

Department of Health & Wellness

PEI Provincial Health Plan

2022

Table of Contents

Introduction

- Making of the Document3
- Purpose4
- Health Status of Our Population5
- Our Island Partners.....6
- Our Health Services7
- What are We Doing Well8
- Our Guiding Principles9
- Health System Enablers10

Priority 1 - Keeping our Island Healthy in a Growing and Evolving Health System11

Priority 2 - Seamless Experience: Right Time, Right Place, Right Care14

Priority 3 - Equitable Access17

Priority 4 - A Healthy & Sustainable Workforce20

Glossary23

Reference24

Introduction

The Making of This Document

The PEI [Department of Health and Wellness \(DHW\)](#), along with its healthcare and public partners is seeking to undertake the process of developing the Island's Provincial Health Plan which will set the guide-posts of how we deliver and prioritize care services on the Island until 2030.

This document has been drafted from 16 foundational documents including Accountability Framework, Strategic Plans, and various Roadmaps and Action plans. These documents are fundamental, but information contained in them assisted in the plan bones.

A series of engagements and workshops were driven to develop the plan further with insights from the Provincial Health Plan Working group and [DHW](#) leadership. The document to date has undergone five drafts and been reviewed by 27 content experts, with 25 reviewers from the [Department of Health and Wellness](#), [Health PEI](#), and social policy staff across government departments.

The [DHW](#) is seeking your feedback on the Priorities and Actions identified. The feedback gathered within this consultations will also be used to establish the next [DHW](#) Strategic Plan for 2022-2025.

The following is a simplified version of the Draft PHP and contains the core content which we seek feedback on.

Introduction

Purpose of this Document

The PEI Provincial Health Plan (PHP) is a high-level document that highlights the priorities for healthcare on PEI, establishes a long-term vision and guidance framework for PEI's healthcare system and [stakeholders](#), by creating a blueprint for healthy public policy and service delivery, setting up a broad vision for an effective and sustainable healthcare system. For the specific actions to achieve in regards of the vision, they can be found in the Strategic Plans and the yearly Operational Plans developed alongside with the PHP. Additionally, it ensures accountability by enabling PEI to strive for excellence in delivering a superior patient experience, thereby improving the health of the Island population

The collaboration between the [Department of Health and Wellness \(DHW\)](#) and [Health PEI](#) is the backbone to an effective healthcare system, where the [DHW](#) is responsible for the overall policy and strategic direction of the system, and [Health PEI](#) is responsible for front line services and overall operations to meet the needs of our population and those who visit the Island. And they will continue to rely on the partnerships with other organizations, which are integral to our healthcare system such as long-term care, paramedic services, non-governmental organizations, community supports, personal care providers and many others.

Introduction

Health Status of Our Population

- Unique and remote setting of PEI made it slightly easier to control infectious diseases like COVID-19, but make it challenging to address [social determinants of health](#), risk factors for disease and to provide comprehensive care.
- [Health inequity](#) continues to exist both between PEI residents and Canadians, and among the PEI populations.⁴⁰
- There is 5% lower life expectancy of Islanders at the age of 65 compared to the national average. PEI hospitals also see 25% higher rates of heart attacks, and 20% more strokes compared to the national average, indicating that chronic disease continues to play a major role in Islanders' health.⁴⁰
- 53% of Islanders who are unemployed report excellent or very good health, which is 14% lower than the people who are employed.¹²
- Interestingly, Islanders tend to report higher levels of perceived health relative to the rest of Canada.

Overall, the health of Islanders continues to be heavily influenced by the [social determinants of health](#). The Provincial Health Plan will focus on ways to address these gaps in order to provide better care on PEI.

Introduction

Our Island Partners

The [Department of Health and Wellness](#) and [Health PEI](#) continue to rely heavily on the strong partnerships with other organizations, such as private long-term care, non-governmental organization, private sector, and off-island contracted services, etc. to fully support the needs of our people. It takes an all-government and community approach to address the complex issues of the population, as the problems are often rooted in multiple factors and will require:

- A focus on [social determinants of health](#)
- A [preventative](#) approach to healthcare
- Efforts aimed at the whole population as well as an equity focus on the special needs of vulnerable populations
- Quality, equitable, appropriate and timely healthcare services
- A commitment to partnerships, collaboration and community and patient participation
- Collaboration agreements with our neighbouring provincial [health systems](#)

Introduction

Our Health Services

The Province of PEI offers a wide range of clinical services to Islanders, which are regulated by the *Health Services Act*.

