

Hamilton Family Health Team- Partnerships

Enhanced Well Baby Care- City of Hamilton Public Health Services Partnership

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Disclosure

- No financial interests or membership affiliation associated with the presentation



Objectives

- Review why Hamilton Family Health Team (HFHT) has engaged in partnerships with Hamilton Public Health and Hamilton's Children's Aid Societies
- Provide insight as to the goals of these collaborations, as well as the challenges and facilitators
- Share some of the impacts of these partnerships
- Discuss what have we learned from these collaborations and what the next steps are for these partnerships



Reasons for Partnership Initiation

The Triple Aim Approach is made up of three components:

- Better Health Outcomes
- Greater System Efficiency
- Better Patient and Provider Experience



Reason for Partnership Initiation with Public Health Services

- Can you describe the motivating factors for creating the partnerships?
- What were you seeing that made you want to change how things were going?



Reason for Partnership Initiation with Child Welfare Services

- Can you describe the motivating factors for creating the partnerships?
- What were you seeing that made you want to change how things were going?



Goals of the Partnership

- What did you hope to get out of the partnerships?



Interventions/Approach

- What were the first steps in building relationships between the parties?
- What services did Hamilton Public Health Services and Hamilton Children's Aid Society provide that were different from before?



Examples of System Navigation Tools

ROURKE CATEGORIES	QUESTIONS TO ASK PARENTS	GUIDELINES FOR TEACHING	RED FLAGS	RESOURCES & REFERRALS
<p>EDUCATION AND ADVICE</p> <p>Injury Prevention - Car Seats</p>	<p>Do you use a car seat for your child?</p> <p>Are you using the seat according to the manufacturer's guidelines?</p> <ul style="list-style-type: none"> - height & weight - rear vs forward-facing <p>Was the seat purchased in Canada?</p> <p>Have you checked the seat's expiry date?</p> <p>Please tell me any questions or concerns you may have about your child's car seat</p>	<ul style="list-style-type: none"> • Install the seat according to the car seat and vehicle owner's manuals. • The seat should not move more than 1" in any direction when installed. • Forward-facing car seats must be tethered. • The harness straps should be snug, only 1 finger should fit between strap and collarbone. • Children < 13 years should not sit in the front seat, especially where there is a passenger airbag. • It is safest to keep a child rear-facing as long as possible without exceeding the seat's height and weight limits. • A child can go forward-facing once they are at least 10 kg (22 lbs), walking unassisted, and 1 year of age • Failure to secure your child in a correct car seat can result in a fine and/or loss of demerit points. 	<ul style="list-style-type: none"> • No car seat or lack of knowledge how to use their seat • No tether bolt for forward facing seat – refer to car dealership for installation • Car seat was bought used, is expired or has been in a collision • Child riding in the front seat • Child does not meet the requirements for a forward facing seat at 18 months (assess weight and mobility) • Child is in a booster seat before the child is 40 lbs and 4 y.o. – may need to purchase a seat with a higher weight & height limit 	<p>For clients who are on OW or ODSP, client to contact their worker to obtain a car seat benefit.</p> <p>Transport Canada- Car Seats http://www.tc.gc.ca/eng/roadsafety/safed_rivers-childsafety-car-index-873.htm</p> <p>Video: Infant & Toddler Safety Association http://www.infantandtoddlersafety.ca/ Health Connections Information Line - 905-546-3550</p>



Hamilton Prenatal, Well Baby & Child Community Resource Tool (October 2011)

De Dwa Da Dehs Nyes Aboriginal Health Centre: 905-544-4320

Centre de Sante Communautaire Hamilton Francophone Health Centre: 905-528-0163

Prenatal – Open Access

Pregnancy Testing/Counselling

Birthright Hamilton	905-527-3677
Beginnings Family Services	905-528-6665
Catholic Children's Aid	905-525-2012
City of Hamilton- Sexual Health Line	905-528-5894
Health Initiatives for Youth	905-528-3009

