

**HealthLink**

Guelph HealthLink

Let's Make Healthy Change Happen



# Guelph Health Link- Building on Strengths

## December 2, 2014 HSPRN Symposium

Ross Kirkconnell, Executive Director  
Guelph Family Health Team

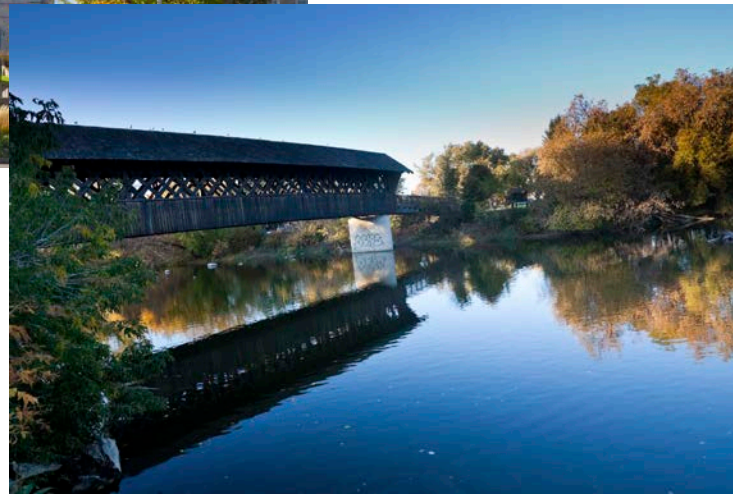
[ross.kirkconnell@guelphfht.com](mailto:ross.kirkconnell@guelphfht.com)

Jennifer Mackie RRT, MBA     HL Project Coordinator

[jennifer.mackie@guelphfht.com](mailto:jennifer.mackie@guelphfht.com)



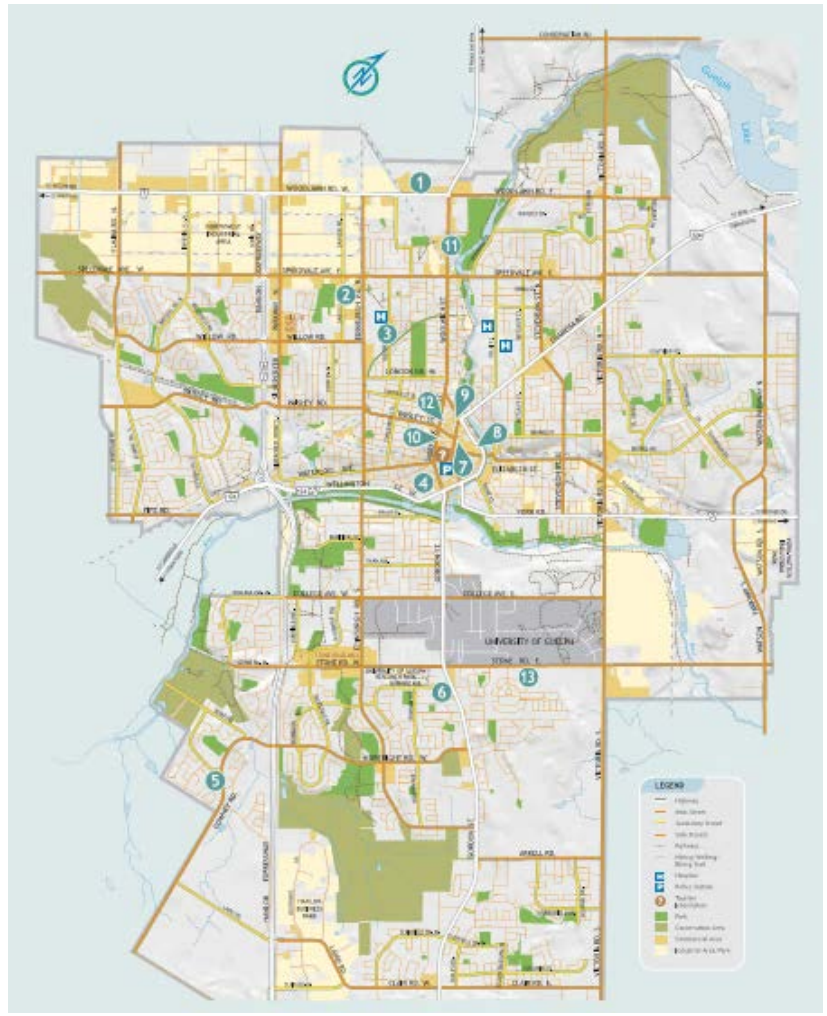
# Guelph Health Link Building on Strengths



