



# Primary Care Bulletin

News from the South West CCAC, your partner in home and community care

January 2013 Volume 2 Issue 2



## South West CCAC Primary Care Lead Appointed

Catherine Statton, until recently Regional Administrator of the Diabetes Regional Coordination Centre (DRCC) in the South West, will lead the CCAC's work on Health Links and other primary care initiatives. Statton brings a wide range of experience in chronic disease management and quality improvement to her new role. Catherine can be reached at 519-374-8001 or [catherine.statton@sw.ccac-ont.ca](mailto:catherine.statton@sw.ccac-ont.ca).

## Health Links Announced

In December Minister Deb Matthews announced the first 19 (of 70 or more) Health Links partnerships, designed to improve patient experience and outcomes, and decrease unnecessary ER visits and hospital admissions. One was approved for Perth County, with the North Perth Family Health Team as the coordinating agency.

Health Links will focus on the "High Five", the five percent of Ontario's population who use two-thirds of Ontario's health care dollars. Family doctors, specialists, hospitals, the CCAC, community agencies and others will work together to ensure patients receive the support they need. We welcome this opportunity to work more closely with physicians to jointly improve care.

The South West CCAC already has care coordinators on site with all the family health teams in Perth County, and with more than 116 physicians in total across the South West. We will partner care coordinators with every physician in the region in 2013.

### Care coordinators will:

- Be on site on a regular basis, review common patients, and participate in screening and early identification activities
- Provide intensive case management support for the High Five patients
- Connect patients with all appropriate home and community services
- Provide notifications as patients move through the system



### To refer a patient to the CCAC:

- > Connect with the care coordinator on site if you have one
- > Call 310-2222
- > Fax a referral form, available at [www.sw.ccac-ont.ca](http://www.sw.ccac-ont.ca) > Partners > Primary Care



## Better IV Starts – we need your help to improve quality

A recent review by our team found that many prescriptions for IV starts are not filled out accurately, resulting in start delays that can pose a safety risk for patients. Please remember to:

- Complete all the requested information, including line, allergies and medication information
- Be clear and consistent about when the service must be initiated
- Sign the form legibly
- Provide contact information in case of further questions

## Resources

The CCAC has many ways to support our primary care partners, whether in team-based practices, solo practitioners or part of a Nurse Practitioner-led Clinic.

- To arrange for a CCAC care coordinator to be connected with your practice, please contact Catherine Statton (opposite side).
- For support with quality improvement initiatives or EMR use, please contact Partnering for Quality, [jennifer.thompson@sw.ccac-ont.ca](mailto:jennifer.thompson@sw.ccac-ont.ca), 519-474-5675
- For reliable, up-to-date information about health services, visit [www.thehealthline.ca](http://www.thehealthline.ca)
- For Long-Term Care (LTC) Home waitlists (updated monthly), visit [www.sw.ccac-ont.ca](http://www.sw.ccac-ont.ca) > LTC Options > LTC Directory
- For other primary care tools, visit [www.sw.ccac-ont.ca](http://www.sw.ccac-ont.ca) > Partners > Primary Care

## STAY IN TOUCH



Check out information resources and sign up for our email alert service at

[www.sw.ccac-ont.ca](http://www.sw.ccac-ont.ca) > Partners > Primary Care