Elgin Sub-Region Integration Table

MINUTES

Date: February 14, 2019 **Time:** 1:15 pm to 4:00 pm

Location: South West LHIN St. Thomas Office, East Elgin Room, 1063 Talbot Street, St. Thomas

Our Priorities:

#1: Enable patients to access the appropriate level of care to meet their care needs along the spectrum of home and community care, supportive housing, assisted living, hospital, and long-term care

#2: Enable providers and patients to better understand how to access mental health and addiction services and how to ensure continued and appropriate support where the patient presents

Attendees

✓	Abe Harms, Mennonite Community	✓	Andy Kroeker, Interim Primary Care
✓	Cindy Payne, Home & Community Care	✓	Dr. Kellie Scott, Sub-Region Clinical Lead
✓	Dr. Joyce Lock, Public Health	✓	Elizabeth Sebestyen, Social Services
x	Dr. Melissa Tenbergen, Elgin Primary Care Alliance Co-Chair	✓	Judith Desjardins, Patient, Family, Caregiver Partner
✓	Julie Johnston Community Support Services	x	Mary Stewart, Hospital
✓	Linda Sibley, Mental Health & Addictions	x	Mike Lang, Patient, Family, Caregiver Partner
✓	Michele Harris, Long-Term Care	✓	Amber Alpaugh-Bishop, Director, Planning and Integration, Elgin
✓	Shirley Biro, Patient, Family, Caregiver Partner(t-con)	✓	Lindsey Declercq, Performance & Evaluation Advisor
x	Jana Fear, Health System Planner	✓	Connor Cleary – **Guest Speaker**
✓	Jennifer Machan, Interim Executive Assistant		

Item	Topic/Subject and Actions
1	**Opened meeting with Indigenous Land Acknowledgement** (Amber Alpaugh-Bishop) • Will rotate through each committee member in the reading of the acknowledgement each month
2	**Discuss a Patient Story that reinforces the need for focus on our two priorities** (Andy Kroeker) • Background: o 81 year old patient with severe arthritis in hands and gangrene o Discharged to home from hospital with instructions for IV antibiotics three times per day o Patient unclear as to who would be administering the doses as not able to give to self o In advance, it is It is important to have noted on file that patient needs a family member in attendance upon discharge so that instructions are clear and understood

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	○ Often times, LHIN Home and Community Carewill call to arrange a home visit for aftercare but if they are not explaining clearly who they are and the reason for their call, patient may think the call is a telemarketer/scam and are apprehensive and say they are fine and turn down care ○ The physician needs to be clear with patient or patient family member on the conditions on being discharged home ○ On medication referral form, a space needs to be built in where it clearly identifies who will be administering the medication to the patient and a contact number for any questions regarding dosage/administering etc. ○ We noted that a Patient Oriented Discharge Summary (PODS) may help address some of the opportunities noted in this story **ACTION:** Add PODS to our SRIT Work Plan
3	**Approval of the January Agenda and December Minutes** (All) • February agenda approved • January minutes approved with no revisions • Asked the group about how they find the format for the Highlights document – it was agreed that it is an informative, quick read document
4	**Understand the progress of the Health Links approach to Coordinated Care Planning and determine if any action is required from the group or sectors** (Connor Cleary) **Project Objectives** • Year 1: ○ Stakeholder analysis ○ Readiness assessment ○ Engagement/awareness strategy • Year 2: ○ Implementation strategy – develop tactic knowledge in HL champions ○ System changes to support Coordinated Care Planning – IDEAS, Community Paramedicine, Ocean **Persistent Barriers** • Access to the documentation ○ Not all organizations have access to ClinicalConnect ○ ClinicalConnect only a viewer – difficult to update • Time ○ Need to make it easier for providers to set up Care Conferences ○ Need facilitation skills to move smoothly through Care Conference • Resources ○ Housing ○ Transportation ○ Housekeeping (e.g. laundry, mail, etc.) **Recent Successes** ○ Organizational planning session ○ Flag in hospital electronic medical record (EMR), Cerner South, to flag when patient/client has a Coordinated Care Plan (CCP) – went live in mid-January ○ Innovation team established ○ LHIN commitment to provide administrative support to teams (will ensure Care Team receives a copy of a completed/updated CCP) ○ PREVENT **ACTION:** Elizabeth will send 10-year housing plan draft documents to Amber to share with all SRIT members for feedback.

