



HEALTHLink Alberta

Health advice 24 hours a day



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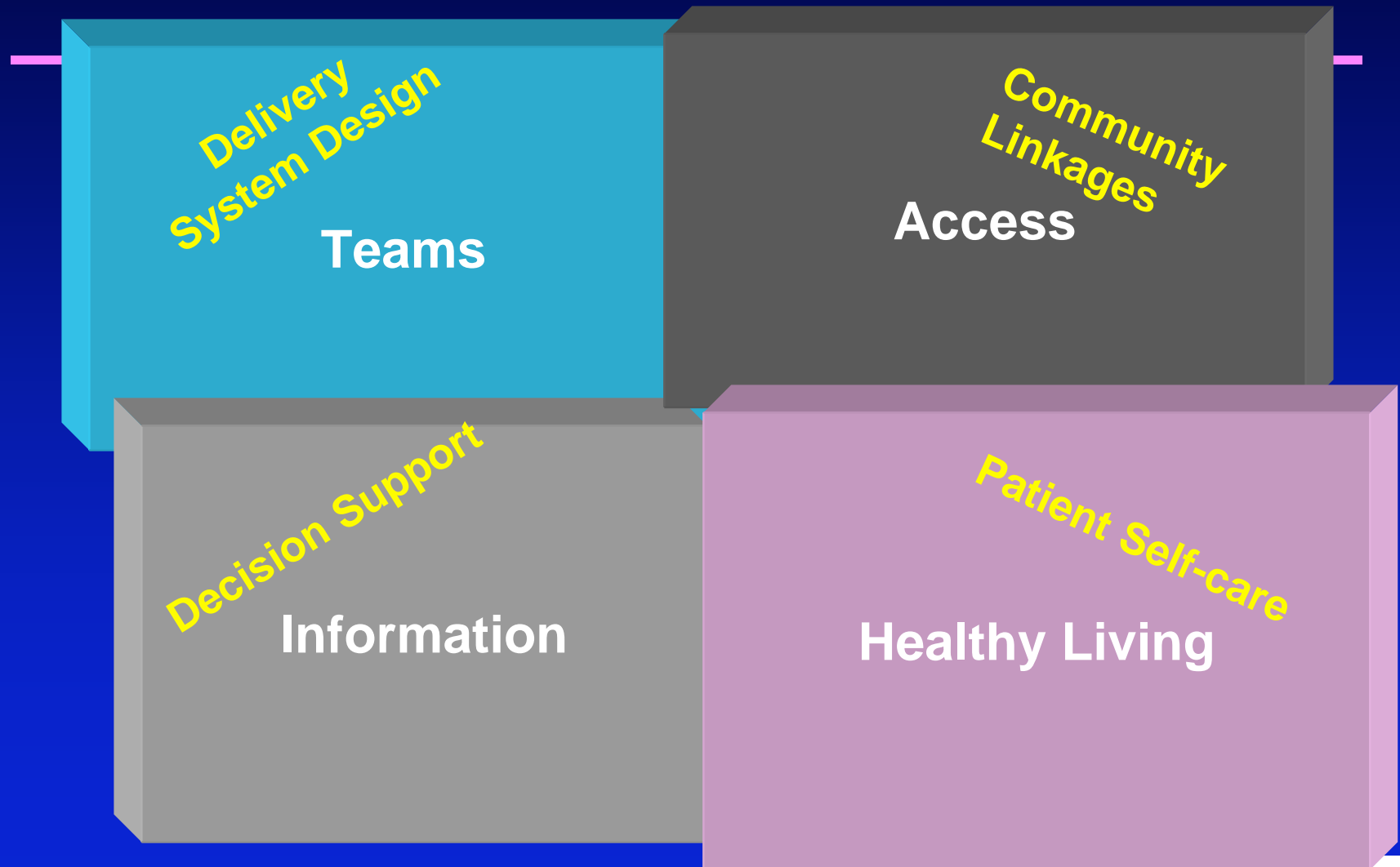
Chronic Disease Management – Building on the Four Pillars of Primary Care

National Health Line Symposium – Making the Right
Connections

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Building on the Four Key Pillars of Primary Care



Preliminary Results – Utilization

- Participation by all health regions
- Utilization increased by 34%
- ↑ length of call by 60%
- 71% of calls are after hours – weekends and after 1700h

Preliminary Results – Caller Profile

- Proportionately more seniors call
- Type of diabetes
 - Type 1 – 29%
 - Type 2 – 59%
- Duration of Diabetes
 - 11+ years – 32%
 - < 1 year – 24%

Preliminary Results – Caller Profile

- Type of call
 - Diabetes concern – 46%
 - Minor illness – 19%
 - Service information – 14%
- 11% referred to other providers
 - Regional diabetes teams
 - Pharmacists

Preliminary Results – Caller Perspective

- > 87% very satisfied or satisfied with ability of nurse to answer questions
- If no nurse line – greater than 60% would have used other health services
- Callers feel able to manage similar concern in the future – 85%
- More confident in overall ability to self manage care – 87%

Preliminary Results – Nurse Perspective

- 66% report increased confidence in providing assistance to callers with diabetes
- Least confidence in supporting medication management
- In-service rated highly – want more!
- Pediatric management identified as a gap

Learnings

- Model sustainable as costs incremental
- Service scalable provincially
- 24/7 support important (71% calls after hours)
- Integration with Health Region business key
 - Knowing services
 - PCP referrals for continuity of care
- Nurses positive about enhanced knowledge and skill and feel work integrates with current practice, tools and processes

Opportunities

- Other diseases for assessment, education and assistance with disease and minor illness management
- Further refinement of protocols and dispositions for more self care support
- Risk assessment – multichannel
- Case finding
- Regional/central intake, registration, triage and appointment scheduling
- Further integration with technology (EHR)

Contact Us

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