

What is the Greater Sudbury Health Link?

Information for Health and Community Service Providers

The Greater Sudbury Health Link (GSHL) seeks to improve the well-being of 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).

With a focus on improved coordination of care, the Greater Sudbury Health Link 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.



What is a Coordinated Care Plan (CCP)?

Each care team member contributes to an individual's *Coordinated Care Plan (CCP)*. The *CCP* includes the individual's:

- care goals
- care team members - people/providers/agencies
- health history and medications
- daily routines, and how they manage everyday tasks
- plan outlining who will assist with each part of their plan

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.

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How will the Greater Sudbury Health Link help you and the people you serve?

- **Lead Care Coordinators** will be the first point of contact for individuals who have questions about their care plans. They will help them, and other members of the care team, to access and navigate the range of services and supports that are needed.
- Coordinated Care Plans will mean that all providers will have access to the most current information about an individual's health, treatments, care team members and goals.
- Working together, individuals and care teams can explore creative and collaborative options for achieving care goals.
- With improved coordination, communication and access to support, it is hoped that individuals with complex health and social needs will have improved outcomes and require fewer health interventions. This may include reduced primary care visits, ED visits and hospitalizations, duplicated lab work, tests and assessments, etc.

What is your role in the Greater Sudbury Health Link?

As a health or community service provider, you (or your agency) may be identified as a member of an individual's care team, i.e. someone who is either currently providing services or provides a service that is required for an individual to meet their care goals. If you are a required member of someone's care team, you will be contacted by a *Greater Sudbury Health Link Navigator* or *Lead Care Coordinator* and asked to:

- contribute to their *Coordinated Care Plan (CCP)*. This may be in person or via teleconference at a care conference or through another consultation process.
- communicate with the *Lead Care Coordinator* in order to make any necessary changes to the individual's *CCP*.
- maintain the most current version of the *CCP* in your own agency service/medical records.
- collaborate with other members of the care team in order to best support individuals to achieve their care goals.

Tools and processes have been created to support each of these activities.

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If you are working with someone who you feel may benefit from Greater Sudbury Health Link care coordination, please contact the GSHL program lead at 705-675-7252, healthlinkinfo@cmha-sm.on.ca. You may also refer directly to the [Greater Sudbury Health Link Referral Form](#) for more information about eligibility considerations.

Are you a primary care provider or specialist? These billing codes can be used for common Health Link activities.

[Primary care billing codes commonly used for Health Link activities](#)

[Specialist billing codes commonly used for Health Link activities](#)

For more information about the [Greater Sudbury Health Link](#) contact:

Greater Sudbury Health Link
c/o Canadian Mental Health Association-Sudbury/Manitoulin
healthlinkinfo@cmha-sm.on.ca
705.675.7252

All Greater Sudbury Health Link tools and resources can be found on our webpage:
<http://sm.cmha.ca/programs-services/greater-sudbury-health-link/>