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5	**Understand the Progress of the Elgin Hospice Palliative Care (HPC) Collaborative Table** (Nicole Steward, Patrice Kean) **Five Sub-Regions within the South West HPC Network** o SW HPC Network sub regional planning is organized along the same boundaries as the SRITs. • Sub-region HPC Collaborative tables include: Grey Bruce, Huron Perth, Oxford, London Middlesex and Elgin. • The mandate of the SW HPC Collaborative sub-region tables is to advance the goals of the Ontario Palliative Care Network (OPCN), through the development of strong cross sectoral partnerships. **Communication between the SRITs and SW HPC Network** o The scheduling of the SRITs often overlaps with the HPC collaborative tables, so attendance at each other's meeting is difficult. o The SW HPC Network Triad is developing a new communication tool for the major groups involved in collaborative HPC planning. o The tool will be updated and distributed quarterly. o First version will be ready and shared with the Elgin SRIT for April 1, 2019. **Next Steps** o Health System Delivery Framework is to be released by the OPCN in Spring of 2019 o South West HPC Network 2019/20 work plan will be ready by March 31st, 2019. o Communication tool to be used between the various collaborative planning tables in the South West, ready for April 1, 2019. **ACTION:** Amber will reach out to Nicole for membership list of the Elgin HPC Collaborative.
6	**Discuss the Promotion of the South West Self-Management across Elgin** (A. Alpaugh-Bishop) **Four FREE 1 hour sessions:** o **BRIEF ACTION PLANNING -** These 3 questions and 5 skills will change the way you support patients and help integrate self-management into your work with them. o **HEALTH LITERACY AND TEACH BACK -** Learn how to ensure that everyone understands health information and can use it to positively affect their health outcomes. o **MOTIVATIONAL INTERVIEWING: CHOICES AND CHANGES -** Learn strategies to assess the likelihood of a patient changing their behavior and how to support them on the difficult journey of change. o **IMPROVE PATIENT EXPERIENCE -** Connect to Learn- Acquire skills that you can use in your everyday interactions to create a connection with patients and encourage self-confidence. Font: Please visit: http://www.swselfmanagement.ca/ **ACTION:** Amber will ask Sally Boyle (Program Lead, Southwest Self-Management Program) to come and speak on Health Literacy at the March 14 meeting.
7	***Break***
8	**Understand the relationship of all tables in Elgin** (SRIT Co-chairs) • How do we go about finding out what the purposes are and which committees are action oriented? • How do we identify duplication across committees? • Some committees need senior leaders for actions to move forward while others do not **ACTION:** An excel spreadsheet will be created and sent out to SRIT members to help populate these columns for each committee: • Chair/co-chair • People on SRIT connected to committee

Item	Topic/Subject and Actions
	• Scope/Purpose • Meeting frequency • TOR embedded for each committee • Who they report up to for decision making
9	**Ensure each member is equipped to engage/communicate with their sector** (Co-Chairs) • Highlights document is working well, but flagged that information shared is not always clear re: what improvements we are actually making for people living in Elgin; this is particularly important when engaging with primary care
10	**Solidify our Work Plan** • Google Docs link was shared with this group and all have access to input information into the spreadsheet • There has been some technical issues for some where the data is not being saved after it has been inputted **ACTION:** When updating the spreadsheet, if you find that data is not being saved, please send your information to Jennifer Machan jennifer.machan@lhins.on.ca and she will ensure that it is added and saved to the document once any technical issues have been resolved **ACTION:** Amber will take the lead on a Self-Management activity in our work plan
11	**Indigenous Cultural Safety Training (ICS) Registration** (A. Alpaugh-Bishop) • Elgin has approximately 70 more paid seats for the training that can be allocated for before March 31/19 **ACTION:** Please send an email to your sectors to advise of this free opportunity and send any new registration requests to laura.deyell@lhins.on.ca or joe.antone@lhins.on.ca
12	**Understand the progress of Priority #2 – Status of Elgin Mental Health and Addictions Network** (L. Sibley) • Agenda is being set for the full committee meeting taking place in March • Increasing awareness: virtual support, BounceBack, Reach Out
13	**Understand the progress of:** (A. Harms/J. Lock) • Mennonite Amish Healthcare Access Initiative ○ Joyce met with the leaders of SRIT members to discuss developing a model for cultural competency training in the southwest – all SRITs are taking back to their groups for discussion – if there is agreement across the tables for the need of this training then we will need to look at funding for these modules • Hepatitis C initiative • Falls Prevention initiative

