



**CANADIAN
RED CROSS**

THE COMMUNITY COMPASS

A Quarterly Community Support Service
System Navigator Update

NORTH BAY • SAULT ST. MARIE • SUDBURY • TIMMINS

The Canadian Red Cross is working closely with the North East Local Health Integration Network to implement a system navigation program aimed at identifying and addressing system barriers to better support clients and family caregivers in accessing the services available to them in the community.

System Navigators in North Bay, Sault Ste. Marie, Sudbury and Timmins will work in partnership with various health sector partners to address system challenges, which will help people find the right services for their needs, resulting in an improved client experience and peace of mind for both clients and caregivers.

System Navigators will work with discharge planners at local hospitals, the CCAC and community support service agencies to develop a single point of access for information and referrals related to community support services. The shifting demographics of our population have, and will continue to place extra demands on our health care system making it important to improve the flow of patients through the health care system and effectively utilize all available resources.

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Community Support Services System Navigator REGIONAL UPDATES

NORTH BAY



System Navigator:
Heather Cranney

As the local Interim Strategies Committee has developed their strategic plan, they included the System Navigator role as part of the solution. One goal of this Committee is to increase awareness of existing Community Support Services (CSS) and streamline referrals. The “one-stop shopping” model is the long-range goal, but at this time, education in the value of CSS services and the referral process is a priority.

Several other projects are also underway. Changes in the delivery of IV therapy in

long-term care (LTC) facilities have caused discharge issues and the System Navigator is working with local LTC providers to find a solution. As well, restraint use in hospital has been a discharge barrier, so the System Navigator has been participating on the Hospital Restraint Reduction Committee to ensure safety aids do not inhibit the ability to discharge patients to home or LTC. Finally, the System Navigator is part of the local Health Human Resources Committee, which is working to address health staff shortages.



The System Navigator role has been very helpful in bringing health care providers together in a collaborative way that enables the smooth transition of patients/client through the system of care. Their acquired knowledge of the various sectors brings a unique vantage point that allows the identification and resolution of the various gaps and bottlenecks that have traditionally hindered system flow.



~Brenda Loubert, Chief Executive Officer,
Cassellholme East Nipissing District Home for The Aged

SUDBURY



System Navigator:
Nancy Lacasse

The System Navigator in Sudbury has been involved with the local Community Support Services (CSS) Network to develop a plan for supporting their activities and addressing the challenges facing the CSS sector. An informal process has also been created to facilitate communication between CSS agencies, the CCAC and hospital staff.

Partnering with Health Sciences North (HSN) and the Sudbury Red Cross branch, the System Navigator will assist with the “Priority Assistance to Transition Home” pilot project, designed to transition patients at discharge and provide home supports, reducing the

likelihood of hospital readmission. The System Navigator also advocated for the attendance of Hospice Services at ALC rounds, provided a link with transportation services for seniors in the Geriatric Adult Rehabilitation Department at HSN and has facilitated a relationship between Assisted Living Providers and the HSN management team.



In the current health care system, great emphasis is being placed on a proactive, preventive client-centred approach to care. Emphasis is being placed on the community support sector as a solution to support our aging population at home in their community. We're thrilled with the implementation of the System Navigator role and look forward to collaborating for a better client experience and align the services needed to support a healthy community.



~Sudbury-Manitoulin Community Support Services Network

The transformation of health care is being embraced by community support service agencies in Sault Ste. Marie and the surrounding areas. The Community Support Network, which formed a year ago, has been instrumental in beginning to change the face of health care. Over the last several months, the CSS Network completed an initial

environmental scan to identify strengths and gaps in the system. This information will be instrumental in helping to develop new programming or expand existing services for the clients in Sault Ste. Marie.



System Navigator:
Debbie Amaroso

SAULT ST. MARIE



As past chair of the Algoma CSS Network, I have found it extremely helpful to have a System Navigator as part of our committee. Because the System Navigator has in-depth knowledge of the broader health system in our community, she is able to keep CSS agencies apprised of new developments, projects, and programs that are relevant to our clientele. I believe that the benefits will continue to be seen as the system navigation role is fully implemented.



~Carolyn Cybulski, Executive Director,
Alzheimer's Society of Sault Ste. Marie

In Timmins, the System Navigator has been working closely with numerous community partners to strengthen strategic relationships. Transportation task groups have been formed to improve coordination of transportation services across Cochrane District and a working group has been established to

work on the "One Point of Access" model. Linkages have also been established between the hospital and City of Timmins Police specific to seniors via an identified officer focused specifically on senior's issues.

The System Navigator participates on the Network 13 Integration Council, hospital rounds, the Assisted Living Planning Group, the Hospice Palliative Resource Team, the Board of Directors of the Timmins-Temiskaming Legal Aid Clinic and is the Chair of the Case Review Team, which organizes monthly reviews and develops task groups to work on advancing system change. This team has been recognized as an innovative model for system change and relationship building.



System Navigator:
Sandra Gagnon

TIMMINS



Sandra's work as the Timmins System Navigator to identify gaps, duplication, and pathways; suggest resource reallocation and other solutions; and promote health service provider collaboration and integration has already begun to improve the accessibility and overall experience of system clients, residents and patients. Both users and providers alike will benefit from this initiative.



~Roger Walker, President & CEO, Timmins District Hospital

REGIONAL UPDATES

- The System Navigators are working with Northern Independent Living Agencies (NILA) members and the LHIN and sharing their progress with local CSS networks as they develop a Regional Network mandate in response to the region's efforts to provide a more coordinated and accessible Community Support Services sector.
- A CSS Sector meeting was co-hosted with the CCAC to discuss relationship challenges, and the need to respond to our communities request to enhance and provide appropriate support services required to allow people to remain at home.
- System Navigators have researched and collected CSS "one point of access" best practices from across the province, and are preparing a concept model for feedback from CSS agencies and other health care organizations.
- Barriers to discharge have been identified from the four hubs and findings are being presented to the LHIN and key stakeholders.

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I have spoken to many Northerners who have told me first-hand, 'Our health care system is a complicated maze. It's really hard for me to find the services I need. I need help finding the right services.'

It didn't take long to realize that a North East LHIN investment in four System Navigators would go a long way – to help connect pieces of the system so people can receive the care they need – quickly, easily, and as close to where they live as possible.

Navigators are playing a vital role in our LHIN-work that is focused on the needs of Northerners. We are working closely with health care providers to shift our traditional institutionally-based system of care (hospitals, long-term care homes) to community-based care (Meals on Wheels, transportation services, assisted living, adult day programs, etc.) Navigators are working within the system, which is helping people (particularly the frail elderly in hospital) link with community services so that they are supported at home after discharge. This connection is a vital link that was previously missing.

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~Louise Paquette, CEO of the North East Local Health Integration Network (NE LHIN)

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