

KW⁴ HEATH LINK UPDATES

Connectivity Table & KW⁴ HL

The KW⁴ HealthLink team has been represented at the Kitchener Connectivity Table since its inception on October 2, 2014. We have been involved in more than twelve high risk situations, working collaboratively with the appropriate community partners to help mitigate risk. The role of our HL Team has included assessment of mental and physical health status, determination of current and needed supports, linking to primary care, hospital and specialists as required. The cases vary from vulnerable seniors at significant risk, to younger adults with serious untreated mental health concerns.

Participation at the table has been extremely beneficial for our new team. We have been able to develop positive relationships and strengthen existing community partnerships. A regular weekly meeting with face to face interaction improves communication and facilitates referrals and connections that directly benefit our vulnerable patients. There is a shared willingness from both our team and community partners to be flexible and creative in problem-solving, with the best interest of the individual at the forefront.

The numbers that aren't captured in the metrics are all the cases we have proactively been able to address in advance, preventing the need for their case to be presented as a "situation" at the table. The participants at the table have the ability and willingness to mobilize resources from their organization for the highest need individuals. Having the opportunity to informally "check-in" for brief updates on the status of mutual clients has the added bonus of increasing efficiency for our team.

K-W Family Medicine residents have the opportunity to a placement with our KW⁴ HL Team as part of their Integrated Block training. The residents are invited to observe the Kitchener Connectivity Table during weekly meetings. We have received very positive feedback that it is a worthwhile and valuable learning experience

for them. They take away an appreciation and understanding of the many community resources available to them. Traditionally medicine and social service agencies have operated in isolation. This is an invaluable chance for the residents to observe the positive outcomes achieved from breaking down "silos" and participating in collaborative care.

Our team is proud of the work accomplished by the Kitchener Connectivity Table and are committed to contributing our ongoing support. Submitted by Kelly Niall, Physician Assistant of KW⁴ HL tea

If you are worried about a patient and wonder if we can be of service, fax a referral or call to speak to one of our team members at 519 883-5542, and see our care coordination in action.

Referral forms are available at <http://family-medicine.ca/about/kw-health-link/>

Mobility Clinic

The mobility clinic is on the move. Effective September 28th, they will be co-located with the University of Waterloo. Family physicians, nurse practitioners, and other health professionals who wish assistance in caring for their patients with spinal cord injury are welcome to refer them to the Mobility Clinic of the Centre for Family Medicine

The Village of University Gates
250 Laurelwood Drive, Suite #4111
Waterloo, Ontario N2J 0E2
519-904-0656 (phone) 519-904-0658 (fax)

Referral forms are available at <http://family-medicine.ca/about/kw-health-link/>

If you want more information about the KW⁴ Health Link contact Marg Alfieri, Manager KW⁴ Health Link & Community Ward marg.alfieri@family-medicine.ca

Joe Lee MD, CCFP, FCFP, MCISc(FM)
Chair, KW⁴ Health Link Steering Committee

The Centre for Family Medicine

Family Health Team

