

# CKOHT Update

November 2022

## CKOHT Launches Expansion for New Membership

As Chatham-Kent Ontario Health Team (CKOHT) accelerates our journey towards full maturity, it is now appropriate timing to expand our membership, in effort to advance the work within our Strategic Plan. The expression of Interest for new partners will be released in the coming weeks.



CKOHT will be hosting Information Sessions for interested partners to learn more about the Call for Membership\*. There are two levels through which organizations can apply to become a member:

1. **Signatory Members** are organizations that contribute to the health and wellbeing of the CK community with direct services to the CKOHT priority population, are signatory members on the Collaborative Decision Making Agreement (CDMA), are involved in decision-making, planning, design, and projects of the OHT and contribute to the success of the OHT by leveraging financial and/or in kind resources.
2. **Affiliate Members** are organizations that contribute to the health and well-being of the CK community, provide input to enable decision-making and participate in planning, design and projects of the OHT.

\*Existing CKOHT Signatory Partners are not required to attend the webinar.

### INFORMATION SESSION #1

**WHEN:** Thurs. December 8 from 12pm - 1pm

**WHERE:** Zoom (Email [paige.delanghe@ckoht.ca](mailto:paige.delanghe@ckoht.ca) for link)

Additional Information Sessions will occur in January 2023. Learn more about us at [www.ckoht.ca](http://www.ckoht.ca). For any questions please email: [info@ckoht.ca](mailto:info@ckoht.ca)

## Sherri Saunders is New Administrative Co-Chair of Chatham-Kent Ontario Health Team (CKOHT)



Sherri Saunders is the new Administrative Co-chair for CKOHT. Sherri is excited about the transformation of Chatham-Kent's health care systems towards an improved client experience through effective transitions and holistic care approaches. Sherri joined the Chatham-Kent Community Health Centres in 2017 as the Executive Director. She has gained valuable leadership and health system experiences with diverse interprofessional teams over the past 25 years within acute care, the former Erie St. Clair LHIN, primary care and community settings and looks forward to working with CKOHT and community partners to further enhance health and wellbeing for all.

## COPD Best Care Program Recognized in Ontario Legislature

November 16, 2022 was World Chronic Obstructive Pulmonary Disease (COPD) Day. MPP John Jordan made a member statement in the Ontario Legislature to bring recognition to the day and celebrated the success of the Best Care program which specifically highlighted some of the accomplishments the program has obtained in the Chatham-Kent region. Please watch the video [HERE](#).

## COPD Co-Design Update

CKOHT is dedicated to updating upon our progress on our COPD Co-Design Initiative. This work began in March 2022 and is focused on improvements for COPD patients in CK including: intake processes, standardized screening tools, enhanced transitions of care between partners such as appropriate referral pathways, and improved discharge processes.



**Currently:** Project teams have begun testing new processes, tools, and pathways to ensure an improved patient experience. **Next Steps:** Project Teams will start implementing improvements to processes and practices beginning later this Winter. You may see team members leading change management approaches in-person on site in particular in Primary Care and in hospital.

## CKHA Receives Accreditation with Exemplary Standing

CKHA receives designation from Accreditation Canada for “Accreditation with Exemplary Standing” for the period of 2022 to 2026. Exemplary standing is the highest possible designation for an



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accredited organization. Receiving ‘Exemplary Standing’ affirms CKHA’s dedication to providing safe, high quality care in line with Canadian best practice guidelines. The Accreditation process helps healthcare organizations improve on various levels, including quality and safety, communication and collaboration, leading practices and accountability. The Accreditation Canada website describes this designation as being awarded to “organizations that go beyond Accreditation Canada’s requirements and demonstrate excellence in quality improvement.”

Congratulations to all staff, physicians, volunteers and patient advisors! This achievement is a testament to CKHA's commitment to ongoing quality improvement and commitment to best practices, quality care and patient safety.

