



Nova Scotia Health Report

Our Health Centre Annual General Meeting June 28, 2021

Ms. Costello, Board & Association Members of Our Health Centre,

This past year has demonstrated the importance of relationships within communities and across organizations to respond to a Pandemic. In Nova Scotia Health we were required to explore new ways of delivering health care services and supports to meet pandemic priorities and guidelines.

In late fall 2020, together with board chair and board members, we refreshed the goals of our formal partnership agreement with Our Health Centre. We recognize that the priorities of the pandemic have impacted progress of these initiatives. However, with the pressures of the third wave diminishing, we look forward to re-focusing attention on this important work. The goals focus on establishing a community rounds process for information sharing and collaboration, partnering with Our Health Centre on the Community Check-In program and shared indicators to reflect a partnership approach.

As part of the ongoing partnership commitment, Nova Scotia Health is pleased to provide the following updates from our programs and services located at Our Health Centre, as well as services supporting the broader community.

Thank-you for your ongoing commitment to the health and wellness of the residents of Chester, surrounding communities and beyond. Nova Scotia Health truly appreciates the working relationship that exists within the health centre and would like to thank Lorraine Burch for her ongoing support to the services and programs we provide in partnership with Our Health Centre.

Respectfully submitted,

Jo-Anne Wentzell

Director, Primary Health Care and
Chronic Disease Management, Western Zone
Western Kings Memorial Health Centre
121 Orchard Street
Berwick, NS B0P 1E0
Office: 902-538-9085

<p>Continuing Care</p>	<p>Continuing Care has two full time community-based care coordinators based in Chester, currently providing service to 214 clients.</p> <p>Throughout the past year our focus has been on navigating COVID-19 while continuing to support our community clients with personal care, nursing services, meal and equipment supports, and expanding financial programs. We supported access and flow initiatives with timely discharges and facilitated urgent Long-Term Care placements when needed.</p> <p>Continuing Care supported our Long-Term Care sector dealing with outbreaks and have now turned our attention to in-home vaccination roll out for house bound clients.</p> <p>One local impact on service delivery has been working with a waitlist for home supports, compounded with reductions in service due to COVID-19 pressures. To overcome this challenge the Department of Health and Wellness has supported a non-CCA home support aide role to offer housekeeping and meal support services and recruiting initiatives by Lunenburg County Home Support agency continues. Continuing Care has also expanded home first efforts by providing financial support to qualified clients to hire and manage their own care.</p> <p>Referrals to continuing care can be made, with client consent, by calling our toll-free intake line at 1-800-225-7225.</p>
<p>Laboratory Services</p>	<p>Blood collection services has had a longstanding presence in the Chester community. This past year both due to COVID-19 requirements and resource challenges this service has been suspended. Planning is underway to restart this service, we will share the reopening plans once they have been confirmed. We look forward to resuming this service.</p>
<p>Mental Health and Addictions</p>	<p>Mental Health and Addictions operates both our Child and Adult Community Based clinics as well as our Opioid Use Disorder Team out of Our Health Centre.</p> <p>The Community Based Mental Health & Addictions team based at Dawson Centre in Bridgewater has had clinicians and clerical at Our Health Centre from the opening day.</p> <p>We currently have two full time adult clinicians located at Our Health Centre on the second floor, as well as a child clinician three days per week and a clerical one day per week on the main floor. We also have other staff members attend at different times, including psychologists, school-based staff and other clinicians as needed. Lorraine has always been accommodating of our space needs. We also have run several groups at Our Health Centre in the group room including Smoking Cessation.</p> <p>Our Opioid Use Disorder (OUD) Team has been practicing at Our Health Centre for about 18 months now holding clinics on Mondays from 12-4pm. Right from the start Lorraine, her team, and the other healthcare practitioners & staff have be very welcoming, supportive, and non-judgmental—we often hear our patients saying how much they like attending clinic at Our Health Centre. It feels like family!</p> <p>Our OUD team has been evolving over the past year. We were sad to say goodbye to Gillian Landry, social worker and Tara Grant, LPN, both of whom have moved to other NSH positions, but are happy to welcome Mitch Baker, social worker and</p>

