Cowichan Tribes eHealth

Mustimuhw & Citizen Health Portal

Pathways to Collaboration, Innovation and Service Access

Cowichan Tribes Health Centre

TWT Mission Statement

The Ts'ewulhtun Health Centre promotes a strong, healthy community. In the spirit of co-operation from the wisdom of our Elders, we will put into practice traditional and non-traditional ways to achieve an emotional, spiritual, mental and physical well being.

TWT Services

- Primary Care Clinic
- Dental Clinic
- Healthy Families
- Maternal Child Health
- Mental Health & Addictions
- Youth Centre
- Elder's Programs
- Medical Transportation
- Quality & Safety
- Youth Centre
- eHealth

TONI

About Kwun'atsustul – MHAS

- In the last year 772 individual community members were served, a 5.03 per cent increase from the previous year
- 63 per cent of those community members resided on-reserve and 37 per cent resided off-reserve
- Although the majority of those seeking our services were female (about 60 per cent), we have increased services to males by 7 per cent compared to the previous year
- Services to children and youth were also increased by 15.60 per cent
- Our Team facilitated or participated in 198 group and workshop sessions
- Numbers for those successfully completing treatment were unfortunately decreased by 16 per cent compared to the previous year

Kwun'atsustul Counselling – Take Care of Your Health

Free, culturally safe and confidential counselling and supports in homes, at our office, or elsewhere, for issues such as:

Couples Counselling, Addictions, Trauma, Sexual Abuse, Family Circles, Suicide, Grief and Loss,
Depression/Anxiety, Anger Management, School Difficulties, Child and Youth Groups and One on One, So on …

Crisis On-Call Counsellors are available Monday to Friday from 8:30 AM to 4:30 PM

Regular Weekly Groups:

Healing in Relationships, Women's Group
Sobriety Group
Warriors Group

Special Events:

Culturally Safe Groups & Workshops as Needed

Culture is Healing

Together
We Can
Stop the violence
It's in our Hands

Doing E Health

Taking on Mustimuhw to enhance:

- Interoperability
- Collaboration
- Accountability
- Recording
- Identifying trends/issues
- Privacy & Security

Collaboration – All Things are Connected

Taking on Citizen Health Portal:

- Broadcasting/Advertising
- Community Member Records
- Scheduling

Interdisciplinary Practice & Records

We may be working together across disciplines (Primary Care & Mental Health in particular) but there is still hesitancy to share records. Shared care model, primary care and mental health having sessions together.

Shared access to records would increase effective and efficient services, increase collaboration on client care. This would enhance safety for community members at risk and reduce community members needing to schedule different appointments.

Design of new TWT health centre would see shared space for primary care and mental health to enhance shared care and to reduce CM accessing care at different sites. Thereby reducing inconvenience to CM.

Inspired by our LEAN process to increase service access to CMs.

Innovation – Learn From One Another

Help One Another and Work Together for the Good of All

Barriers to Shared Care and Shared Records

- Resistance to Change
- Accountability Reluctance; “Carrying a Big Bag of Responsibility”
- Carrying Old Ideas of What’s Best