



CKOHT Update

December 2023

CKOHT 2023 Year in Review & Happy Holidays from the Team

Seasons Greetings! 2023 was a tremendous year filled with dedication, collaboration, growth, and accomplishments.

Thank you to every single member of the CKOHT - both new and existing members - who have contributed to CKOHT's year of maturity and overall achievements.

As a team we have so much to proud and thankful for. Our vision statement - "achieving the best health and wellness together" has never been more true. We were pleased to end the year with the return of our Executive Transformation Lead, Melissa Sharpe-Harrigan, after defeating breast cancer. "The last year has been very difficult" noted Melissa, "yet, it has also provided important perspective of being a patient locally in Chatham-Kent. I am so proud of the work our partners, their staff, and volunteers. I was able to witness first hand the amazing work of everyone as a patient, and am looking forward to applying that insight to my work with CKOHT in 2024."

We feel fortunate to be part of a partnership that values collective impact, collaboration, integration and innovation. Check out the following pages on some of CKOHT's 2023 achievements. We wish you all the best holiday spent with family and friends and we look forward to an incredible 2024 together.

Wishing everyone a safe, healthy and happy holiday season ahead.

*Happy
Holidays*

From the CKOHT Staff Team

2023 Year in Review



2023 began with an open Call for New Members to join the CKOHT Partnership where a two-tier membership was created. In June, CKOHT officially welcomed **7 new Signatory and 13 new Affiliate members to the partnership.**

The past year was 365 days of dedication to planning for CKOHT's Home Care Modernization Leading Project which is set to launch in September 2024. This project focuses on an innovative test of change for local patients requiring an enhanced palliative approach to care.

The Indigenous Cultural Structural Model and Indigenous Care Plan Guide* is a practical tool to help service providers respond effectively to Indigenous patients' needs, wants and goals for their health and wellness. CKOHT Signatory Member organizations have committed to provide this training to their staff to embed the understanding of the cultural structure model and accompanying care plan into their practice.

*developed by Indigenous Health Planning Committee (IHPC)



2023 Year in Review

CKOHT started a new Mental Health and Addictions Community Transitions Action Team focused on improving transitions for those experiencing mental health and addictions in CK. This work began with a community Mapping Exercise with key partners represented.

CKOHT members participated in several community events such as CK Gay Pride, Buxton Homecoming Celebration, Truth & Reconciliation Week (pictured at right) as community advocates and allies as we work to ensure CK is welcoming and inclusive for everyone.

In September, CKOHT's hosted the first 'Navigation Community of Practice Expo' which focused on local mental health and addictions programs and services. Over 90 staff from across CK participated in an engaging morning of learning with breakout sessions and presentations. Participants learned about the launch of HealthChat, a new online platform for health care professionals to connect and collaborate.



2023 Year in Review



The new Mobile Care Clinic on Wheels hit the road in CK in Fall 2023 which travels to participating local communities and locations to increase access to mental health and addictions care, as well as primary care. This is a very exciting and innovative way to provide care to those living in rural areas and hard to service populations.



CKOHT held a full-day Governance Retreat for new and existing signatory members to determine the next steps for CKOHT's evolving governance model. It was an engaging day of learning and strategizing to advance CKOHT's maturation as an Ontario Health Team.



The COPD Co-Design Task Team has been focused this past year 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. The project teams have or will soon be implementing quality improvements and enhanced clinical pathways for COPD patients in hospital and primary care.

