

COMMUNITY OF EDMUNDSTON AND SURROUNDING AREAS



Overview of major initiatives implemented by Vitalité Health Network since 2014

Several initiatives have been implemented in the community of Edmundston and surrounding areas over the past two years to continuously better meet the public's primary health care needs. A brief overview of the major initiatives is presented below based on the five priority needs targeted by the community of Edmundston and surrounding areas Community Advisory Committee.

PRIORITY NEEDS

1 Health promotion and healthy lifestyle

- Policy on healthy dietary environments in all Network facilities to promote and encourage environments fostering healthy diets.
- Smoking Cessation Program for inpatients, Extra-Mural Program patients, and health care system employees.
- Addition of a nurse practitioner providing sexual health services for youth in the region's schools.

2 Strengthening primary care

- Individualized Care Management (ICM) program designed to facilitate and support caring for patients with complex medical needs. These patients are thus better able to manage their health and improve their state of health and quality of life.
- Addition of a primary care access coordinator in the region. This initiative supports the implementation of strategies designed to provide accessible and comprehensive services and to forge sustainable partnerships between health system stakeholders and the community sector.
- Improved access to specialized services through the use of telemedicine, particularly in rheumatology, psychiatry, bariatrics (obesity treatment), and the areas of stroke treatment and sleep disorders.
- Process for paramedical workers to refer at-risk seniors for Extra-Mural Program assessment of their home health care needs.
- Implementation of a new triage system and the addition of a nurse coordinator to improve the operation of the Diabetes Clinic.
- Improved care for hospitalized diabetic patients through the implementation of new insulin protocols.



3 Mental health

- Addition of social work human resources to implement mental health mobile crisis intervention services. This initiative is improving access to services and delivering a range of crisis intervention services quickly and effectively.
- Establishment of a FACT (Flexible Active Community Treatment) team to provide services to clients dealing with severe and persistent illness, with the intensity of the services being adjusted as needed.
- Capability to perform psychiatric assessments remotely via telehealth (for the regions of Grand Falls and Saint-Quentin).
- Extension of frontline hours of service by one evening per week in Mental Health and Addiction Service centres.
- Establishment of a child-youth team as part of the integrated service delivery model as of September 2017. The team will allow young people to receive the appropriate services, at the right time, and at the required intensity, thereby contributing to healthy child and youth development
- Establishment of a narcotic use monitoring system in collaboration with the province's pharmacies. The system allows participating pharmacists and physicians to monitor narcotics between pharmacies.

4 Management of chronic illnesses

- Addition of specialized human resources to the Diabetes Clinic to expand service delivery (case manager and nurse practitioner for adults and youth).
- New clinic assessing and managing chronic obstructive pulmonary disease (COPD).
- Improved cardiac rehabilitation services through the addition of specialized human resources in nutrition and kinesiology (physical, mental, emotional, and social balance and wellness).
- Reorganization of oncology service delivery to include telehealth so that oncologists in Moncton and Saint John can deliver some forms of follow-up and eliminate the need for patients to travel.

5 Poverty

- Collaboration with a private enterprise allowing the Network's health facilities to promote a service providing transportation to medical appointments outside the region. Unfortunately, the company has since stopped offering this service.

In addition, the Network factored the needs resulting from evaluations into its strategic planning. In fact, while reading the [Strategic Plan 2017-2020](#), you will note the high level of importance placed on improving primary health care services and on tailoring health care services to people's varied needs and realities.