14	**Review/discuss questions about these update/consent agenda items:** (All)
	• **Understanding Stigma**
	  • Free, online course designed to help healthcare providers and frontline clinicians develop strategies to improve patient–provider interactions and overall care for people with mental illness including addiction associated with: https://www.camh.ca/en/education/continuing-education/continuing-education-programs-and-courses/understanding-stigma
	
	• K**id's Circle Bereavement Support Group in St Thomas for children 5-11 years old**
	  • VON Middlesex-Elgin's Kids' Circle Bereavement Support Group provides **FREE** supportive care for grieving children who have experienced the death of a loved one.
	  • Family members and caregivers are invited to attend Parents' Circle, which is run in tandem with Kids' Circle. Presentations and discussions on supporting grieving children and families will be featured. Kids'

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	• Circle and Parents' Circle are facilitated by the program coordinator and specially trained bereavement volunteers. http://www.von.ca/en/middlesex-elgin/service/childrens-bereavement-program • **VON Death & Dying Discussion 4 sessions:** • Thursday February 28, 2019 9-12 and 1-4 for volunteers and employees • Friday March 1, 2019 9-12 and 1-4 for community members • Subject: Talking About Death Won't Kill You – author Katherine Kortes-Miller – books will be available for purchase for $10.00 • There is no fee to attend • **KFL&A Public Heath – ILI Mapper (Ontario Influenza Updates)** http://mapper.kflaphi.ca/ilimapper/ • **Experience Based Design Community of Practice Opportunity** • The PFQ Program is looking to recruiting members of an Experience Based Design (ebdTM) Community of Practice (CoP). Initially, the CoP will consist of no more than 16 individuals across the LHIN and across sector. As the CoP matures, additional seats will be opened up. • Individuals interested in being part of the Community of Practice, are asked to complete an application form (attached to the email). Successful applicants will be selected based on a variety of criteria, including cross-sector, cross-LHIN geography to ensure multiple sectors and sub-regions are represented. • Applications are due no later than March 1st, 2019. There will be an expectation that successful candidates attend an ebd Learning Event on March 21st in London and be an active member in the CoP as it develops and matures
	Wrap-up, Meeting Highlights & Next Steps Potential Future Agenda Items: • System Navigation Online Resources – 211, Connex, www.thehealthline.ca • Indigenous Health presentation (Joe Antone) • Mennonite Community presentation (Abe Harms) • Falls Prevention (Joyce Lock)

Next Meeting Dates:

- March 14, 2019 1:15-4:00 pm – St. Thomas LHIN Office
- April 11, 2019 1:15-4:00 pm – St. Thomas LHIN Office
- May 9, 2019 1:15-4:00 pm – St. Thomas LHIN Office
- June 13, 2019 1:15-4:00 pm – St. Thomas LHIN Office

Patient Story Sharing Schedule:

Mar/19 – Dr. Joyce Lock, Apr/19 – Dr. Melissa Tenbergen, May/19 – Elizabeth Sebestyen, Jun/19 - Jill Ouimette, July/19 - Judith Desjardins, Aug/19 - Linda Sibley, Sept/19 - Mary Stewart, Oct/19 - Michele Harris, Nov/19 - Mike Lang, Dec/19 – Shirley Biro