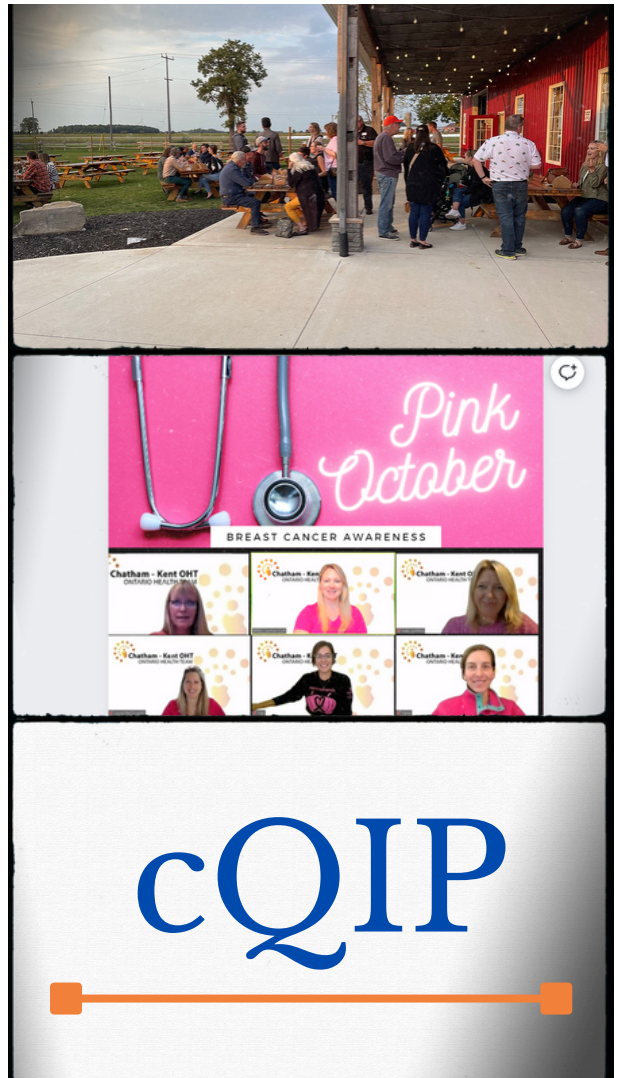
2023 Year in Review

The CK Physician Appreciation Event was held in September and had a wellness theme, providing physicians with an excellent opportunity to network, share career advice, and exchange new ideas. Dr. Briana Yee-Providence gave an overview of the CKOHT's major projects and initiatives, encouraging physicians to get involved.

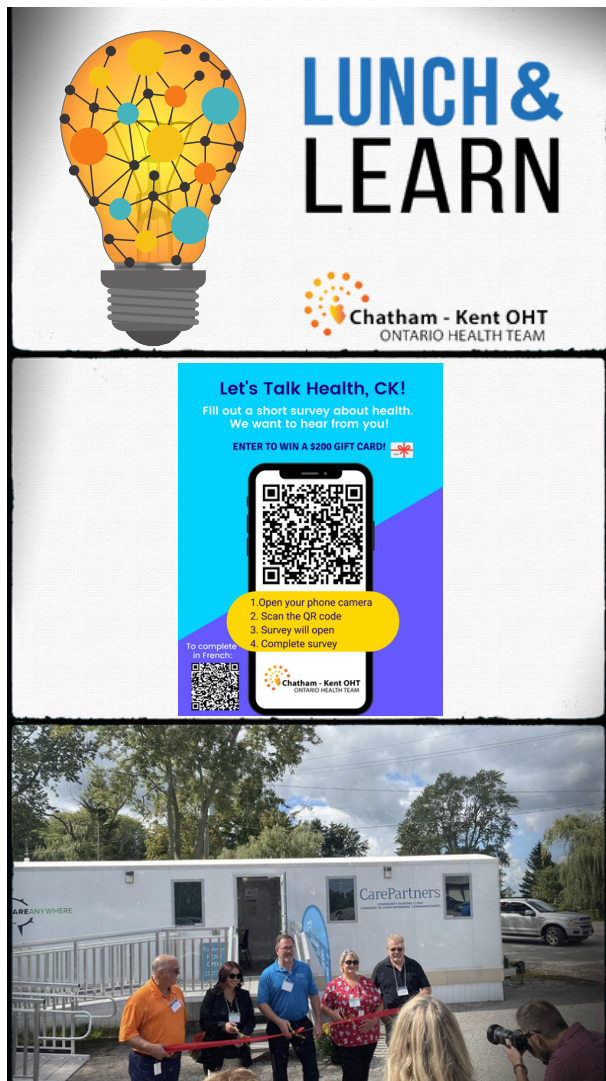
CKOHT staff participated in many community health promotion days throughout 2023, such as Pink October for Breast Cancer to provide awareness in our community and to support our families, friends and colleagues.

CKOHT submitted its collaborative Quality Improvement Plan (cQIP) which is an annual improvement plan that aligns provincial and local health system priorities with the Quadruple Aim. It is also utilized as a tool by CKOHT to cultivate a culture of quality improvement amongst partners. There are 3 prescriptive priority areas, which include:

1. Increasing overall access to community mental health and addiction services
2. Improving overall access to care in the most appropriate setting
3. Increasing overall access to preventative care



2023 Year in Review



CKOHT hosted monthly one hour virtual Lunch & Learns on a variety of engaging topics to those working in CK's health, social and community services. Hundreds of attendees participated throughout the 2023 year.