Alzheimer Society  
CANADA



# Guelph Health Link Community Leadership



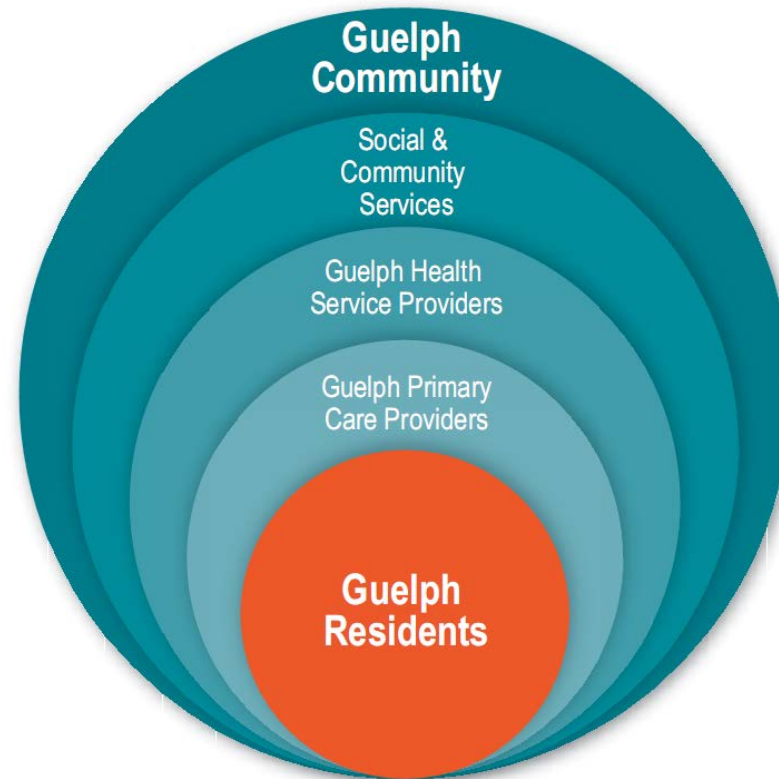
GUELPH  
Independent LIVING



**GUELPH POLICE**  
SERVICE  
PRIDE SERVICE TRUST



# The Guelph Health Link Model : person-centric and primary-care led



# Guelph Health Link

## Initiating Health Link Processes

- Family Practitioner identifies HL Candidates
- Primary Care at Home outreach:  
*“what matters to me” interview*
- HL Passport / Care Plan
- 1400 HL Members; 800 care plans



# Guelph Health Link: Re-Shaping our Community

- Embed peer resources
- Build on existing interagency processes
- Changing roles and rules



# Guelph HL: Who are Health Link Members?

- 300 *what matters to me* intensive conversations:
  - 60% are computer savvy
  - half worry about falling
  - one third regularly experience fear about their health or other things
  - 50% have visited ED
  - half had less than 2 hours physical activity in 3 days and 20% did not get out of their home more than once
  - over one third don't always get enough sleep

# For Well-being, HL Members Need Support To...

- Build resilience
- Ensure physical vitality
- Address worry about money and basics





# Guelph Health Link Next Steps: Understanding the Impact of a Shared & Coordinated Care Plan on Our Workflows & Roles

Primary Care initiated...

HL candidates identified: complex chronic, MH/A, poverty, housing →

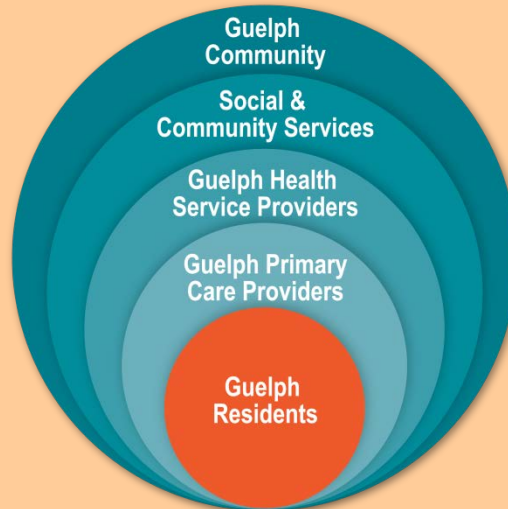
“What matters to me” interview →

Personal HL Passport / Coordinated Care Plan initiated →

HL Member assigned a “go to person”, their HL Guide →

Care Plan shared with care team members from health, social, and community providers →

*What happens when care planning is embedded...*



What does this mean for...

→ Primary Care Providers

→ Crisis Responders: Fire, EMS, Police, ED, Mobile Crisis Teams

→ Health Service Providers

→ Social Service Providers

→ Community Services, Programs

→ Family, Neighbours, Volunteers