

Hospice Palliative Care

Advance care planning doesn't need to wait for your golden years. In fact, at any age, a medical crisis could leave you too ill to make your healthcare decisions. Whether you are in your 20's or 70's, you have a right to have your plan for the future laid out. Without having an advance health care directive in place, your wishes may not be fulfilled should you become unable to speak for yourself. This leaves your substitute decision maker to choose what they think you would want.

Hospice volunteers are also currently in need.

Hospice Northwest was founded with the sole purpose of providing compassionate support to persons living with a life limited illness and their caregivers. Volunteers from all walks of life are given specialized training to be an integral part of the interdisciplinary teams that provide holistic, and hospice palliative care. Trained volunteers provide support in the home, hospital, and long term care facilities, at no cost to the individual or family. This support is available to persons who are ill, family members & friends, as well as bereaved persons who have experienced the death of a loved one.



Memory Clinic

As we get older, many of us notice some changes in memory, language, thinking or personality. About 750,000 Canadians suffer from dementia. Accurate, timely diagnosis is integral to getting the care a patient needs. But if memory loss or changes in language, thinking or personality starts to interfere with your daily activities and routines or those of someone you care about, you should speak to a doctor.

What We Do

The memory clinic at Santé Manitouswadge Health is made up of a group of health care providers dedicated to helping patients overcome and deal with cognitive changes that include disorders of memory, language, thinking, or personality. We provide access to a nurse, doctor, and social worker, and make appropriate referrals to neurologists, geriatric psychiatrists, a geriatrician, and an occupational therapist.

Self Check-in

Santé Manitouswadge Health—Medical Clinic/MFHT has implemented a Self Check-in Kiosk. This kiosk will:

Reduce wait times and lines	Verify personal information	Protect your privacy
Assist in quality improvement	Aid the front desk staff	

Every 6 months the Self Check-in will ask patients two questions. These questions help us with quality improvement. Please read these questions CAREFULLY, as inaccurately

NO-SHOW APPOINTMENTS

Last quarter the Physician's Office provided 1166 appointments and the FHT provided 1743 appointments to the community. 5.5% of FHT and 3.4% of the Physicians appointments were no-shows who did not call to cancel or reschedule. **That is 136 appointments wasted in only a 3 month period.**

When you cancel or reschedule your appointment, later appointments on the wait list are bumped up, reducing wait times. If you cannot make it to your appointment, please call to cancel or cancel through

Follow the Manitouswadge Family Health Team on Facebook to stay up-to-date on the latest news and information! <https://www.facebook.com/ManitouswadgeFHT/>



Health Happenings!

December 2019

1 Health Care Crescent • Manitouswadge ON • T: 807.826.3251 • E: infoserv@mh.on.ca

Santé Manitouswadge Health

Working Together, Keeping you Healthy

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Warm Welcome

SMH Would like to warmly welcome Dr, Angus Pauls to our community! Dr. Pauls is from Carleton Place. He is excited to start his first job as a family physician in Manitouswadge. It will be an adjustment



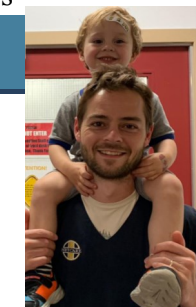
from living near Ottawa, but he has ventured away from home before. He studied to become a doctor in Cork, Ireland where he had some of his greatest years to date, and even met his future wife there! He is excited to see what Manitouswadge has in store.

Dr. Pauls started September 30, 2019 and will assume Dr. Olmesdahl's

Sad Goodbye

full practice effective January 4, 2020.

It is with a heavy heart that we bid farewell to Dr. Arthur Olmesdahl. Dr. Olmesdahl will part with us in the new year, and we wish him and his family the



Nurse Manager

Congratulations to Laurie Isaacs, who accepted the Nurse Manager position this fall!

