

# CKOHT Update

April 2023

## CKOHT Announces New Member Organizations to the Partnership

CKOHT is working towards a governance expansion and maturity initiative and the first step included an open call for new members. Recently the CKOHT Collaborative Steering Committee approved 19 new member organizations to the partnership!

We would like to extend a warm welcome to the following new organization members. We look forward to achieving the best health and wellbeing for residents of CK together!

### AFFILIATE MEMBERS

- Chatham Retirement Resort
- Neighbourly Care
- Children's Treatment Centre of Chatham-Kent
- Chatham-Kent Victim Services
- Rock Missions
- MacTavish Pharmacy
- Linck\*
- Canadian Red Cross\*
- CK Gay Pride\*
- VON\*
- CBI Health\*
- Mental Health Network of CK\*
- ProResp \*

### SIGNATORY MEMBERS

- Epilepsy Southwestern Ontario
- New Beginnings Acquired Brain Injury (ABI)
- Community Living Wallaceburg
- Bayshore Home Care Solutions
- Care Partners
- Entité de planification des services de santé en français
- Copper Terrace Long Term Care Facility

\*Technically seven organizations are not a new affiliate member to CKOHT, they filled out Affiliate EOI or Affiliate Membership Declaration of Commitment.

## CKOHT is Recruiting for New Patient and Family Advisory Council (PFAC) Members

The Chatham-Kent Ontario Health Team recognizes the value of lived experience, and has had a team of patient advisors called the Patient and Family Advisory Council (PFAC) for two years. We have a saying in the CKOHT: *"Nothing About Me, Without Me"* which means health care decisions that directly affect patients are not made without their input and consultation.

CKOHT is looking for new patient advisors to join our team! There are up to 10 individuals who make up this council who meet virtually each month in an advisory capacity to provide input and recommendations to CKOHT on current and upcoming projects and initiatives. The commitment is approximately 5 hours per month and patient advisors are compensated for their time.

We encourage individuals with unique backgrounds or experiences to apply to join this team, including applicants who self-identify as a member of a racial, ethnic, cultural equity deserving group. We are especially looking to add patient advisors with experiences accessing and receiving care in CK from the perspective of a marginalized or vulnerable persons as we work to re-design care experiences and improve outcomes for all.

A short video has been created to provide an overview of the CKOHT patient advisor opportunity! Check out the video [HERE](#) and share it with anyone you know who might be a good fit to share their experiences and provide input on local health care plans, projects and initiatives. Those interested in the patient advisor role can email [info@ckoht.ca](mailto:info@ckoht.ca)



## CKOHT Update on COPD Co-Design

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.



This month we are spotlighting the work of the Home Oxygen Team which is focused on implementing a standard electronic referral process with Ocean for Home Oxygen using referral forms and assessments. To date, Ocean integration with ProResp and VitalAire has been completed. This new eReferral process will replace the current paper-based referral process, which is used by hospitals, home and community care providers and primary care clinicians to refer any patients that require home oxygen support. This new electronic referral form ensures that all of the required information is completed prior to sending the referral, saving time that is currently spent on phone calls and faxes to follow up on missing documentation. Additional training for staff with ProResp and VitalAire is occurring to assist staff with becoming familiar with the electronic referral process.

**Next Steps:** ProResp and VitalAire will soon be working with pilot sites to roll out the initial use of the eReferral process. After some initial use, they will review any feedback and make any suggested improvements to the eReferral form before expanding the roll out more broadly within Chatham-Kent.



## Improving Palliative Care in CK Update

**A new palliative care program is being implemented in Chatham-Kent and is now open to receiving referrals.**



### **Planned improvements and enhancements to palliative care:**

- Three Palliative Clinical Care Coordinators (PCCC) employed by Home and Community Care Support Services (HCCSS), will support primary care offices – CKFHT and CKCHC. In addition to traditional care coordination, the PCCC will also provide palliative care nursing and other clinical tasks.
- Patients will be eligible to be referred to a PCCC once they have a Palliative Performance Scale (PPS) of 70% or less ensuring a palliative approach to care is introduced much earlier in the care journey.
- The Service Provider Organization (SPO) will be able to titrate services based on the assessment of the patients' PPS. This allows patients to receive the services they need as their status changes in a timely manner by streamlining the administrative tasks associated with this.
- The Lead SPO will provide a 24/7 phone line available to patients and their caregivers for system navigation support and providing pain and symptom management.

