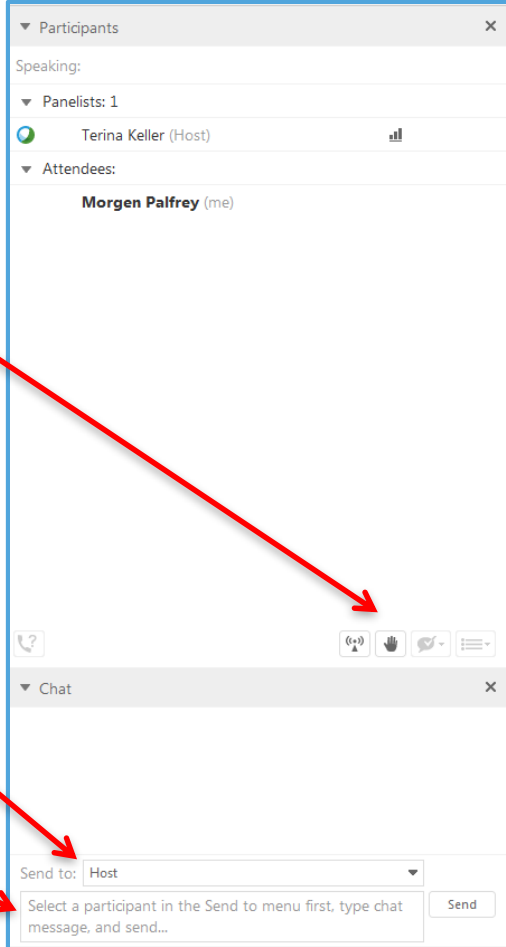


PaCT Share-and-Learn

September 20, 2018

WebEx Quick Reference

- **Mute and unmute** on your phone or using *6 (*no hold music please*)
- Please use chat to “**All Participants**” for discussion & questions
- For technology issues only, please chat to “**Host**”



The screenshot shows the WebEx interface with three annotations:

- Raise your hand**: A red arrow points to the hand icon in the bottom right corner of the Participants window.
- Select All Participants**: A red arrow points to the dropdown menu in the Chat window, which is currently set to "Host".
- Enter Text**: A red arrow points to the text input field in the Chat window.

The interface shows the following details:

- Participants window**:
 - Speaking: (empty)
 - Panelists: 1
 - Terina Keller (Host)
 - Attendees:
 - Morgen Palfrey (me)
- Chat window**:
 - Send to: Host
 - Select a participant in the Send to menu first, type chat message, and send...
 - Send button

Welcome!

Please add the names of everyone
attending in the chat box



Agenda

- **Stories from the Field**
 - What has been your biggest PaCT a-ha moment to date?
 - What has been your greatest PaCT challenge or crash and burn?
 - What has surprised you most about your PaCT work to date?
 - Do you have PaCT innovations would you like to share?
(beyond test box items)
- **ENCOMPASS**
- **PaCT Measures** - update
- **What's next?**



PaCT Learning Lab



Stories from the Field

Midtown Clinic

Kalyna Country PCN



What has been your biggest PaCT 'a-ha moment' to date?



What has been your greatest PaCT challenge or 'crash & burn'?



What has surprised you most about your PaCT work to date?



Do you have any PaCT innovations
would you like to share?



Questions? Comments? Thoughts?





