

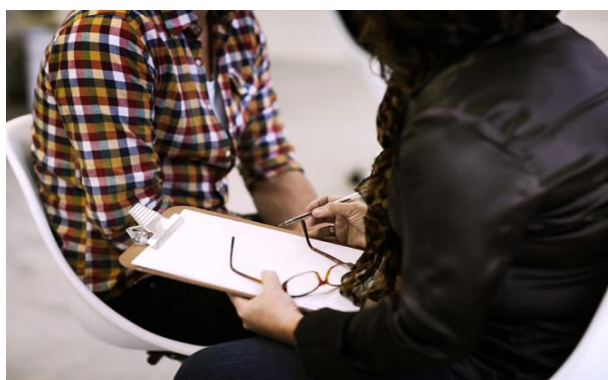
# InfoLink

STORIES AND UPDATES FROM THE  
GREATER SUDBURY HEALTH LINK

Supported by:



VOLUME 1, JUNE 2017



With a focus on improved coordination of care, the *Greater Sudbury Health Link (GSHL)* brings *individuals together with their full team of health and community service providers*. They work together to identify each individual's unique care goals and make plans to achieve them. Members of care teams may include primary care providers, specialists, allied health professionals, community health and social service providers and other informal caregivers.

## NOW ACCEPTING YOUR REFERRALS!

GREATER SUDBURY HEALTH LINK  
IS NOW ACCEPTING REFERRALS  
FROM PRIMARY CARE AND  
COMMUNITY SERVICE PROVIDERS

**Do you support individuals who require a complex range of health and social services?**

The Greater Sudbury Health Link is now accepting your referrals. For more information about Health Links, contact Stephanie Lefebvre at 705-675-7252, ext. 211 or [healthlinkinfo@cmha-sm.on.ca](mailto:healthlinkinfo@cmha-sm.on.ca). All Greater Sudbury Health Link tools and resources are available on our webpage:

<http://sm.cmha.ca/programs-services/greater-sudbury-health-link/>

Each care team member contributes to an individual's *Coordinated Care Plan (CCP)* and every individual in the GSHL has a dedicated *Lead Care Coordinator*. Changes to an individual's care plan are communicated to all team members, ensuring that everyone has consistent, up-to-date information and is working towards common goals.

For more information about Health Links in Ontario, watch this [video](#) from Ontario's Ministry of Health and Long Term care!



FOR MORE INFORMATION CONTACT:  
[HEALTHLINKINFO@CMHA-SM.ON.CA](mailto:HEALTHLINKINFO@CMHA-SM.ON.CA)

## WHO CAN BE REFERRED TO THE GREATER SUDBURY HEALTH LINK?

We know that a small percentage of Ontario residents – roughly 5% - account for almost 65% of health care use. The Greater Sudbury Health Link (GSHL) seeks to improve the well-being of this group - ***Sudbury residents who require a complex range of health and social services***. This often includes individuals who are challenged by multiple chronic conditions, mental illness, addictions, developmental disability and poor access to the social determinants of health (e.g. income, housing, social supports).

When considering a Health Link referral ask yourself the following:

- Is this individual challenged by multiple physical health, mental health, and/or social conditions?
- Do they have or require multiple care team members to support them in their health and wellness goals?
- Do they frequently use health care services as a result of EMS calls, emergency department visits, or hospital admissions?
- Would it be of benefit for the individual and care team members to stay connected through a common and up-to-date *Coordinated Care Plan*?

## HOW DO I MAKE A REFERRAL?

If you are supporting an individual who you feel could benefit from Greater Sudbury Health Link care coordination, contact the Greater Sudbury Health Link, c/o Canadian Mental Health Association – Sudbury/Manitoulin at 705-675-7252, ext. 211 or [healthlinkinfo@cmha-sm.on.ca](mailto:healthlinkinfo@cmha-sm.on.ca). You may also refer to the [Greater Sudbury Health Link Referral Form](#) (found under “Health Link Tools”) for more information about eligibility considerations.