### **Who is eligible?**

- Patients rostered to Chatham-Kent Family Health Team (CKFHT) or Chatham-Kent Community Health Centers (CKCHC)
- Patients with a life limiting illness and does not have to be cancer specific. Examples can include (but not limited to): ALS, MS, CHF, COPD, etc.
- Patients that can benefit from a palliative care conversation
- Patients with a Palliative Performance Scale (PPS) of 70% or less
- Patients who reside in Chatham-Kent or Walpole Island

### **Want to learn more?**

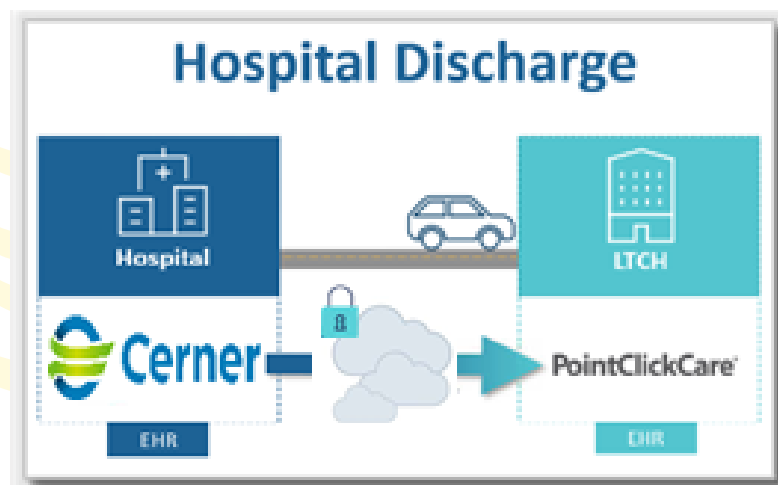
The Improving Palliative Care in CK! Project was able to showcase the progress to date at the CKOHT's Lunch N'Learn on March 24th. If you missed this webinar, please email [kait.morrison@ckoht.ca](mailto:kait.morrison@ckoht.ca) to access the recording or if you would like to be added to the Monthly Updates distribution list.

## Ontario eHub - Now Live in our Area

Effective March 30, 2023, Chatham Kent Health Alliance, Erie Shores Health Care, Windsor Regional Hospital and Hotel Dieu Grace Healthcare began contributing to the Ontario eHub Health Information Exchange (HIE). This means Long-Term Care Homes in our region using an Electronic Health Record (EHR) will have instant access to patient information charted in our Cerner EHR when that patient is discharged from the hospital to their facility.



This new way of exchanging health information will improve access to patient information for a smoother discharge process and better patient health outcomes.



The local LTC homes listed below are now connected to the Ontario eHub and are able to access hospital patient information as of March 30th. More LTC homes will be added to the Ontario eHub on a monthly basis until full implementation is reached by March 30, 2024.

### **LONG TERM CARE HOMES CONNECTED TO CERNER EMR AS OF MARCH 30, 2023**

- Fairfield Park in Wallaceburg
- Meadow Park in Chatham

## **Chatham-Kent Public Health Launches New Seniors Dental Care Program**

### **What services are available through this new clinic?**

There are a lot of great services covered with this program: examinations/assessments and x-rays, preventative services, such as cleanings, restorative services to repair broken teeth and cavities, oral surgery services to remove teeth or abnormal tissue, anesthesia, root canal services to treat infection and pain, periodontal services to treat gum conditions and diseases, crowns, and dentures (a small co-payment is required for new dentures).

### **How to book an appointment at the clinic?**

Once a client has been approved for the Ontario Seniors Dental Care Program, they can call 519-355-1071, ext 5700 to book an appointment, walk them through the process and discuss their dental needs and goals.

### **What makes this clinic different from other community dental clinics?**

This clinic is unique because it promotes and assists clients in signing up with and using provincially funded programs. This clinic does not take payment for services; with the exception of making new dentures.

