

# Determining the Big Picture

*The Discovery Zone Community Health  
Needs Assessment Two-Year Update*



# Determining the Big Picture

*Determining the Big Picture: The Results of the Discovery Zone Community Health Needs Assessment* was the fifth report completed in 2011 as part of Eastern Health's commitment to its vision of *Healthy People, Healthy Communities*. These assessments help Eastern Health to better understand what a community feels it needs in order to be healthier. The Discovery Zone has a population of approximately 28,000 and includes the area from Bonavista to Port Blandford to Swift Current to Chapel Arm. The needs assessment was overseen by an Advisory Committee consisting of residents from the area who responded to a public call for volunteers.

## Findings

Based on feedback from a telephone survey, focus groups and key informant interviews, five areas were prioritized for recommendations:

- 1) Health Promotion, Intervention and Promotion
- 2) Mental Health and Addictions
- 3) Primary Health Care
- 4) Healthy Aging
- 5) Building Regional Capacity

## Progress

Based on the report's recommendations, the following progress has been made in each of the report's priority areas:

### *Health Promotion, Intervention and Prevention*

- Results of the needs assessment have been communicated to the Eastern Region Wellness Coalition in a number of ways, including during a presentation at a Regional Wellness Conference in October 2011 and via e-mail.
- Eastern Health's internet has been redeveloped to include a *Your Health* section which provides information on a variety of health-related topics and a *Healthy Living A to Z* section.

- Began a social media pilot project to spread messages about healthy living on Facebook and Twitter.
- Initiated development of a database of community groups to better track and communicate with partners.
- Offered a number of workshops and networking sessions with the Wellness Coalitions on various topics, including proposal writing, community gardens, community development, healthy eating for group activities and events.
- *My Health, My Way* sessions, chronic disease self-management workshops with trained laypeople as facilitators, have been offered in the Discovery Zone.
- A Customer Service Training course has been developed and delivery to front-line workers who provide guidance and navigation to patients has begun.
- Developed *Working with Schools: A Position Statement and Framework for Eastern Health*, a best practice framework for Eastern Health in working with schools.
- Established a School Health Management Committee with representation from all Eastern Health Programs that currently work with schools.
- Partnered with the Department of Health and Community Services, the Department of Tourism, Culture and Recreation and School Administrators Council to host a number of events with an international expert in School Health. Over 80 Eastern Health staff involved in school health promotion participated in this one-day event to learn more about how they can work more effectively with schools.
- The Health Promotion Division of Health Eastern Health and Eastern School District produce *Healthy Living News*, a newsletter that is distributed to schools and Eastern Health staff. The newsletter highlights the work that schools are doing to promote health and wellness. A parent version of the newsletter *Living Health News* has also been developed.

### *Mental Health and Addictions*

- Identified a community member and Eastern Health manager to co-chair a Mental Health and Addictions Advisory Committee for the Discovery Zone. An invitation to members of the public to sit on the committee was issued and the committee held its first meeting in September 2013.

### *Primary Health Care*

- Eastern Health continues to be a member of a recruitment and retention committee in Clarendville along with the Town of Clarendville and the Clarendville Area Chamber of Commerce. A meeting with municipal leaders and the Board of

Trustees of Eastern Health in April 2012 did not raise any major issues with access to family physicians. Several physicians in the Discovery Zone are currently accepting new patients.

- A meeting was held on November 2012 with community physicians from the Discovery Zone area to discuss issues in the region.
- Meditech Clinical Consolidation has occurred. Information regarding Emergency Department wait times at the Bonavista Peninsula Health Centre and the Dr. G.B. Cross Memorial Hospital is now available electronically. The information will be used to guide improvements. A Nurse Practitioner has been added to the Emergency Department at the Dr. G.B. Cross Memorial Hospital and walk-in clinics are scheduled at the Bonavista Peninsula Health Care Centre in an effort to reduce wait times.
- Ambulance policies are posted on the Eastern Health website. A brochure regarding ambulance use has been developed.
- A strategy to promote an interest and awareness of health care careers to high school students has been developed.

### *Healthy Aging*

- A number of publications to assist residents and families moving into long-term care homes are in development. These include *Long Term Care: Your Guide to Accessing a Home*; *Long Term Care: Move-In Day* and *Your New Home in LTC: A Resident and Family Handbook*. Each long-term care home may develop a supplementary brochure that could provide information on the facility including affiliations, services (i.e. Wander-guard, etc), special programs (i.e. pet therapy), special policies/guidelines (i.e. Alcohol use), and contact information.
- As part of the Eastern Health Seniors Care Committee, the Long-Term Care program is involved in an initiative called “Age Friendly in Acute Care” looking at how the elderly are assessed in the Emergency Department, options to improve how they are screened, how care is provided while in acute care as well as exploring “home first” options after discharge.
- Held an ethics education event, Ageism and Elder Friendly Care.
- Conducted an assessment on Golden Heights Manor to determine any security issues.
- Established a Peninsulas Palliative End of Life Committee, consisting of 18 members from all disciplines, across the geography of the peninsulas region, to improve care provided at the end of life. Training has been provided. A Bereavement Booklet has been drafted. Two palliative care rooms with adjoining family rooms are being developed at the Dr. G.B. Cross Memorial Hospital.

- Budget 2011 announced protective care beds in a bungalow setting for Clarenville which will increase the number of long-term care beds in the region. Protective care beds in a bungalow setting are also being built in Bonavista.
- The Community Supports Program is the lead program within Eastern Health in the investigation of/response to abuse and neglect as per the new provincial legislation, *Protection of Vulnerable Adults*. This legislative and policy initiative is being led by the Division of Aging and Seniors. The Community Supports Program remains actively involved with the Provincial Steering Committee which has focused on the development of a provincial policy manual, systems training and implementation of a provincial media campaign.

### *Build Regional Capacity*

- Eastern Health partners with many organizations and values its collaboration to benefit the well-being of the population, as demonstrated by the following:
  - Became a member of the *Building Healthy Communities Collaborative*, involving representatives from various sectors including municipal planning.
  - The Health Promotion Division has established a connection with Recreation NL and the Department of Tourism Culture and Recreation. They are working together in a number of areas, including on the Eastern Regional Wellness Coalition Steering Committee, the Eat Great and Participate Project Committee and the Small Steps, Big Results Advisory Committee.
  - Meetings have occurred with the RCMP to identify ways to work together. Eastern Health has a Regional Liaison Committee with the police - chaired by a Vice President with representation from both the RNC and the RCMP where issues of mutual concern related to the police and health system are discussed.
  - The Directors of Pharmacy within Regional Health Authorities have met with the Executive Director of the Pharmacists Association of Newfoundland and Labrador and have a schedule of meetings to discuss issues of concern.

The full report, *Determining the Big Picture: The Results of the Discovery Zone Community Health Needs Assessment*, can be found at [www.easternhealth.ca](http://www.easternhealth.ca) and at public libraries. For more information about this needs assessment, please contact Lisa Browne, Director of Planning, at 709-777-6699 or [lisa.browne@easternhealth.ca](mailto:lisa.browne@easternhealth.ca).