Prenatal Health Care

Hamilton Midwives	905-527-8919
Community Midwives of Hamilton	905-546-5444
Access Midwives (Stoney Creek)	905-546-5002
Maternity Centre Hamilton	905-528-5553
FASD Hamilton	

Hospital Prenatal Registration

Hamilton Health Sciences (McMaster)	905-521-5082
St. Joseph's Hospital	905-522-1155 ext 34156

Prenatal Classes

City of Hamilton Prenatal Classes	905-545-3591
Hamilton Prenatal Nutrition Project	905-546-3550
Aboriginal Prenatal Nutrition Program	905-548-9593

21 & Under Prenatal Support/Education

Living Rock Ministries (up to 25)	905-528-7625
Grace Haven (Housing also)	905-522-7336
St. Martin's Manor (Housing also)	905-575-7500 ext 327

Prenatal Support/Home visiting

City of Hamilton- HBHC Program	905-546-3550
Aboriginal Health Centre	905-544-4320
City of Hamilton- NFP (21 and under)	905-546-3550

Prenatal Substance Abuse/Medication

Hamilton Regional Indian Centre	905-548-9593
Hospital for Sick Children- Motherisk	416-813-6780
Salvation Army- New Choices	905-522-5556

Breastfeeding Supports

LimeRidge Breastfeeding Clinic	905-546-3550
Le Leche League	905-381-1010
BANA St. Joseph's Hospital	905-522-1155 ext 33485

Well Baby/Child – Open Access

Post Partum Depression

Catholic Family Services	905-527-3823
VON Good Beginnings	905-522-0053
The Women's Centre	905-522-0127
Women's Health Concerns Clinic	905-522-1155 ext 33979

Positive Parenting

Beyond the Basics/Incredible Years	905-546-3550
Right from the Start/COPEing with Toddler Behaviour (Chedoke IPP)	905-521-2100 ext 77406
Fathering Groups and Events	905-546-3550
Early Years Centres Information Line	905-524-4884

Child Care

Child Care Information Hamilton	905-528-0591
Child Care Subsidy Hamilton	905-546-4870

Child Health

Community Health Bus	905-546-2489
Head Lice- Bug Busters Clinics	905-546-2489
Immunization Program	905-540-5250
City of Hamilton Dental Program	905-546-2424 ext 3789

Nutrition

Nutrition & Physical Activity Advice Line	905-546-3630
Eat Right Ontario	877-510-5102

Safety

Safe Kids Canada	888-723-3847
Health Canada	866-225-0709

Recreation

Hamilton Public Library (Main Branch)	905-546-3200
City of Hamilton Recreation	905-546-3747
Recreation Fee Assistance	905-546-2424 ext 4569

Child Development

Early Words Hamilton (Speech)	905-381-2828
Early Words Hamilton (Infant Hearing)	905-385-7927
Check It Out (times & locations)	905-546-3550
On Track (Best Start Resource)	
McMaster's www.18monthvisit.ca	

Vision

Blind-Low Vision Early Intervention Program	905-385-7927
C.N.I.B. Hamilton/Halton/Niagara	888-275-5332

Well Baby/Child – Health Care Provider Referrals

Family Physicians can also refer to "Development" resources mentioned above

Child Care

Therapeutic Referral for Childcare	905-546-2424
(18 months+ fax referral to 905-546-4668)	ext 4872

Hearing

Chedoke-Developmental Pediatrics (Audiology)	905-521-7951
(phone or fax referral to 905-521-4994)	
St. Joseph's Healthcare- Audiology	905-521-6102
(fax referral to 905-521-6159)	

Developmental Pediatrics (Chedoke-McMaster)

Fax 905-387-7714 Phone: 905-521-2100 x 77950

- [Children's Developmental Rehabilitation Program](#)
- [Cleft Lip and Palate Program](#)
- [Specialized Developmental & Behavioural Services](#)
- [Technology Access Clinic \(TAC\)](#)
- [Autism Spectrum Disorders](#)
- [Infant Parent Program](#)
- Pediatric Development Consultation