### **Who is eligible to receive treatment/services at the new dental clinic?**

To be eligible, clients must be Ontario residents aged 65 and over. They must meet the annual net income of \$22,200 or less for a single senior, or a combined annual net income of \$37,100 or less for a couple and have no other form of dental benefits, including private insurance or dental coverage under another government program such as Ontario Works, Ontario Disability Support Program or Non-Insured Health Benefits. Anyone who thinks they are close to the income bracket, are encouraged to apply.

### **Which services are discounted or covered at this clinic?**

All services offered through the Ontario Seniors Dental Care Program are free. The only exception is when a client needs to have new dentures made, this is when a small payment will be needed. Though, the most a client would pay is \$80, and that's if the client needed a new complete set. If they need more one on one help with filling out applications, they can make an appointment with a community navigator at one of our public libraries by calling 519-355-1380.



## New Nurse Practitioner Led Clinic Model Announced in Wheatley

Thursday April 13 was a great day for Wheatley! MPP Trevor Jones announced funding was granted for a Nurse Practitioner Led clinic model in the town of Wheatley.

"We want to train the next generation of doctors and nurses right here in Ontario to stay here and care for people in our communities. In total this investment will provide over \$90,275 for the remainder of the calendar year and annualized base funding of \$361,100 for 2023-24," said MPP Trevor Jones, Chatham-Kent Leamington. "Among these priorities, we must ensure that Wheatley has accessible, supportive and comprehensive primary health care." New funding will support salaries, benefits and overhead for additional 1.5 Full Time Equivalent Nurse Practitioners and 1 Full Time Administrative Assistant. This new funding will enable the Thamesview Family Health Team to provide primary care services to unattached /no-rostered patients in a community that has a physician shortage.

Dr. Eaton's former patients and any citizen without a family doctor or Nurse Practitioner can call 226 484-0124 for details. We hope to open the doors soon at 25 Erie St. South, Wheatley.

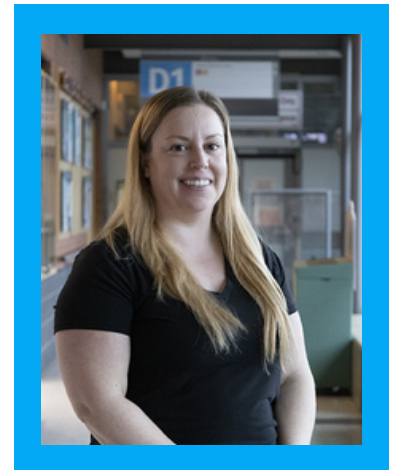


Pictured in Wheatley for the announcement is from left to right: Lauren Anderson Ward 1 Councillor Municipality of CK, MPP Trevor Jones, and Denise Waddick, Executive Director Thamesview Family Health Team.

## New Temporary Time to Inpatient Bed (TTIB) Project Implementation Lead at Chatham-Kent Health Alliance (CKHA)

Jill Dodman will fulfill the temporary role of Time To Inpatient Bed Project Implementation Lead at CKHA to support process improvements for the performance indicator Time to Inpatient Bed (TTIB).

Jill brings unique expertise, knowledge and experience to the role, having provided care in both the inpatient and Emergency settings over her career. Through this 6-month project, she will collaborate with CKHA's Operation Committee to support activities related to TTIB, lead process improvement initiatives, and identify gaps within the patient flow process among other accountabilities.



TTIB is an important measure of quality at CKHA and many hospitals across the province. This indicator measures the total time it takes from when an admission order is placed in the ED to the time the patient is actually placed in an inpatient bed.

