



Help Shape Our Local Health System

The Work of the Primary Care Partner Table

In this communicate we want to highlight the current efforts of the Ottawa Health Team's Primary Care Partner Table (PCPT), with an emphasis on getting community feedback on the issues we are trying to address. We will also review services offered through the CHC's in Ottawa and provide another installment of our wellness for clinician series.

The OHT PCPT recognizes that primary care providers have identified many pain points and want to see action on these items particularly when interacting with tertiary care. With this in mind, the OHT PCPT and the Ottawa Hospital (TOH) have scheduled monthly meetings to work through issues identified in primary care and identify areas for quality improvement. Most recently, working groups have been formed around referrals, discharge planning/transitions and unattached patients. Note that there is a separate group working with TOH to improve Epic and electronic communications. If you are passionate about any of these areas, we would love to hear from you! Please share your ideas on ways that we can better integrate primary care and tertiary care in our community. To that end we would ask you to fill out a one question survey on referral management (central versus individual) that will help aid in our discussions.

[Here is the survey requested.](#)



Access to Team Based Care

Part of our discussions at the PCPT are on how to get access to some of the allied health services available at CHC's and FHT's for the many small volume and solo practices in Ottawa who do not have access to multidisciplinary teams. One unfortunate reality is that there are currently no new monies available to look at new programs. Keeping in mind that there are always creative solutions, you will find below a list of programs that are available to all members of the health care community in Ottawa.

[Counselling Connect](#)

This excellent service for children and adults offers free same day or next day telephone or video counselling as well as resource dissemination.

[Community Diabetes \(diabeteseducation.ca\)](#)

This excellent diabetic resource offers teaching for pre and newly diagnosed diabetics. This includes nutritional and lifestyle education as well as Insulin initiation. It is run through Centretown CHC with locations in various CHCs across Ottawa.

[Regional Integrated Care - Champlain \(champlainhealthline.ca\)](#)

Formerly known as Health Links this provincial program is run in Champlain through South East Ottawa CHC.

[Primary Care Outreach to Seniors \(PCO\) \(seoche.on.ca\)](#)

Teams of Registered Nurses and Community Health Workers offer support and resources to frail seniors in the community. A provincial program run by South East Ottawa CHC and available through other CHC's in Ottawa. Centralized referral and open to all.

[Ottawa Community Lung Health Program \(swchc.on.ca\)](#)

Offers services to those with COPD including spirometry, Action Plans and Pulmonary Rehab, this provincial program is run by Somerset West CHC and is open to all.





[One Click One Call](#)

Although not CHC run, we wanted to include a mention of this program established by “Kids Come First Health Team” open to children and adolescents up to age 21 with mental health and addiction needs.

Physician Wellness

REVIEW: *How can we change ourselves to improve our own health?*

Recall in our first wellness article Dr. Mamta Gautam’s 5 C’s of Physician (and NP) Resilience (1) as follows:

1. **Confidence** — having the self-awareness to understand our strengths, weaknesses and limits.
2. **Commitment** — understanding our balanced sense of commitment to our work and our own personal priorities and ensuring that it continues to bring us joy.
3. **Caring connections** — identifying the important people in our personal and professional life who support and sustain us and making concrete steps to maintain and enhance these relationships.
4. **Calming** — recognizing when we are not feeling calm and identifying strategies to allow our feelings, burn off negative energy, and regain a sense of calm.
5. **Care of self** — recognizing the need to care for ourselves on an ongoing basis, so we can regularly invest in ourselves to be available to those who count on us.

Peak Performance and Best Self Exercise

What is necessary for us to achieve Peak Performance? There are 4 mindsets which are considered supportive: calmness, confidence, focus, and trust. Our environment is constantly changing and many things are outside our control. Are we fighting to control things? Or are we willing to be calm and allow some things to flow around and past us? Are we confident that we are doing our best within our personal ethics and value driven framework? Focus allows us to concentrate on those things that really matter. This may be Family, friends, peace, volunteerism... what really matters to you? Trust comes by giving trust to others and accepting mistakes. Only then can we have trust that things will work out for the best in the end. What is your mindset?

Then there are sustainable skills we can learn. What is optimism? Do you think most things will work out for the better? Even when things look bleak? Do you know when you must exert control and when you must let go? Wisdom to understand the difference can make life easier. Finally, do you have grit? Do you have the passion and perseverance to achieve your goals? And then there are basics of recovery. These are self-care strategies that we all need to prioritize and insert into each day. We need to think well, move well, eat well, hydrate well and sleep well. EVERY. SINGLE. DAY. Sustain yourself. Do not feel guilty for this. Your success depends on a refreshed body, mind and spirit.

HOMEWORK: Best Self Exercise

Think of a time when you were at your best. What strengths were evident? How did you use those strengths in a meaningful way? How can you leverage those strengths to remain well, and to support the wellness of your colleagues? If you are willing, join us at ESO-OHT to continue the conversation.

REFERENCES:

1. <https://cjpl.ca/fivec.html>
2. <https://hbr.org/2005/01/how-to-play-to-your-strengths>

NEXT: Mental Readiness

GET CONNECTED – BE INVOLVED

Visit us on our website: <https://www.ottawaoh-t-eso.com/primarycare>

Looking forward to working with you!

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