## WHAT SHOULD I EXPECT WHEN I REFER SOMEONE TO THE GREATER SUDBURY HEALTH LINK?

Once they receive your referral, a Greater Sudbury Health Link team member will contact you. They will explain next steps and your role as a member of someone’s care team. This may include:

- contributing to their *Coordinated Care Plan (CCP)*;
- communicating updates to their *Lead Care Coordinator*;
- maintaining their most current *CCP* in your own agency service/medical records;
- collaborating with other care team members to best support their wellness goals.

# BRUCE TELLS HIS HEALTH LINK STORY

## GREATER SUDBURY HEALTH LINK PARTICIPANT MEETS WITH ONTARIO'S PATIENT OMBUDSMAN

Bruce happily accepted the invitation to share his Health Link experience with Christine Elliott. As Ontario's Patient Ombudsman, Christine Elliott visited several North Eastern communities last March to speak with individuals and providers about the strengths of our health care system and opportunities to enhance patient-directed care. During a March 31, 2017 presentation to patients, partners, media and other stakeholders, Bruce shared his experience as the first individual to engage in the Greater Sudbury Health Link (GSHL).



Above: Bruce, a Greater Sudbury Health Link participant, shares his thoughts and ideas with Christine Elliott, Ontario's Patient Ombudsman. *Photo courtesy of the North East Local Health Integration Network.*

Bruce highlighted many positive impacts of the collaborative, coordinated care achieved with his Health Link care team. In Bruce's words, all of his care providers came together, he was involved in decision making, he was never judged by anyone, he was treated like a human, and most importantly, he was able to have a voice. As a direct result of the connections made between his care team members, Bruce has made progress towards several of his wellness goals. He now has orthotics which have helped to reduce his back pain, he has accessed specialized diet options at his place of residence and he reports improvements in his blood sugar levels. As Bruce says, "I feel a sense of support by all of my care team members."

Bruce's care team members have also highlighted a few early Health Link impacts. Following their first care team meeting, providers remarked on how much information was shared that they felt they, "should have known before." Understanding each of their roles revealed opportunities to leverage new and existing resources. On behalf of the Greater Sudbury Health Link team, our sincere thanks to Bruce for sharing his story and for "blazing Health Link trails" in Greater Sudbury.

## ARE YOU A DOCTOR, NURSE PRACTITIONER OR PRIMARY CARE PROVIDER?

### THE GREATER SUDBURY HEALTH LINK CAN HELP YOU AND YOUR PATIENTS



When you make a referral to the Greater Sudbury Health Link, your patient will be connected to a *Lead Care Coordinator*. This care team member will assist with referrals and engagement with additional community health and social supports. They will also be the first point of contact for individuals who have questions about their treatments and care plans. As a Health Link care team member, you will:

- have access to the most current information about your patients' health, treatments, and involvement with other care providers;
- know, and be able to collaborate with a range of care providers, from across disciplines and expertise;
- further contribute to improved outcomes for your patients. With enhanced coordination, communication and access to support, we hope to reduce your patients' need for primary care visits, ED visits and hospitalizations, duplicated lab work, tests and assessments, and more.

## THANK YOU TO OUR COMMUNITY PARTNERS!

The Greater Sudbury Health Link is only possible with the support of our funders, partners, community service providers and care team members. Special acknowledgment to our collaborating partners:

- Canadian Mental Health Association- Sudbury/Manitoulin
- Centre de santé communautaire du Grand Sudbury
- City of Lakes Family Health Team
- Greater Sudbury Paramedic Service
- Health Sciences North
- Monarch Recovery Services
- North Bay Regional Health Centre
- North East Behavioural Supports Ontario
- North East Local Health Integration Network: Home and Community Care
- North East Specialized Geriatric Services
- North Eastern Ontario Medical Offices
- Northern Initiative for Social Action
- Réseau Access Network – HIV/Hepatitis Health and Social Services
- Shkagamik-Kwe Health Centre
- Sudbury Community Service Centre
- Sudbury District Nurse Practitioner Clinic