

Mission Legacy as a Catalyst for Change: The Provincial Health Contact Centre



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H e a l t h • C e n t r e

The future of care

Paul Nyhof, Chief Contact Centre Officer

Our Story: Sisters of Misericordia



**Rosalie Cadron – Jette
Mother of the Nativity**

**Commissioned by
the Bishop of
Montreal – 1848**

**establish a religious
community**

**establish a home for
single mothers
and infants**



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The Story of Rosalie

- **Born in Lavaltrie Quebec**
 - **Trained Midwife**
- **Wife, Mother & Grandmother**
 - **12 children 6 of whom died in infancy**
- **Widow**
 - **Concern for the single pregnant women and their babies**



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Provincial Health Contact Centre

- 1st Nurse Telephone Triage Service in Canada – Health Links – Info Santé
 - Born as a Response to Health Care Reform
 - One Nurse Taking Calls in the Evening Serving a Local Vulnerable Community
 - Expanded over Time and in Response to Social Challenges
 - Reducing Services
 - Physician Strike
 - Influenza Outbreak
 - 1 Program - 80,000 Calls per Year
 - 2001 Major Expansion



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Provincial Health Contact Centre



State-of-the-Art Health Customer Contact Centre

- 35 Seat Real-Time Centre with Additional Capacity
 - Designed for Employees by Employees
- Advanced Telephony System to Track, Manage and Route Inbound and Outbound Calls
- Advanced Clinical Decision Support System
 - Fully Customizable, Adaptable for Health, Health-Related, Non-Health Services
- Computer-Telephony Enabled Survey System
- Internationally Recognized



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Our Mission of Service

- Clinical Services (200, 000+ Contacts Annually)
 - Health Links – Info Santé
 - Breastfeeding Hot-Line
 - Dial –A-Dietitian
 - Chronic Disease Management
- Non-Clinical Services (400,000+ Contacts Annually)
 - Left But Not Seen Emergency Room Follow-Up
 - Home Care After Hours
 - Family Services & Housing
 - Medical Officer of Health
 - Probations
 - Intake (Home Care, Mental Health)
 - Public Health Programs (WNV, Immunization, SARS)



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Our Legacy

The Good Samaritan Story

- Compassion; Moved to Action by Brokenness and Vulnerability
- Courageous; Facing the Same Risk as the Victim
- Hospitable; Used His Own Resources to Treat
- Seeks Justice: Ensured Well-Being; Restoration

Woman of Audacity

- Extremely Bold; Recklessly Brave; Fearless: an Audacious Explorer
- Extremely Original; Without Restriction to Prior Ideas
- Recklessly Bold in Defiance of Convention
- Lively: Unrestrained: Uninhibited



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The Opportunity of Legacy

- A Heritage (inheritance) Passed on to us
- What we make of it (and take from it) Becomes our Legacy to Future Generations
- Evolving with our Changing Needs
- Audacity – Willing to Go Where Others Fear to go

“Compassion of the Heart for Those in Need”



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Compassion

- A Lantern in the Night
 - For I was Hungry and you Gave me Drink ... A Stranger Taken in ... Naked and Clothed ... Sick and Visited ... in Prison and you Came
 - Rosalie Always Present ; Answering the Call
 - Think of Who you Will Serve
 - Providing Access – Location, Language, Reassurance
- Actively Seek Opportunities for Service
 - Capitalize on Change



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Hospitality

- Bake them into Submission
 - H1N1 and Food
- Bring them to Chapel
- Employees Ministering to Each Other
 - Meal Delivery
 - Helping in Disaster
- Support our Missions
- Book Club – Puzzle Club – Birthday Club



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Courageous - Audacious

- Solve Big Problems
 - Deliver Big Solutions
 - Build on our Legacy – New Forms of Health Care Delivery
- Invoke the Sisters Legacy
- Prove our Value
 - Active Research
- Tell our Story
 - Internationally Recognized



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A Word of Caution

- The Business of Mission
 - Health Care is a Business – And a Tough One at That!
 - Patient as Customer; Doctors are Customers
 - Business Outcomes are not Everything
- Develop a Solution To the Problem
 - Focus on Design, Rarely the Outcome
 - At its Core “An Encounter With a Person”



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A Bright Future

- The Challenge – Our World
 - Increasingly Secularized, De-Humanized
 - Decreasing Humanity , Increasing Isolation, No Access
 - Business Focus on Vision, Mission, Efficiency, ROI
- Our Legacy
 - Enduring “Presence” in Lives of the Vulnerable
 - Catholic Example of Health Care is Proven to Work
 - Embrace Our Legacy, and Extend it
 - Lean Management is Catholic Management

“Wine of Fervent Zeal and the Oil of Compassion”

A Concluding Hymn: O God Our Help in Ages Past

**O God, our help in ages past,
our hope for years to come,
our shelter from the stormy blast,
and our eternal home:**

**Under the shadow of thy throne,
thy saints have dwelt secure;
sufficient is thine arm alone,
and our defense is sure.**

Before the hills in order stood,
or earth received her frame,
from everlasting thou art God,
to endless years the same.

A thousand ages in thy sight
are like an evening gone;
short as the watch that ends the night
before the rising sun.

Time, like an ever-rolling stream,
bears all its sons away;
they fly, forgotten, as a dream
dies at the opening day.

**O God, our help in ages past,
our hope for years to come,
be thou our guide while troubles last,
and our eternal home!**



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The Last Word

“God entrusted this mission to me, I trust He will ensure its Success”.

Rosalie Cadron-Jetté



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Discussion

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