CKOHT's Let's Talk Health CK survey was open to residents of Chatham-Kent in English and French. In total, 690 surveys were completed and results were presented to CKOHT's Steering Committee & Working Groups to drive evidence-informed decision making.

CarePartners launched a new Community Care Nursing Clinic in Bothwell in September! This new rural clinic supports home care clients' access to receive nursing services such as infusions, wound care, etc. in their community close to home. This gives local residents additional options when it comes to their health care needs.

2023 Year in Review

ConnectMyHealth a new online patient portal launched across southwestern Ontario. ConnectMyHealth is a digital health solution that provides you with an online, single access channel to view your health records from participating hospitals in southwestern Ontario.

CKOHT launched a call for new Patient Advisors to join our partnership. This public engagement campaign was successful in adding 2 new valuable patient partners to our Patient and Family Advisory Council. As an additional bonus, this campaign generated awareness about CKOHT and the importance of patient advisors!

CKHA in partnership with Chatham-Kent EMS, launched the Chatham-Kent Seasonal Care Clinic in November 2023 to provide timely clinical services to individuals with cough, cold and flu symptoms, and other minor ailments. The Chatham-Kent Seasonal Care Clinic operates on a temporary basis out of a mobile trailer at CKHA's Chatham Site Emergency Department. Please [click here](#) to learn more about the clinic.



 CHATHAM-KENT
Health Alliance

Address: 80 Grand Ave W, Chatham

2023 Year in Review



A New Nurse Practitioner Led Clinic Model comes to the town of 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.

It can sometimes be difficult to know where to go for health care, social services (including mental health and addictions services) and other resources available in our community. In an effort to combat this, CKOHT launched the ["Find Services" Webpage](#) to provide information and local navigation of important services.

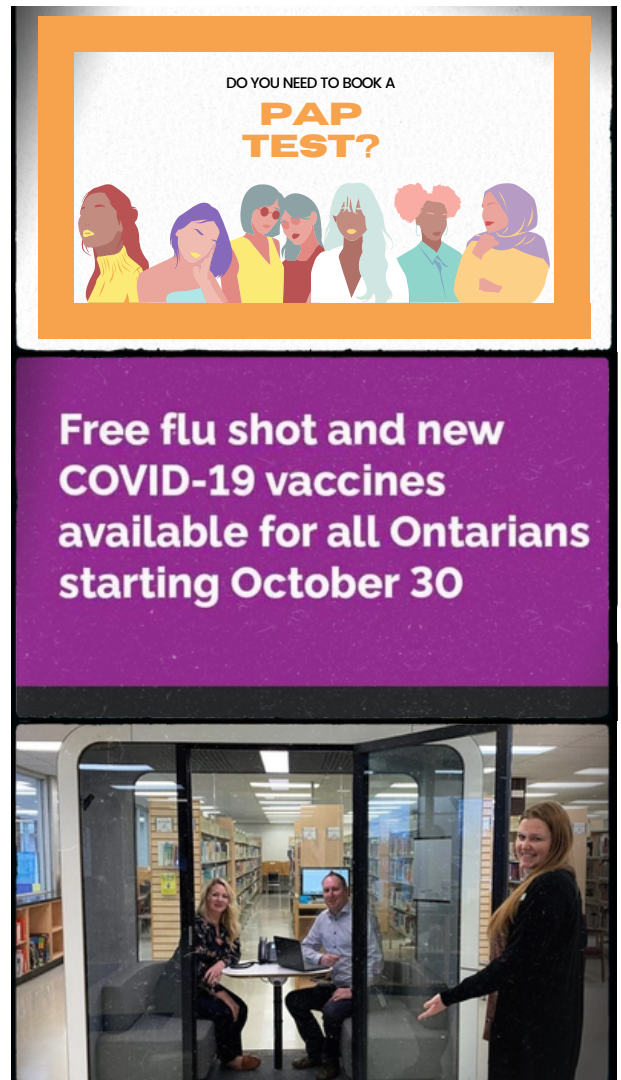
Ontario eHub Health Information Exchange (HIE) launched in Spring 2023 allowing Long-Term Care Homes using an Electronic Health Record (EHR) to have instant access to patient information charted in Cerner EHR when that patient is discharged from the hospital to their facility. This new way of exchanging health information improves access to patient information for a smoother discharge process and better patient health outcomes.

