McQuesten Community Nurse Networker Pilot Project Data Summary
(November 7, 2013 - March 31, 2014)

The Community Nurse Networker (CNN) is creating change and networks at the community, individual and systems levels.

Summary: **Community Nurse Networker interactions with Service providers (including Planning Team)**

- The CNN is demonstrating all five of the CHN standards of practice.
- The CNN is incorporating the five key action areas in Ottawa Charter Health Promotion (HP) and HP strategies (to enable, mediate, and advocate) in her nursing practice.
- Changes over time:
    - Much time was focused at the beginning of the pilot project on systems entry and development of documentation systems and process pathways.
    - Late fall 2013, the CNN activities focused in information sharing, networking and building relationships.
    - January, February and March 2014, the CNN was building relationships, creating networks and has been more involved in service coordination and community mobilization.

Outcomes:

- CNN has networked with schools to:
    - Linked Food4Kids with Hillcrest school resulting in families obtaining food over the weekend.
    - Linked four families to Family Practice.
    - Initiated workshops for Recreation Fee Assistance program to families.
    - Provide parent information sessions re: community resources.
    - Created opportunities for intergenerational sharing.
    - Linked community agencies with schools (Roxboroough Park and Hillcrest) resulting in increased recreation programming for students at the school.
    - CNN has created a large network of contacts which have increased opportunities for advocacy related to access and equity and policy development. Examples include membership with Community of Practice of Navigation, advocating for WiFi at the community center, providing feedback to peers/service providers to ensure quality of service and accountability.
- CNN has completed a Summer Program Audit that is being used by agencies to plan & develop programs.

- CNN has created the Clothing Closet at the Community Center and is collaborating with Planning Team to develop a sustainable strategy.

- CNN has realized the creation of the McQuesten Youth Council with 10-12 active youth members who are engaged and bringing the Youth Voice to the Planning table.

- CNN is mobilizing the community, addressing access barriers and coordinating services through the following projects:
    - Grocery Bus project
    - McQuesten Summer Literacy Camp
    - Youth Employment strategy
    - Community Safe Food Handlers' certificate initiative
    - Seniors' Breakfast program (planning stage)

Summary: **Community Nurse Networker interactions with individuals at Community Center**

- CNN is at community center two mornings/week; hours coincide with Food bank hours of operation and location of office is beside the food bank. This creates an ideal opportunity for CNN to meet and interact with clients.
- Almost all interactions are drop-in at the community center.
- Many interactions are with previously seen clients however, CNN continues to see many new patients dropping-in to visit.
- Reasons for seeing CNN: community resources and request for health information, access to clothing closet, and access to general information and community programs.

Outcomes:

- The CNN is creating an environment of trust and caring which not only impacts the therapeutic relationship between the CNN and the client, but also transfers trust to other service providers through such practices as warm hand-offs.
- CNN is addressing access and equity and health disparities at the level of the individual by linking individuals to community agencies and services that address SDOHs.
- CNN is connecting individuals to the McQuesten Planning Team supporting them to become integral members and to take on leadership roles.
- CNN has connected five families to primary care.
- CNN is developing individual skills with the residents and building individual capacity.

Accomplishments of CNN Work in the Family Practice

- 40 referrals December 2013—May 2014.
- 20 patients currently being followed by CNN; complex patients with multiple health and psycho-social issues. Patients are not permanently discharged from CNN care. They may decide to self-refer back to CNN at any point in time should the need arise.
- Four home visits completed.
- Reasons for referral: No show to appointments, mental health issues, isolation, financial needs, relationship stresses, connecting to community resources, support with goal-setting and achievement.
- Using Motivational Interviewing to create ambivalence and move the client to change.
- Two validated questionnaires are part of the quantitative evaluation of the McQuesten Project: World Health Organization Quality of Life (WHOQOL) survey and The Future Scale (a measure of hope).
- A convenience sample of patients attending at the practice on selected days are being asked to complete the questionnaires.
- As of March 31, 2014:
    - Of the 25 patients who have completed questionnaires, 9 patients (36%) had seen the networking nurse, and 16 (64%) were part of the convenience sample.
    - Two of the patients who had seen the networking nurse completed the questionnaires at baseline and also at three months post-intervention.

Initial Data Demonstrates:

- Of the patients who have completed the Quality of Life survey, (including patients seen by the CNN and not), data suggests that the screening may have detected previously undetected depression.
- Average (mean) scores on the four domains of health measured on the WHOQOL (Physical health, mental health, social relationships and environment) were lower for patients seeing the networking nurse for an initial appointment than for patients not seeing the networking nurse (convenience sample). Lower scores indicate a lower self-reported quality of life.
- Average (mean) scores for both components of The Future Scale were lower for patients seeing the networking nurse for an initial appointment than for the convenience sample.

* Caution: Due to the small sample sizes and the convenience sample the results may not be representative of the patient population as a whole.