	<p>Jessica Van't Hof, LPN to our team. They are joining Amanda Noble, team lead and LPN, Krisanne Tanner, secretary, and primary providers Drs. Martell and Gellrich and occasional providers Drs. Mossman and Mullan.</p> <p>Like other health care providers, COVID-19 has necessitated a great deal flexibility in our clinics including shifting a portion of the work we do to a virtual care model. We must commend our teams at Our Health Centre as from day one of the pandemic clinicians have continued to attend Our Health Centre and see clients both in person and by phone or Zoom, as appropriate for their care. I am sure the atmosphere at Our Health Centre has been partially why staff continued to come to Our Health Centre even when they could work from home. While our Opioid Use Disorder team was amongst the early adopters of the virtual care model, we have improved and consolidated our virtual care practice over the last year. This has been a great benefit to our patients and has created helpful connections and synergies with other WZ OUDT teams.</p>
<p>Physician Recruitment & Retention</p>	<p>Dr Lely Abud joined the Chester Community Clinic at Our Health Centre in October 2020.</p> <p>A physician couple from the UK signed offer letters for Chester Community Clinic at Our Health Centre with a plan to starting practice in Spring 2021, however the start date has been now targeted for Spring 2022.</p> <p>Currently working with four candidates that include Chester on their top two or three communities to practice in. Planning a site visit for the candidate currently in Nova Scotia for July 12, 2021. Hope to have more in person site visits as travel restrictions loosen.</p>
<p>Primary Health Care</p>	<p><u>Chester Community Clinic Highlights:</u></p> <p>Chester Community Clinic Team continued to provide care in two cohorts (Team A one week in person, Team B work from home) as part of their pandemic plan to reduce the risk of exposure to patients and team members, and to ensure continuity of service in the event of an exposure. The full team returned to clinic on June 21st.</p> <p>Last fall, Sierra Kaizer, RN returned to the clinic following a leave of absence. Jena McNeil, RN has remained with the team in a 40% position. Sierra and Jena have been working closely together to implement the BETTER Program, an evidence based approach to Chronic Disease prevention and screening, focusing on cancer, diabetes, cardiovascular disease and their associated lifestyle factors.</p> <p>Dominique Kwan, Clinical Therapist, has also joined the Chester Team and provides early intervention Mental Health and Addictions support to patients of the practice. This is a unique partnership with Primary Health Care and Mental Health and Addictions in some of the larger Collaborative Family Practice Teams in the Lunenburg Queens Community Health Network.</p> <p>Dr. Lely Abud has been a welcome addition to Chester Community Clinic and she continues to build her practice from the Need A Family Practice Registry. Primary Health Care works very closely with the Recruitment team, and the team looks forward to upcoming site visits and the eventual arrival of Drs. Finnigan and Akhtar in 2022. Dr. Rod Wilson has completed his year term with Chester Community Clinic and we wish him well in his next adventures. Dr. Nina Lucas has assumed care for Dr. Wilson's former patients.</p>

	<p>Sarah Perry will join the clerical team this month, working a 60% position. Alana Barry, Health Services Lead with Primary Health Care is looking forward to spending dedicated time in Chester as pandemic restrictions ease.</p> <p><u>Chester and Area Community Cluster Highlights:</u></p> <p>The Diabetes Team at Fishermen’s Memorial is currently assessing plans for an eventual return to its satellite location at the Chester Community Clinic. The team has suggested increasing group opportunities in the community and working more closely with providers and collaborative family practice team members to provide enhanced diabetes care.</p> <p>Acadia First Nation and Nova Scotia Health have been collaborating to provide support at Gold River. Nova Scotia Health has provided regular staffing for COVID-19 immunization clinics. A Nurse Practitioner works from Gold River one day a week to address barriers experienced by Indigenous people within the existing health care system.</p> <p>There are 654 people representing 5.6% of the population (2016 census) on the Need a Family Practice Registry for June 2021 in the Chester and Area Community Cluster (including the Hubbards area,) an increase of 31 from previous month. We are currently preparing a new listing of registrants for intake at the Chester Community Clinic.</p> <p>As vaccination rates increase and pandemic restrictions ease, we look forward to returning to the important work of implementation of the Partnership Agreement. Lorraine’s presence at Chester Community Clinic staff meetings has provided a great opportunity to better understand the needs of the community to hear of the great work underway at Our Health Centre and to check in regarding building issues. We truly appreciate the opportunity to work together to provide care in the community.</p>
<p>Public Health</p>	<p>Since March of 2020, the work of Public Health has focused on COVID-19 containment and management. Staff who prior to the pandemic lead work in healthy communities, early years and health protection have been moved to provincial COVID-19 teams. The provincial teams have focused on case management, contact tracing, contact follow up, daily monitoring, negative lab results communication, and housing and isolation supports. We also stood up a team to support the education system with re-opening. We have a centralized communication team.</p> <p>Public Health is also leading the work to get every eligible Nova Scotian aged 12 and over vaccinated against COVID-19, with help from most pharmacies and some collaborative practices to deliver vaccines.</p>