Special Needs Services

Chedoke McMaster- Special Needs Office	905-577-8451
(fax referral to 905-527-5915)	

Hamilton Children's Aid Society..... 905-522-1121

Catholic Children's Aid Society 905-525-2012

Telehealth Phone Line Ontario.....1-866-797-0000

Health Connections Phone Line 905-546-3550

Kids Help Phone Line 1-800-668-6868

HFHT Child and Youth Consult 905-975-6667

COAST Crisis Outreach..... 905-972-8338

Ontario Poison Control 1-800-268-9017

Police Non-Emergency.....905-546-4925

Early Words Hamilton 905-381-2828

Check it Out (times & locations)..... 905-546-3550

Contact Hamilton 905-570-8888

Evaluation

- What type of evaluation was done regarding the effectiveness of the partnership?



Challenges Encountered

- What were some of the challenges encountered with the new collaboration model?
- Can you speak to “time” specifically as we know this is always a challenge for Family Practices



Facilitating Factors

- What were some things that helped support the relationship?
- What made things easier?



Impact for Health Professional

- What is the impact of the relationships for health care professionals?

“I now pick up the phone and call the C/CAS worker... if I have ‘grey area’ questions. I wouldn’t have picked up the phone in the past... because I didn’t have a personal relationship and direct access to a case worker and I was afraid of the questions that would be asked of me.” (HFHT clinician)

“[PHN] was absolutely fabulous in helping clarify resources that were available and setting us up with a pamphlet, we now can do the Nipissing and when we identified a gap we knew what to do with our knowledge of the weakness and we now had great resources that she connected us to. She made it very succinct in a chart form, a color chart form which is better yet, and a binder, so for us to take on the Nipissing and incorporate it into 18 month wasn’t a big learning curve. It was great to be able to do that, but the biggest learning curve for us was to know what to do with the information gaps that we identified, and [PHN] was hugely instrumental in connecting us with all of that.”



Impact for Health System

- What is the impact of these relationships at a systems level?

“This project demonstrates that relationships are the key to collaboration and that two large systems can only really collaborate when smaller scale, individual relationships are allowed to form.” (Comment about CAS/HFHT collaboration impact)

“Increased scope of the nurses. They’re doing most of the visit now. So it’s good for the whole system because it gives the physicians time to do some of the more acute and complicated issues, and it increases morale of the team. The nurses can spend more time with the family which allows the family a bit more support. The nurses have to be more engaged in what’s happening in the community, they aren’t just thinking about specialists, so that allows the parents better access.” (Comment about PHN/HFHT collaboration impact)



Impact for Parents

- What is the impact for parents or caregivers?
- How does the relationship benefit them?

“I had a bad experience with CAS growing up so at first I was very tense when my Nurse Practitioner mentioned meeting with the case worker. But we agreed because we needed help....Felt threatened at first but then it got more comfortable. We were able to seek help much easier and I think it opened more resources to us without the threat of taking our baby away....I hope this project goes on because it’s a much better approach. It makes parents less afraid to ask for help. I feel like this project should be made available to more people...I feel it saved us and our baby.” (HFHT patient & C/CAS client)

*When asked what parent’s liked about the enhanced 18 month visit replies included:
“topics covered – milestones you wouldn’t typically think of; handouts and activities to help achieve milestones”*

“looked at all aspects of development; it was thorough and covered a broad range, including developmental markers”



Collaboration Success Story

- 21 year old prenatal client
- FHT, PHN and CCAS collaboration



Key Lessons Learned

- What are some key lessons learned from the partnerships?



Conclusions- Next Steps

- What are the next steps in both the partnership between HFHT and the Children's Aid Societies and the HFHT and Hamilton Public Health Services?



Questions?

- Any questions for the presenters?
- Further questions or comments about the FHT/PHN partnership can be discussed with the PHN Jaclyn Busser- Grodecki by calling 905-520-8232 or emailing jaclyn.busser@hamiltonfht.ca