## Changes to Chatham-Kent Community Health Centres’ (CKCHC) Cardiac Rehab Program

On September 29, 2022, the Chatham-Kent Community Health Centres’ (CKCHC) Cardiac Rehab program moved locations in Chatham. The in-person exercise component will be moving from Performance 360 to the Active Lifestyle Centre. In-person exercise has resumed at the Active Lifestyle Centre for participants enrolled in the program.



The referral process and program components for the CKCHC Cardiac Rehab Program remain the same. CKCHC gratefully recognizes and thanks Performance 360 Health and Fitness Club for the last 9 years for your collaboration in offering the Cardiac Rehabilitation Program since April 2013.



## TransForm's e-VOLVE team Wins CIO Awards Canada

TransForm's e-VOLVE team has been recognized as the winner of the CIO Awards Canada for 2022 by International Data Corporation (IDC) and CIO. The e-VOLVE team, in partnership with our member hospitals – Chatham-Kent Health Alliance, Erie Shores HealthCare, Hôtel-Dieu Grace Healthcare and Windsor Regional Hospital, spearheaded the largest digital transformation project of its kind for the Erie St. Clair region, during the COVID-19 pandemic. TransForm led the team across the four hospitals, representing six sites and over 1000 beds, to implement the Cerner Millennium hospital information system (HIS).

### What is e-VOLVE all about?

The e-VOLVE project focuses on building a shared, longitudinal patient record that is easily utilized and shared across the Erie St. Clair region, with the goal of maximizing efficiency for various stakeholders including patients, staff and providers. Through the implementation of this award-winning project, TransForm contributed to a 20% improved patient satisfaction rate while enabling four member hospitals to achieve level 6 of 7 on the Health Information Management Systems Society (HIMSS) Electronic Medical Record Adoption Model.

### Celebrating a Milestone

The recognition of e-VOLVE marks a very special milestone for TransForm as striving for excellence is part of the organization's DNA and how it does business. From inception to implementation, the e-VOLVE team consistently adopted an above-and-beyond approach and was able to successfully execute this project during the pandemic. Today, TransForm is incredibly proud that the team's hard work and dedication is being recognized.



## Indigenous Vaccine Confidence Videos Locally Developed

Recently seven videos showcasing personal stories were created specifically to encourage Indigenous Peoples to get vaccinated against COVID-19. These videos include personal experiences from local members of Indigenous communities who speak from the heart. It is timely to distribute these videos considering currently, in Chatham-Kent there are high amounts of respiratory viruses (COVID-19, influenza, RSV, cold) in the community resulting in high patient volumes in primary care and in hospital.

Some of the key messages contained in the videos include:

- First Nations, Inuit and Metis (FNIM) communities have been disproportionately affected by COVID-19 with higher rates of infections.
- Indigenous People have higher rates of underlying medical conditions known to increase risk of severe illness and death from COVID-19.
- Indigenous People live in multi-generational households which can lead to greater transmission of COVID-19. The compilation video summarizes the importance of Indigenous Peoples getting vaccinated in which Audrey states “As the first population indigenous to Canada, we need the vaccine.”

CKOHT’s social media is currently distributing one video per weekday from November 28 to December 6th. Please share these videos to ensure the message is being delivered to as many people as possible.



## Small Changes Make a Big Difference at CKHA Rehabilitation and Inpatient Stroke Unit (ISU)



Photo Featuring:  
Jarrod, Clinical Manager  
and Judy, PSW

CKHA's Rehabilitation and Inpatient Stroke Unit (ISU) now has contrasting blue doorways to assist patients with visual impairments. During a monthly departmental-specific safety inspection, Judy, a PSW on Rehab/ISU, identified that patients with low vision and/or visual perceptual impairments related to stroke or other neurological conditions often have trouble safely navigating doorways. With feedback from patients and staff, a collaborative plan was initiated to paint the doorways a contrasting blue colour. This seemingly small change will enable patients with low vision to detect and enter doorways without risk of injury or fall and overall improve the patient experience.