Laurie was born and raised in Manitouswadge. She attended both elementary and high schools here. She left Manitouswadge to pursue a career in Nursing in the early 80s. After graduating from the Mohawk /McMaster RN program Laurie worked at Joseph Brant Memorial Hospital's



Surgical unit and McMaster University Hospital's Intensive Care Unit for a short time. A restructuring of a certain political party in the 1990's resulted in RN layoffs across Ontario, so she ventured on to the Southern States to be employed at University of Alabama's Neuro Intensive Care unit in Birmingham. In 1993, Laurie returned home to Manitouswadge to work as a floor nurse at Manitouswadge General Hospital for 7 years. Her need for adrenaline brought her to the Critical Care team at Sault Area Hospital. While living in Sault Ste. Marie, Laurie was drawn to community nursing and started her own Home Care Company. *Angel Associates* started from the ground level in, and grew to 30 employees with a compliment of Personal Support and Nursing Services. The business is still flourishing under a different owner now, and Laurie has returned to Santé Mani-

Recreational Therapist

The Ministry of Health and Long Term Care has provided funding for a part time Recreational Therapist to assist with programs and behavioural supports on the Long Term Care unit. The person is hired, and has recently started to develop programs and work with our Residents.

Physician Recruitment Update

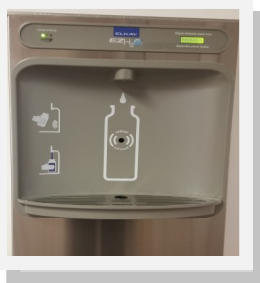
Recruitment efforts are still ongoing to fill physician complement. Recruitment staff are continuing to engage with physicians around the province and country to come and be a part of the team at Santé Manitouswadge Health. We hope to be back to full complement in early 2020.

Health Hub Happenings

Go Green!



A few months ago, in an effort to contribute towards the **GREEN CAUSE**, the Wellness Committee at Santé Manitowadge Health has installed filtered water dispensers in the hallways of each entrance of the Health Center, as well as the cafeteria. This means the water coolers and paper cups have been removed from the lobbies. Patients are encouraged to bring reusable water bottles from home to fill for FREE! We have already saved the environment from approximately 6,500 plastic bottles! That's approximately 370 pounds of plastic out of our oceans



Success With Community Events

This summer was full of exciting and successful community events! We kicked off the sunny season with the **Bed, Golf, & Beyond** fundraiser which turned out to be a big success. \$7282.00 was raised for new beds for the Long-Term Care & ALC units, as well as two beds donated by Manroc! Plans for another round are in the works for June 2020. A big Thank You to the Township and Golf Hut! Thank you to all the volunteers who helped with score keeping, the auction & bids, the dinner, and promotion. And a special Thank You to Donna Jaunzarins for all her hard work organizing the event.

The **CNIB Eye Van** visited Manitowadge again this September with their brand new van! This new van offered improved privacy, accessibility for patients, and technology. This year there were 13 no-show appointments, which is an improvement from last year with 21 no-shows. Just a reminder for next September, that scheduling for the Eye Van begins in June; if you would like to see the EyeVan please contact the FHT to request a referral to be sent. Appointment letters are mailed to you. If you cannot make your appointment, please call to request to change or cancel it. No show appointments are automatically removed from the recall list.

The **Wellness Symposium** was given a makeover this year, and we partnered with the Township and the Library to present a **Wellness Fair**. Community health and wellness providers came together to provide a hands on, booth-style fair. Demonstrations and hands-on activities repeated every 15 minutes to give every guest a chance to experience all 11 booths. It was exciting to shake up the Symposium and try something new, especially since it was so well re-

IT

Santé Manitowadge Health now has full time IT support! We have developed partnerships with Northern Computers and the Township of Manitowadge to ensure all IT needs can be met through a collaboration of services. This is an integral component to the health care system with the changing world of medicine, technology, and

Department Celebrations

- October 13th World Hospice and Palliative Care Day
- October is National Physiotherapy Month
- November 21st National Rural Health Day

Volunteer Appreciation

The Christmas Volunteer Appreciation Dinner will take place on December 16th at 6PM. Keep

Chemotherapy Update

Chemotherapy is being administered through SMH, and we are pleased to note that an additional RN has started the required education and training for chemotherapy administration.

Assisted Living

Santé Manitowadge Health has received approval from the Ministry to launch an Assisted Living Program in Manitowadge. The program is to assist the frail, elderly population. We have been approved funding for 5 assisted living spaces as well as one transitional unit located at Lakeview Terrace. The patients will be part of an interdisciplinary approach to their health care, and may receive additional services in the home for a small co-payment fee of \$8.00 per hour.

These services may consist of meal set-up, feeding, personal care, ambulation and transferring. Should you be interested in this program, please call the Family Health



Community Programs

Older Adult Program

Santé Manitowadge Health has received funding from the Ministry of Health and Long-Term Care for a part-time Recreational Therapist to assist with programs and behavioral supports on the long-term care unit. They are already working hard to develop and deliver programs to benefit the residents of Santé Manitowadge Health.

The Older Adult Program through the Manitowadge Family Health Team is also benefiting from this new position. The recreational therapist will also be the Older Adult Program Coordinator for the Golden Age Centre. We are very excited that the Golden Age Center received funding to continue their contract with the Family Health Team. Events will be posted for sign up, so keep your eyes open! Contact the Family Health Team at 807-826-3251 Ext 303

Diabetes Education Program & Footcare

The Family Health Team will continue to offer foot care services and diabetes management to the community of Manitowadge! We are excited to announce that both registered nurses at the Family Health Team are now certified in Advanced Foot Care Management! There will be a shift in staffing for the Diabetes Education Program but do not worry, there will still be a nurse and a dietitian on the team! Payment for individuals who are under 70 and are a low risk in their foot assessment will continue to be charged \$25.00 per visit – cash only – due at the time of the appointment.

PLEASE NOTE: Due to limited staff having foot care training, as well as staff being away, appointments may be scheduled up to 3 months apart for foot care to allow the full client load to be seen. This will be temporary and we appreciate your pa-

Flu Clinics

In partnership with Public Health, SMH Family Health Team will be providing walk-in flu shot clinics at the FHT on the following days. High risk patients (ages 6 months—5 years and 65+ years) are encouraged to be seen earlier rather than later. The next clinic will be on:



myRide

Santé Manitowadge Health, in partnership with the Township of Manitowadge, and has received a brand new myRide Van! Two myRide coordinators have also been hired, and are excited to start working with the community!

The funding for the new van is limited for 3.5 years. With this limitation, the myRide fee has increased to \$5.00 per round trip ride to help ensure sustainability of the service after the funding has run out.

If anyone wishes to be a volunteer myRide driver please call the Family Health Team at 807-826-3251 to get an application!

Wellness rides are set to begin in December! These rides will take place on Wednesdays. Please note: these rides are only intended for individuals who are unable to use a



Chronic Pain Program

The Chronic Pain Program is set to launch the second 6 week program in collaboration with St. Joseph's Care Group in Thunder Bay. The first round of patients was a huge success, and we will be adding another team member this round! We have invited North of Superior Programs to join the Chronic Pain Team to help complete the care being provided to the participants. We look forward to the second round of patients and to monitor their progress!

If you are suffering from Chronic Pain and are interested in participating, please call the Family Health Team at 807-826-3251 to be added to the waiting list.

Caring Café Luncheon

Sponsored by Bethany Pentecostal Church

December 17th at 12:00pm!

Please RSVP by December 9th



Exercise with Wallace!

Classes run every Tuesday & Thursday 10AM—10:45AM and now Wednesdays at 5:15PM in the Rec Centre Auditorium
Exercises can be modified for all abilities