

BRIGHT LIGHTS AWARDS

2023

Nomination: 2. Optimising teams' capacity and creating efficiencies

Couchiching Family Health Team

Navigating Health Care 24/7 for the Couchiching Community



The Couchiching Family Health Team (CFHT) and Community Connection (211 Ontario helpline) are two of the eight local Couchiching Ontario Health Team (COHT) Anchor Partners. When the COHT prioritized creating a 24/7 navigation service to meet the community's growing needs, the two partners helped to co-design an innovative model offering health care guidance and "warm" transitions to enhance the coordination and integration of existing services. The result is a dedicated, toll-free 24/7 Navigation Line answered during the day by CFHT "agents" and after hours by Community Connection – an integrated service between health care and social service partners.