Service delivery includes:

- [Addictions services](#)
- [Ambulance services](#)
- Community health services
- [Dental services](#)
- [Diagnostic services](#)
- [Home care services](#)
- [Hospital services](#)
- [Long-term care services](#)
- Medical services
- [Mental health services](#)
- [Pharmacy services](#)
- [Primary care services](#)
- [Public health services](#)

The province of PEI currently operates 7 hospitals – 2 full-service acute care facilities, 4 [community care](#) centres, and 1 psychiatric hospital. Funding for hospital services includes:

- Acute care
- [Community care](#)
- [Renal care services](#)
- [Provincial clinical services \(Diagnostic imaging, hospital pharmacies, provincial laboratories\)](#)
- [Pharmacare](#)

Beyond hospitals, there are also many community health initiatives in the province. These include primary care and chronic [disease management](#), public health programs, children's development services, palliative care, geriatric care, and long-term care. There are a total of 26 community health sites on PEI, and 19 additional long term care facilities (9 public and 10 private). The province also offers a range of mental health and addiction services. There are 7 mental health clinics across the province, and 6 addiction centres.

Introduction

What are We Doing Well

- The PEI's pandemic response has included proactive public health measures, management of border crossings, case and contact management, and personal protective equipment procurement and distribution, to ensure health and safety of the population.
- \$8.4 million has been invested to implement the EMR (electronic medical record) solution, with additional investment from Canada Health Infoway, to enhance access to health information, including immunization registry and COVID-19 test results.
- The Patient Medical Homes (PMHs) and Neighborhoods initiative provides team-based care in communities across the province, it's instrumental in improving access to care by bringing services closer to those who need it.
- In 2021, the Physicians Recruiting Physicians program, recruited 40 doctors, a 55% increase over the previous year.¹¹ 13 of the 40 doctors recruited are family physicians, 23 doctors hired are specialists.³⁶ And 101 new registered nurses were hired in 2021 with 76 of them from the Nursing Recruitment Incentive Program (NRIP), while \$1.5 million were invested for a multi-year recruitment and retention program for nursing professional on PEI.⁴⁵
- There is now a dedicated mental health unit at Hillsborough Hospital, which manages complex mental health needs that previously would have struggled to find the right care on the Island. The Mobile Mental Health Response Service, launched in 2021, has either a registered nurse or a social worker to assess and connect callers to the care and services needed.³⁷
- \$4 million provincial and federal funding has made Methadone, Suboxone, Probuphine, Sublocade for treating addiction to opioid, as well as Acamprosate and Naltrexone for treating alcohol addiction free for people with prescriptions.⁴³
- Additional financial assistance and coverage for diabetes-related supplies, ostomy supplies, fertility support, shingles vaccines, UTI assessment and smoking cessation.

Overall, PEI has made significant advancements in healthcare in recent years. We must continue this trajectory of improvement, with emphasis on equity and inclusion to ensure care is available to all residents of the Island.

Introduction

Our Guiding Principles

This plan is built on a foundation of core principles that were developed in consultation with key [stakeholders](#). The principles below guided the choice of priorities outlined in this provincial health plan.

People-centred

A focus on putting the people at the centre in the design of the [health system](#)

Focus on [Wellness](#)

Preventing illness and promoting health

Integrity

A system Islanders can trust, depend on and believe in

Equity

A system that provides fair access and opportunities for good health for all Islanders

Collaboration

A system built on the collective efforts of the [stakeholders](#)

Accountability

Increased transparency into decisions and quality of care across the system

Sustainability

A system that can be accessed by Islanders well into the future

Integration

A system which is easy to navigate

Continuous Quality Improvement

A system that learns and constantly improves quality of care

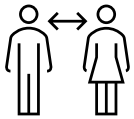
Engagement

Working together with partners, including the public, to ensure the needs of Islanders are met

Introduction

Health System Enablers

Critical to creating a healthier Island by 2030 are a number of [enablers](#) which underly the whole of the healthcare system and support its advancement. Policy, technology, and partnerships are key [enablers](#) which can support our provincial health plan's key priorities.



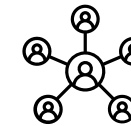
[Social Policy](#) That Supports The [Health System](#)

[Social and fiscal policies](#) are primary drivers in the way that both patients and providers interact with the healthcare system. By focusing on policy that promotes equity, inclusivity, and creates a safe space for patients to receive the help they need, we can dramatically improve access to care, promote [preventative](#) practices, and provide support to patients before they enter the healthcare system.



Meaningful Technology Adoption in the [Health System](#)

Advancements in technology have had many effects on the healthcare system, including easier and faster access to information required for both healthcare professionals and patients. This becomes a key [enabler](#) for accessing the right care at the right time (including virtual care), delivering educational offerings to promote healthy daily habits and enable patients to self-manage properly, as well as monitoring the results of care and the effectiveness of the healthcare system.



Strong System Partnerships and Collaboration

System partnerships and collaboration are a key catalyst to successfully achieving the goals outlined in the provincial health plan. Together, they enable [continuity of care](#), appropriate workload distribution, and meaningful patient engagement which cannot be achieved without working together.

