



April 26, 2019

Esquimalt Westshore Sooke Community Health Services has added a new role to their team - LPN Primary Care Health Support Nurse.

Her role is to prevent health needs developing into a crisis, to decrease ED encounters, delay the need for AL or LTC, and to support timely and appropriate visits to the Primary Care Provider (PCP).

Criteria:

- risk/rising risk (may have refused traditional services)
- meet criteria for professional services (Canadian citizen or permanent resident)
- >19
- Client consent
- No active traditional CHS services

She will provide by phone:

- Health monitoring of clients at risk or rising risk, as identified by their primary care provider
- Provide client and family support and education by phone and mail
- Promote self-care management
- Coaching and motivational interviewing
- Referrals to community services and/or CHS as appropriate
- Updates to the Primary Care Providers by phone and fax using SBAR format
- Primary Care Provider support and education regarding community programming
- Document activity with client, family, and care team using established CHS documentation processes
- Collect data for evaluation and reporting out of this role and provide data to support staff.
- At this point not able to support moderate to severe mental health issues

Success stories to date;

- 2 situations where referral to CHS after resistant to CHS in the past (both contacted Health Support stating they were ready to accept help in the home)
- Worked with GP to identify client living at risk, to connect GP with SORT referral form (required Dr to Dr referral) after determining Health Support wasn't enough to support client in community

Referrals are through Community Access.

For more information please contact Amanda Proznick, Manager Esquimalt Westshore Sooke Community Health Services. Amanda.proznick@viha.ca or 250-519-3492