

THE LINK

Health Links is an integrated approach to care that brings the patient together with their care team to provide coordinated, efficient and effective care for patients with complex needs

UPDATES

WHAT'S NEW



- Work has been underway to establish access to CCPs in Healthcare Partner Gateway (HPG), due to the high complexity of the project the Central LHIN has experienced some delays. We are now aiming to have the solution launched in late 2018.



- Given the operational state of NYCHL, both the Steering and Patient Advisory Committee meetings have been shifted to a semi annual/annual basis, These meetings continue to be an opportunity to maintain connections, gather insights and identify new opportunities.
- This shift in approach aligns well with the increase in activity around sub-region planning. Many of our NYCHL partners are represented at our NYC sub-region planning table where we are focused on spreading our learnings from Health Links.

PATIENT STORY

Debra * is an 82 year old divorcee, she had recently moved to subsidized housing and is on the wait list for LTC . Her home was infested with bed bugs and she was refusing treatment for it, causing it to spread to neighbouring apartments. She only speaks Russian and her primary contact is her priest as her sons do not live close enough to care for her. She shows active signs of paranoia, with behaviours causing various agencies to decline care. Debra has refused assessments from geriatric psychiatrist during at home visits.

Patient Identified Unmet Needs

- Bed bug infestation
- Unclean home environment
- Patients children unable care for her
- Declining mental health state with signs of paranoia
- Wandering behaviour



Plan of care developed through collaboration with NYCHL and care team

- PSW authorized for cleaning
- Bed bug treatment was arranged
- Established supports for medication intake and behaviour
- Referral to PGT was made
- Established MedicAlert

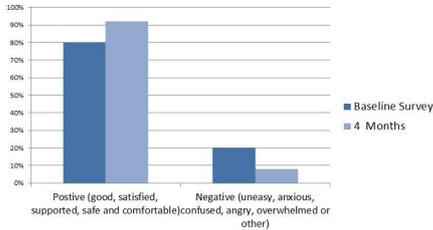
Through Health Links multiple interventions were implemented to create a safe environment for Debra. Subsequently she was successfully admitted into a long term care facility temporarily while being on a wait list for her LTC of choice. Her sons were able to see the improvements in her daily life.

* Patient name has been changed for confidentiality

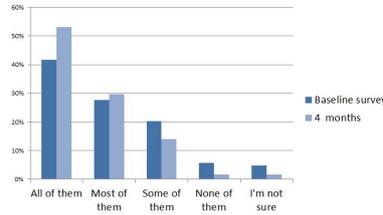
Patient Experience Survey Analysis

Patient survey's are administered within a month of a patient coming onto Health Links (baseline) and after 4 months. Across the 5 questions asked we see improvements in patient experience from baseline to 4 months.

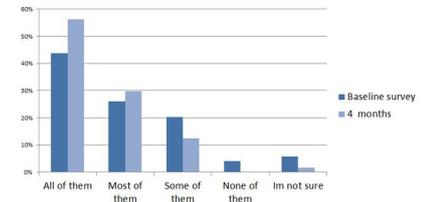
Patients Positive vs. Negative Feelings of Support from Health Care Team



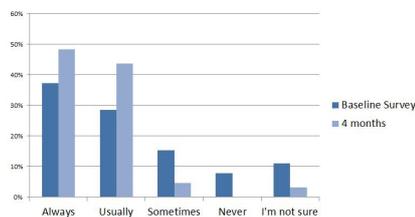
Do you feel like everyone in your health care team works together to deliver your care?



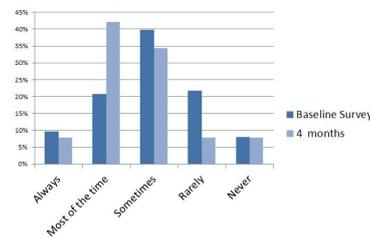
Do you feel that your health care team member value what is important to you?



Do you know who to call if you need help with your health care?



How often can you do activities that are important to you?



EVENTS

NYCHL Community Rounds

NYCHL Community Rounds takes place the first Thursday of every month. It is an opportunity to enhance knowledge of current community supports. Partners also seek insights from broader group discussions on complex patients (anonymously).

If you would like to join our rounds feel free to reach out to our team at healthlinks@nygh.on.ca

Our Next Meeting : March 1st, 2018

QUARTERLY SPOTLIGHT

Alzheimer's Society Toronto

The role of the Alzheimer Society of Toronto (AST) is to offer education, information and support to people with dementia, their families and their care partners, to increase public awareness of dementia, to promote research, and to advocate for services that respect the dignity of the individual.

How to contact AST?
For more information call:
(416) 322 - 6560
www.alz.to



GET IN TOUCH WITH US



healthlinks@nygh.on.ca



www.nygh.on.ca/healthlinks



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NYCHL is enabled by many providers as well as the following founding partners:

