

**Network Minutes**

**Thursday May 12, 2022 zoom**

**Present:** Denise Williams Chair, Cindy Lise, Rhoda Taylor, Kate Marsh, , Khristine Sandhu, Anita McLeod, Lise Haddock, Dave Kutscher, Michelle Briere, Rhoda, Taylor, Jane Hope, Jane Osborne, Madelaine McLeod, Henry Wikkerink, Carla Bortoletto, Cailey Foster, Arlene Robinson, Robin Routledge, Madelaine McLeod, Cailey Foster, Tracy Pocock, Barry Gallo, Henry Wikkerink, Chris Hall, Rosalie Sawrie, Bob Day, Kristine Sandhu, Dave Gutscher, Amanda Vance, Anne Brunet, Shannon Waters Elizabeth Croft, Gretchen Hartley

**Presenters**: Ryan Galligher, Michelle Briere, Maritia Gully

**Call to order** at 5:30 by Denise who welcomed members and initiated round table introductions.

**The agenda was approved** by general consent.

**The Financial statement** was accepted as presented by general consent. Members were informed that OCCHN received $36, 285.86 in one time only grant funding from Island Health that will help sustain the Network for another year

**Poverty In Cowichan- Recipients of Poverty Reduction Grant Funding:**

* City of Duncan via Cowichan Housing Association $49,000.00
* Town of Ladysmith Via Social Planning Cowichan $50,000.00
* Town of Lake Cowichan via Social Planning Cowichan $50,000.00
* Grant was submitted to the UBCM via Municipality of North Cowichan and Cowichan Housing association – written by OCCHN and Covid Emergency Shelter Task Force- $625,000.00 for a place to be.

**Pathways Resource Guide**

We learned that Pathways is a quick-to-use curated repository of websites, handouts, forms, and clinical tools and we worked to improve the function of Pathways to act as a [**curated gateway to the internet (view PDF )**](https://med-fom-tcmp.sites.olt.ubc.ca/files/2022/01/Pathwaysbc.ca-Curated-Gateway-2022-01.pdf) to make it quick and easy to find the handouts, websites, and services that our patients and clients need.

Pathways quickly helps physicians and health care providers meet patient informational needs in real time: Need to send information on low FODMAP diet? Need to discuss non-drug approaches to treating chronic pain? Need some patient tips about insomnia or CBTi? Can’t remember everything in a GERD workup? Looking for info to support advance care planning conversations? These can all be searched in seconds while talking with the patient, and then sent via a no-reply Pathways email.

We began to open Pathways at the start of every day, in its own tab, alongside our EMR and UpToDate (or in a separate browser tab). With this approach we could use Pathways all day for:

* Emailing patient handouts/websites from a no-reply Pathways email.  
  Here is a 3-minute video explaining how to email patient info from Pathways <https://vimeo.com/531933603>.
* Finding appropriate Health Authority and community services.  
  Here is a 3-minute video showing the Health Authority and Community Services tab in Pathways <https://vimeo.com/528998738>.
* Latest public health updates in the homepage banner.  
  We check every day for the latest public health and COVID-19 information at the top of the home page. The blue banner includes the latest COVID-19 treatments and emailable patient info items like this one [Positive Test Results or COVID-19 Symptoms – What to do Next? (BCCDC)](https://pathwaysbc.ca/ci/5690).
* Finding specialists including which ones do telehealth plus local protocols for referrals.  
  Here is a video about how to find specialists who will do a telehealth virtual consultation. This is especially helpful for rural patients to reduce the need to travel <https://vimeo.com/533386294>.
* A complete, continuously updated repository of all forms in BC.  
  Pathways works collaboratively with PHSA and all the Health Authorities to serve as the Provincial Forms Repository for over 1,900 forms.
* Useful clinical care pathways (created collaboratively by Shared Care projects) with embedded links to Pathways tools for easy use at point of care. Check out this overview of the [Depression Care Pathway (view PDF )](https://med-fom-tcmp.sites.olt.ubc.ca/files/2022/01/Depression-Care-Pathway.pdf) and all the [Gastroenterology Care Pathways](https://pathwaysbc.ca/specialties/8).

Pathways was independently evaluated in 2015 and 97% of users said it improved the referral process (see the [evaluation summary (view PDF )](https://med-fom-tcmp.sites.olt.ubc.ca/files/2022/03/PathwaysEvaluation2015.pdf)). Since the 2015 evaluation, Pathways usage has quadrupled with close to 5 million pageviews by logged in clinicians and their teams in 2021.

#### ****What we do now****

We use [PathwaysBC.ca](https://pathwaysbc.ca/) every day and it has made our clinical days easier and improved the quality of information we are sending to our patients and streamlined our access to the tools and services we need.

We started to save our own “favourites” by clicking on the heart symbol so we can quickly find our own favorites. We also made sure everyone in our offices has their own Pathways account so that we can all save our own favourites.

Pathways is under continuous development. User feedback is what helps to make Pathways better. Use the feedback horn on any page:

Non profit organization funded through physician master agreement started with DFP. Model of local administrators and provincial team. Rely on community user base

Core elements

Medical pathways

Family physicians and pcn teams, medical specialists

Medical Care directory public facing directory

Referral Tracker

Behind log in

Community and Health Authority Service directory

Public facing

In Cowichan

Health and social services highly filterable and searchable

Suite of patient resources

Handouts and videos

Thanks to Cowichan for making this possible- stats of usage- 2500 views for our community – great to see people using it. Benefits all of the doctors in the community as they access the site and information on latest resources.

Providers and navigators’ services can be found quickly- navigation is helpful and useful

Categories can include making a customized handout that you can print for someone- for those who don’t have easy access to the internet.

Not overwhelmed with other resources can look at recourses from our region.

Maintenance- who takes care of keeping it up to date. Updated every 9-12 months- resources side are maintained by provincial resource community. Monthly meetings for physician resources and patient handouts. Review for medical value and easily searchable and relevant. Include incoming suggestions that need to be changed or modified.

Rely on user feedback- when users of pathways send information that they know is not up to date. Logged in users can send direct feedback. (new phone number/location/ program)

Community services pathways email address [community-service@pathwaysbc.ca](mailto:community-service@pathwaysbc.ca)

Can have personal access-

Public local services and patient resources

Community services level log in – additional services- can provide feedback- email service where you can email resources to community members/ clients- access to fax lines and forms- ability to favourite items and can be organized for you for things you want to access more often.

Do you need a place to connect with family physician? Please register via ***Health Connect*** ***Registry*** if you are looking for a physician.

[mbriere@pathwaysbc.ca](mailto:mbriere@pathwaysbc.ca)

**Community Health Survey**

We are pleased to announce that Our Cowichan has received the funding to pilot a regional health survey for our region. We had attempted to get a project such as this underway to tie it in with our Cowichan Communities Health Profile [www.ourcchn.ca](http://www.ourcchn.ca) released in 2021 but the pandemic placed it on hold. We now have approval to move ahead in partnership with Island Health. If successful this project will be rolled out across Vancouver Island Health Authority.

The goal of the Our Cowichan, Our Community Health Survey is to identify health status and determinants of health within the Cowichan Valley. The project will aim to recruit over 4,500 respondents, 18 years and older, representative of the diverse population of the region. Respondents will be surveyed about their health, access to services, lifestyle choices, community involvement and neighbourhood characteristics. This information will help inform improvements to future community programs and services to ensure they are relevant to the health and wellness needs of the population

The survey will be conducted primarily online, with paper surveys used in some settings and will be promoted through mainstream and social media and in person engagement, leveraging the extensive network of community partners in the region.

Examples of ways in which the survey data are anticipated to be used:

•             To identify priority areas and inform local healthy community planning

•             To inform local healthy public policy updates and resource allocation

•             To examine local health status, highlight health inequities, identify modifiable risk factors and determine community-based strategies that could positively impact individual and community health

•             To learn more about alcohol or substance use and to engage in discussions re harm reduction and opportunities to protect health and promote wellbeing

•             To better understand transportation needs and how services are used and where more resources may be required

All network partners and beyond will be included in outreach, focus groups and engagement in regards to the survey. We look forward to working closely with all of you in the coming year.

**Next Meeting July 14 via zoom**