chatham-Kent area please visit the link below.

https://ckphu.com/covid-19-vaccination-clinics/

Questions? Contact Melissa Sharpe-Harrigan, Executive Transformation Lead, CKOHT
Melissa.Sharpe-Harrigan@ckoht.ca
Website: www.CKOHT.ca