## Improving Palliative Care in CK Update

Chatham-Kent Ontario Health Team (CKOHT) and its partners are aiming to improve palliative care delivery for individuals with any life-limiting diagnosis who live in Chatham-Kent.



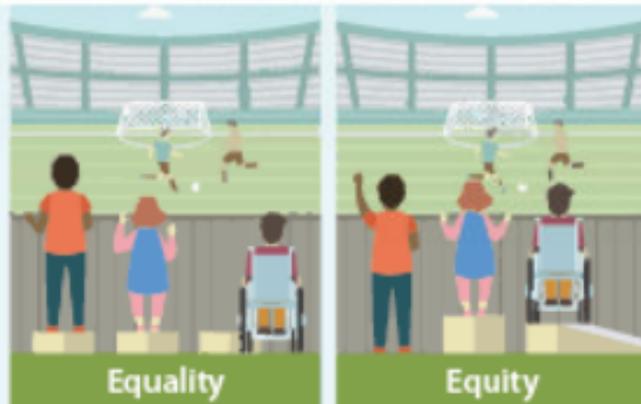
**Planned Improvements include:** develop a Palliative Care Team in CK, embed Palliative Care Clinical Coordinators (PCCC) in Chatham-Kent Family Health Team (CKFHT) and Chatham-Kent Community Health Centre (CKCHC) as a first phase in the overall project, staff working with palliative patients will be offered education and training to increase their knowledge and awareness of new process changes, patients will be offered a basket of services based on their Palliative Performance Score (PPS), service providers in the home will be able to easily elevate the basket of services in the event that a patient's status changes, processes will be implemented to optimize pain and symptom management at home, and an evaluation will be conducted to compare this new model of care to traditional home care for ongoing process improvements.

**Timeline:** Implementation of PCCC into primary care sites and process improvements planned in hospital are planned for early 2023

# Improving care through cultural and linguistic sensitivity

Francophones, and Cultural and Linguistic Sensitive Care

Different groups of people experience different health outcomes based on characteristics like income, ethnicity, ability, and gender. Cultural and linguistic sensitive care refers to the ability to interact effectively with patients taking into consideration a patient's unique circumstances, as well as the care provider's own beliefs and awareness of barriers.



## What is the Francophones, and Cultural and Linguistic Sensitive Care learning program?

The learning program is built to encourage self-reflection on how one's behavior is influenced by culture, bias, stereotypes, power, which in turn impact patient care or even staff caring for those patients.

## What is the goal of the training?

This online learning program is designed to support learners in:

- Gaining knowledge about cultural and linguistic sensitive care focusing on personal perspectives and inclusive health practices
- Learning about Francophones in Ontario: who they are, where they come from, how they obtain official-language rights as an official language minority population, and understanding health barriers that affect them today
- Understanding the active offer of French Language Services, what it is and how to implement it through a cultural and linguistic sensitive approach

## Why is this learning program important?

The delivery of quality services in French is part of our mandate. Additionally, cultural and linguistic sensitive care for Francophones as well as other groups is an integral part of a patient-centred approach.

## How do I access the training?

To [register](#), please visit the [Francophones, and Cultural and Linguistic Learning Program webpage](#). Please allow two-three days after registering to begin the learning program to allow for registration confirmation.

# 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

TF 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. Andrews Residence  
Active Living • Professional Care

## 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 & task team 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: Fri. December 16 from 12 - 1pm**

**Topic: Updates: Pap-a-Palooza Clinics & CK COVID-19 Clinical Assessment Centre**

If you have not received a calendar invitation and would like to attend please email

[Paige.Delanghe@ckoht.ca](mailto:Paige.Delanghe@ckoht.ca)



## Getting Your Covid-19 Vaccine

For details about upcoming vaccination clinics in the Chatham-Kent area please visit:

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

Questions? Contact Melissa Sharpe-Harrigan, Executive Transformation Lead, CKOHT

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