Over the course of the pandemic, our health system has faced many challenges. As a result, patients are presenting to the ED requiring a higher level of acute care; this is due to many factors such as pandemic delays in care, caregiver burnout and admissions related to social issues. Higher acuity is contributing to longer wait times for a bed. *"Having worked in the ED, I've seen how waiting for an inpatient bed for hours or days impacts patient care and safety, as well as the work environment. This really affects the care for the patients who sit in the ED and are not able to begin the timely treatments they could be receiving if they were up on the appropriate inpatient unit."*

Jill will lead upcoming process improvements and will support change management with the ultimate goal to meet CKHA's TTIB indicator in less than five hours. *"I will be leading capacity building with staff, particularly with a focus on newer staff. Much like across the country, CKHA has seen an influx of nursing grads and people who are new to nursing in general. Around the time that COVID-19 hit, we put some processes in place to assist with getting patients into inpatient beds. Transfer of care and transfer of accountability are processes we'll be focusing on; we'll be reviewing, refreshing and providing a re-education on these processes."*



## **Chatham Kent Community Health Centres (CKCHC) expands Primary Health Care team to support Temporary Foreign Workers in Chatham-Kent**

Currently, the CKCHC team provides primary care to Temporary Foreign Workers in two local farms. With the support and funding from Ontario Health, we are thrilled to extend our services to more farms to achieve more accessible access to primary care for all Temporary Foreign Workers during their stay in Canada. With the extension of our program, we aim to reduce barriers to care and promote overall health and well-being among Temporary Foreign Workers at a convenient time and location for the farm and the workers.

The team, led by a Nurse Practitioner, a Registered Practical Nurse, and a Health Promoter, is equipped to provide medical assessments to Temporary Foreign Workers who require health care for acute needs, prescription renewals, health education, and more. We also offer health presentations and influenza vaccination clinics during flu season.

"Our team has had wonderful success in reducing barriers to access to care for Temporary Foreign Workers," said Mallory Nowakowski, Clinical and Client Services Manager at CKCHC. "By providing onsite care, we have reduced emergency room visits and provided early intervention to prevent serious health concerns."

In 2023, the CKCHC team reached out to various local farms to understand the unique healthcare needs of Temporary Foreign Workers in the community. Our data collection gave us a better idea of the challenges that Temporary Foreign Workers face when addressing healthcare services in a new country. As a result, our Primary Health Care outreach team has been expanded to provide additional onsite medical services, in addition to the existing support they may have. Our program has been designed to meet the unique healthcare needs of Temporary Foreign Workers and is delivered with compassion and respect for their cultural differences.

For more information about the program, interested farms can reach out to Michelle Powers at 226-626-7876 or [Michelle.Powers@ckchc.ca](mailto:Michelle.Powers@ckchc.ca)



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

## **Staff at Home and Community Care Support Services Erie St. Clair Mentor Students**

High school students from across Chatham-Kent got to explore career options and meet with mentors at the Junior Achievement World of Choices Conference on April 5. 180 students heard from different industry mentors including Cathy Chauvin, Care Coordinator in Erie St. Clair to gain first-hand insight into career options.

“The career summit was a wonderful opportunity to have a round-table discussion with students about my career path and available career options at Home and Community Care Support Services,” said Cathy.

The event was held at the John D. Bradley Centre and was hosted by JA South Western Ontario.

To learn more about Home and Community Care Support Services’ careers including open vacancies, visit [Careers | Home and Community Care Support Services \(healthcareathome.ca\)](https://careers.healthcareathome.ca).



JA World of Choices Conference held in Chatham-Kent on April 5, 2023.

## The Cost of Eating in Chatham-Kent

**1 in 5 households in Chatham-Kent do not have enough money to buy nutritious foods. That is nearly 20% of our community.**

CK Public Health's new report "Food Insecurity in CK", shows that in 2022 the average cost to feed a family of four was \$242.58 per week or \$1050.36 per month. After paying for rent, a family of 4 on Ontario Works has only \$461.97 left over for the month to pay for all other expenses like childcare and transportation. Although the rising cost of food makes this issue even worse, food prices are not the cause of food insecurity.

So, what IS the root cause of Food Insecurity, then? Poverty!

People are forced to choose between paying rent and buying food. This is a serious issue that can result in major health problems, especially for people earning a minimum wage, and/or folks on social assistance, such as Ontario Works or Ontario Disability Support Program.

Not having enough money to pay for nutritious food and other necessities has huge, negative impacts on mental and physical health. In order to address this inequity, it is very important to make sure that the basic needs of every member of our community are being met.