Enhancing Community Health through Patient Navigation, Advocacy and Social Support

September 20, 2018

Rachel Clare
Manager, Mosaic PCN



Better Health For All



Context

- Community Health Workers assist patients with chronic conditions navigate through the healthcare system
- Partnership between Mosaic PCN and U of C to determine effectiveness of CHW model within primary care



Patients Served

- Have two or more chronic health conditions
- Face challenges to managing health
 - low motivation
 - challenges navigating health system
 - social determinants of health



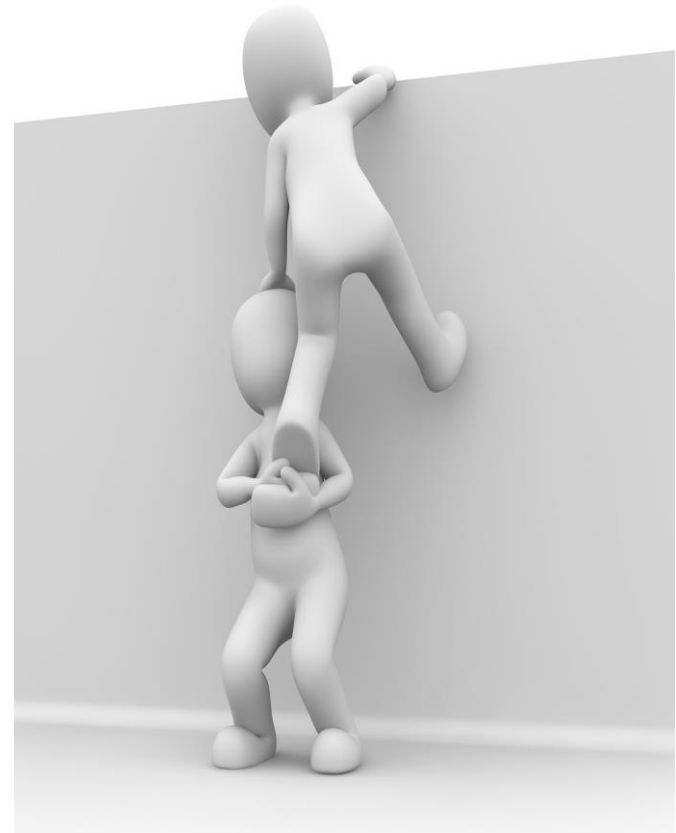
Facilitators of Success

- Regular steering committee meetings
- Advisory committee comprised of health professionals, researchers, patients and community members
- CHWs embedded in community
- CHWs facilitate increased continuity between patient and health system



Continuing to learn

- Expanding training to enhance CHW core competencies
- Identifying activities to support patients and health care team
- Deepening connections to community resources and organizations
- Strengthening relationships with physicians and health care team



Call to Action

This model may not be the right fit for your community and clinic; however, there may be particular practices included within the model that your team can leverage to align with the needs of your patients.

- ❖ What practices are you currently using/testing?
- ❖ Are there new practices that you want to test?
- ❖ Discuss benefit to your team, patients and community.





For more information:

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Dr. Kerry McBrien, Assistant Professor,
U of C
kamcbrie@ucalgary.ca



Better Health For All



interdisciplinary chronic disease collaboration

Note: All images in presentation either from CHW program or licensed under Creative Commons from pixabay.com



PaCT Measures



bonnie.lakusta@topalbertadoctors.org

780-628-4902



Innovation Hub Evaluation



We know you've done great things, we know your journey's have been different. We will offer the opportunity for members of the evaluation team to do a **site visit** to hear from you directly!



- One-pager describing the evaluation activities and target participants
- Invitations to participate



What's next....

Shout out



FRESH LOOK. NEW APPROACH.
STILL ACCELERATING.



Test Box 4 – Available on TOP Website

Test Box 4

- [Test Box 4 – Guide for Coaches](#)
- [Test Box 4](#)
- [Balanced Panel Calculator](#)
- [Setting Effective Patient-Centred Goals](#)
- [Addressing Barriers to Action](#)

Follow TOP on Twitter:



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@TOP_AB

Patients Collaborating with Teams (PaCT) is kicking off in #YEG and #YYC with Innovation Hubs across the province.
[#patientvoice](#)

<http://www.topalbertadoctors.org/pact/toolsresources/>



Important dates

Test Box #5/6

Coaches' Prep – *Thursday, October 25*

Share & Learn – *Thursday, January 24 (in person)*