2023 Year in Review

Each month in 2023, the four Primary Care Teams in Chatham-Kent continued to offer monthly Pap Clinics for eligible patients who do not have a primary care provider. As a result of this incredible health service, the CKOHT Pap Clinic Team won an Erie St. Clair Regional Cancer Program Summit Award!

As of October 30, 2023 free flu and new COVID-19 vaccines became available across CK in several clinics, pharmacies and primary care offices to help combat the respiratory illnesses season.

Chatham-Kent Public Library's private quiet pods, laptop borrowing, and wifi hotspot lending program is part of the 'Connect CK' initiative which had continued success in 2023. This equipment, space and services aim to reduce the digital divide; to allow residents without internet or devices, or who are vulnerable in other ways, to access the internet.



'Connect CK' is a partnership between CKPL, Chatham-Kent Ontario Health Team (CKOHT) and Chatham-Kent Employment and Social Services (CKESS).

CKOHT Staffing Update



NEW Staff Member: CKOHT Special Projects Coordinator

My name is Rachel Boucquez and I have been a nurse at CKHA since 2010, most recently in Ambulatory Care. Throughout my career I have been blessed to work with many physicians, frontline staff and managers that have impacted my career at CKHA. Which in turn, has pushed me to challenge myself in this new role with CKOHT. I am excited to be a part of the CKOHT team and to help launch the ConnectMyHealth online patient portal!



As the CKOHT Special Projects Coordinator, Rachel will be focused on projects with the objective to develop better patient and family centered care throughout Chatham-Kent with an emphasis on patient engagement. Her main focus will be on the development and implementation of the ConnectMyHealth online patient portal. This portal is an innovative tool that will allow patients to access their personal health information, see when test results become available, view appointments and so much more.

This new platform will greatly benefit patients, as it will provide them with easy and convenient access to their health information. It will also streamline many processes, allowing us to better serve patients and improve their overall healthcare experience. Register Today: <https://info.connectmyhealth.ca>

This is such an exciting and important initiative, and we look forward to making ConnectMyHealth a success. Together, we are confident that we can make a positive impact on the health and wellness of our community.



New ConnectMyHealth Online Patient Portal

Optimize the health care and patient experience with the launch of the ConnectMyHealth online patient portal!



Looking to access your health records online?
Learn more about ConnectMyHealth!

What Is ConnectMyHealth?

ConnectMyHealth is this region's new patient portal that can provide you with access to your health records from participating hospitals in southwestern Ontario, and help empower your health journey. You will be able to view various types of health records, including radiology reports and images, laboratory and microbiology results, hospital discharge summaries, and more!

Using ConnectMyHealth, you can view your upcoming appointments, and subscribe to be notified by email when you have new results available, at participating hospitals.

ConnectMyHealth is safe and secure, can be used on desktop/laptop computers or mobile devices, and there is no cost to use it.

Visit <https://info.ConnectMyHealth.ca>, or scan the QR code for more information, including how to register for your account



ConnectMyHealth is made possible through a collaboration between Hamilton Health Sciences, Ontario Health, and your local Ontario Health Team.

Palliative Care Virtual Education Series for Health Care Professionals

SAVE THE DATE! January 30, 2024

12:00pm - 1:00pm

Session will be held virtually via zoom.

To register in advance for this meeting click [here](#).

After registering, you will receive a confirmation email containing information about joining the meeting.

This session will review Advance Care Planning

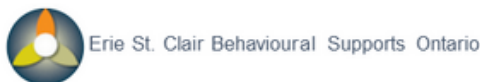
- Improving Decision-Making
- How We Can Support Our Patients and Families Throughout Their Illness Experience



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 1-2 spotlight presentations of a particular local project or initiative. There is ample time left after the presentation for participants to ask questions and join a dialogue.

This is to better connect all our CKOHT partners and to increase awareness of our partnership.

Friday January 19th from 12 - 1pm

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



LUNCH & LEARN



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



CKOHT is supported by funding from the Government of Ontario.