There are, however, some things that we can do to address Food Insecurity:

- Learn more about [Food Insecurity](#)
- Talk to friends, family and colleagues about the true cause of Food Insecurity
- Advocate for income solutions, such as:
- Creating jobs with a [livable wage](#)
- Providing a [basic income](#) guarantee
- Increasing social assistance rates (Ontario Works, Ontario Disability Support Program)
- Lowering income tax for low-income households
- Affordable and accessible housing, transportation, and childcare

Looking for more information about Food Insecurity in Chatham-Kent?

Please visit [www.CKPublicHealth.com/FoodInsecurity](http://www.CKPublicHealth.com/FoodInsecurity) or contact a CK Public Health Nutritionist directly at 519-352-7270.

Also check out the Infographic: [Cost of Eating in CK](#)

## Community Workshop Offering for Ontario Healthcare Organizations: Embracing Mental Health: Flourishing in the Workplace

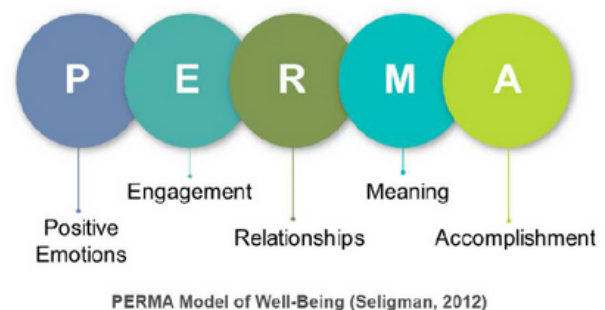
### About Your Health Space

Your Health Space (YHS) aims to assist health care organizations across Ontario in strengthening mental health in the workplace by providing psychoeducational workshops for staff across all levels of an organization. For more information about the program, visit: [Home - Your Health Space](#)

### About the Workshop

**Description:** Mental health is not simply the absence of mental illness, but rather, something everyone possesses.

This workshop is designed to foster awareness of mental health & its relationship to the workplace as well as explore strategies to maintain mental well-being in the chaos of workplace demands.



#### Learning Objectives:

90-minute Virtual workshop	<ul style="list-style-type: none"> <li>• Illustrate the importance of mental health to overall health, and list at least three ways mental health can impact the workplace</li> <li>• Describe what it means to flourish and languish in the workplace</li> <li>• Identify three factors that can influence flourishing</li> </ul>
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**Target Audience:** This workshop is recommended healthcare staff in any community- based healthcare organization across Ontario.

**Time:** May 2<sup>nd</sup>, 2023 from 1:00 – 2:30 pm

**Registration Link:** [Meeting Registration - Zoom](#)

\*\*\* Please register by April 28<sup>th</sup>, 2023\*\*\*

**Format:** Zoom Meeting    **Registration Fee:** FREE!    **Contact Information:** [Cindy Pesttrak, RSSW](#) (she/her) Regional Coordinator & Trainer, [Your Health Space](#)  
Email: [cpestrak@ontario.cmha.ca](mailto:cpestrak@ontario.cmha.ca)  
Phone: 647-800-8805





# HIKE FOR HOSPICE CHATHAM-KENT HOSPICE 2023



**#Hike4HospiceCK**

 **MAY 1 - 7, 2023**

 **MUD CREEK TRAIL**

Collect pledges, get outside and hike in support of Hospice residents and their families! Virtual Hike will be held all week, with an in-person event being held on May 7th at 2pm.

REGISTER FOR FREE AT  
**[WWW.HIKEFORHOSPICECK.COM](http://WWW.HIKEFORHOSPICECK.COM)**

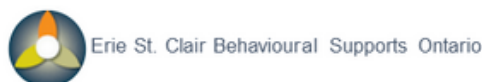
Powered by



## CKOHT Signatory Members:



Société Alzheimer Society  
CHATHAM - KENT



## 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.

**Date & Time: Friday May 19 12 - 1pm**

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

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



# LUNCH & LEARN



Questions? Contact Kelly Griffiths, Interim Executive Transformation Lead, CKOHT

[Kelly.Griffiths@ckoht.ca](mailto:Kelly.Griffiths@ckoht.ca)

Website: [www.CKOHT.ca](http://www.CKOHT.ca)



**CKOHT is supported by funding from the Government of Ontario.**