

QHL Goal

The Goal of the Quinte HealthLink is to improve care for patients with multiple, complex conditions through enhanced care coordination and access to primary care.

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Coordinated Care: A Provider's Perspective

Nearing her 40-year anniversary in nursing, Fran Schmidt is only now learning to love completing health care plans in primary care settings. "To be honest, I never looked forward to doing them and now I understand why. These care plans were disease-focused, not patient-focused, and the patients were not actively engaged in the process."

Now a Nurse Practitioner with the Belleville and Quinte West Community Health Centre, Schmidt has recently adapted her process to meet the Quinte HealthLink's new Collaborative Care process in an attempt to improve her patient's health outcomes. "After completing four collaborative care plans and two case conferences, I have experienced a truly patient-centred approach."

The biggest surprise for Schmidt was realizing that the patient's personal health goals were not usually what she was expecting to hear. "My patients set goals such as being able to fit behind the wheel of a car again or attending their grandchild's graduation from elementary school."



NP Fran Schmidt with a patient

By focusing on these unpredicted goals and involving the patients directly in the plan of care, Schmidt finally felt able to connect with her patients on a different level, thereby enhancing the therapeutic nurse-client relationship.

Schmidt's most challenging experience has been providing care to an elderly lady receiving palliative care. "Initially, she was not ready to speak about Advance Care Planning. Yet, after a case conference, home visits, and many conversations, she is now fully engaged in her end of life care. Her appreciation, and that of her family members, reminds me that we are providing the best possible care and making a difference in their lives. This is truly rewarding."

Not only has the new care plan model improved her patient's experiences with the health care system, but Schmidt also knows that it has helped her to foster better working relationships with the local healthcare professionals and community agencies. "If our circle of care can provide our patients with faster access to care, prevent visits to the ER and hospitalizations, and possibly even prolong their lives or reduce their suffering, then it's worth it!"

Schmidt thanks the Health Links team for presenting her with an opportunity to put patients first, improve care for complex needs patients, and collaborate and work together with community health partners. "I will continue to work with patients and families that need our care the most so that I can provide a more coordinated and smoother health care journey."

The Triple Aim Collaborative: Working with CFHI & IHI to Transform Care

On September 9th, the Canadian Foundation for Healthcare Improvement (CFHI) announced a new cohort of Canadian teams participating in the Institute for Healthcare Improvement (IHI) Better Health and Lower Costs for Patients with Complex Needs: An IHI Triple Aim Collaborative, including the Quinte HealthLink (QHL). CFHI is helping the teams evaluate progress, providing networking opportunities, and providing access to other resources.

"Our team is thrilled to participate in the Learning Collaborative as part of the CFHI Canadian cohort. We are looking forward to learning better methods to improve care for patients with complex medical and social needs. Initially, our team will focus on patients with advanced chronic diseases, palliative care needs and mental health needs," explains QHL Project Lead Mary Woodman.

QHL team participant Dr. Kenneth Le Clair notes, "As a professor and a national leader in knowledge exchange as well as a clinical lead in a province-wide initiative for responsive behavior in older folks, I hope to take the experience and learning to these other initiatives locally. I aim to improve transitions for the identified patients and, as a teacher and researcher, I hope to use what I learn in my academic pursuits."

Dr. Kieran Moore, Associate Medical Officer of Health, Kingston, Frontenac, Lennox & Addington (KFL&A) Public Health, has been named as QHL team's Evaluation and Measurement Lead. Marsha Stephen, Director of the Belleville and Quinte West CHC, will act as the team's sponsor.

For more information on the project, you can visit the [CFHI](#) and [IHI](#) websites. Additionally, the full CFHI newsletter on the Triple Aim Collaborative can be found [here](#).

Quick Facts About The Quinte HealthLink

- ◆ Over 90 health & social service providers engaged in QHL activities
- ◆ Coordinated care plans developed for 152 patients
- ◆ 43 primary care providers actively involved in CCP
- ◆ 86 patients seen at new Congestive Heart Failure Clinic
- ◆ Nurse Practitioner hired by CCAC to improve care coordination and transitions in care for Hospice Palliative Care patients
- ◆ Establishment of Chiropody/Wound Care for high risk patients



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Have you seen the Quinte HealthLink Video?
Click on the image below to see the message from our HealthLink providers!



Let's Make Healthy Change Happen