Priority 1 - Keeping our Island Healthy in a Growing and Evolving Health System

① Improving Health & Wellness for all Islanders

The Current State

- The health of Islanders is disproportionately poor relative to the rest of Canada (2016). PEI has higher smoking rate and self-reported obesity rate than the rest of Canada, while the rates are lower than the Canadian average for fruit and vegetable intake and physical activity.¹²
- The Chief Public Health Office in Department of Health and Wellness (DHW) launched a brand for the Health Promotion Unit called “Live Well PEI”, which unifies PEI's approach to promoting healthy behaviors and preventing disease before it occurs.³⁸
- The DHW and Health PEI are working to focus on the social determinants of health by addressing the root causes of poorer health outcomes (e.g., lack of education and income disparity), which requires a broad collaboration among communities, partner organizations and all levels of government.¹²

The Future Goal

- Invest in cost-effective and evidence-based strategies that focus on minimizing early risk factors.
- Target health inequities to create accessible initiatives that will benefit all Islanders regardless of their race, gender, culture, or socioeconomic status.

Enablers for Improving Health & Wellness

Adapt the social and fiscal policy to the shift towards wellness, where some of changes is already under development. Investments will continue to be made towards reducing stigmas and promoting health through education and providing skills to self-manage one's wellbeing without medical intervention.

Ongoing digital transformation will make information easily accessible and digestible to the public, for them to make more informed decisions.

Priority 1 - Keeping our Island Healthy in a Growing and Evolving Health System

② Chronic Disease Prevention & Management

The Current State

- The majority of PEI's health burden is caused by four chronic diseases: cancer, cardiovascular disease, chronic pulmonary disease, and diabetes, which are strongly linked to poor diet, lack of physical activity, tobacco use and excessive alcohol consumption.¹²
- PEI's population has poorer health outcomes than the rest of Canada.¹²
- PEI is engaging in monitoring and tracking for these illness at home through initiatives such as Remote Monitoring, which helps with self-management and lessens admission rates to hospitals.^{41,42}

The Future Goal

- Improve the disease prevention and management and ease the public access of the available services.
- Tackle systemic issues that prevent good chronic disease management, provide the supports for patients to properly manage their disease at home.
- Increase collaboration of healthcare professionals across the continuum of care to improve management of chronic disease conditions.

Enablers for Improving Health & Wellness

Chronic disease prevention and management is supported by technology advancements such as remote patient monitoring devices, telehealth, virtual visits, and secure ways to directly contact physicians.

Improved system partnerships and collaboration allows people with chronic disease to better work with multiple care providers across the continuum of care on the Island, and better access regional services

Priority 1 - Keeping our Island Healthy in a Growing and Evolving Health System

③ Mental Health & Mental Wellness

The Current State

- The treatment for mood and anxiety disorders have been increasing, self-perceived mental health ratings have been decreasing.⁴⁰
- The pandemic has worsened the mental health burden of the population.⁴⁰
- Economic and social factors (e.g., poverty, social isolation, inadequate housing) impact mental health.¹³
- PEI created the Alliance for Mental Well Being, to empower resiliency and build better awareness and collaboration, for partners providing care with a mental wellbeing focus.

The Future Goal

- Provide adequate and timely access to the right support for mental health needs, including those that are outside of healthcare institutions.
- Support the recovery of people and their family at every point of contact, reducing wait times to receive care.
- Promote mental wellness through community collaboration and social supports, such as social inclusion, employment, education, and safe and caring environments.
- Invest in children and youth mental health to provide access to services to residents from an early age.

Enablers for Improving Health & Wellness

Strong social policy influences the education system, supports children and families, and invests further into mental health programs and services.

Improve access to digital programs and supports such as treatments, online self-help groups, supported harm reduction practices such as safer usage supports or safer consumptions services.

Support connections between sectors (e.g., primary care, justice, education, community groups), to best use our healthcare and community resources.

Priority 2 - Seamless Experience: Right Time, Right Place, Right Care

① Seamless Access to Care

The Current State

- Over 23,000 Islanders do not currently have access to a family doctor or nurse practitioner.¹⁴
- People without a primary care provider have limited ability to access a specialist or other key providers, limiting their ability to access the care they need in a timely manner.

The Future Goal

- Create initiatives that will shift care into the community, enabling care closer to homes.
- Develop care approaches and collaboration pathways, to make the care experience consistent and reliable.
- Include more caregiver supports.
- Establish infrastructure to provide timely access to collaborative, team-based primary care services to all.

Enablers for Seamless Experience

Digital technology is the backbone for seamless care, which requires transitions such as changing from older forms of data-sharing to systems that allow for real-time access to patient's records.

Seamless access to care also means providing people with control and autonomy over their data.

Partnerships will also play a key role, as the collaboration between various health services enables better experience for people transitioning from one service provider to another, and the who interact with multiple providers at a given amount of time.

Priority 2 - Seamless Experience: Right Time, Right Place, Right Care

② People-centred Care

The Current Status

- Patient Medical Homes are being launched in PEI as a new model of care for primary care closer to homes.¹⁵
- [Health PEI](#) recently launched a “Patient and Family centred Care Steering Committee” to drive the initiative of patient-centred care. Patient and family partners, front-line management, and providers have been engaged and are currently driving this goal forward.

The Future Goal

- Enhance initiatives to transition care into the community, making the care journey accessible and convenient.
- Bring diverse perspectives from the Patient and Family Partner groups to the Quality and Leadership teams, to drive changes that are in the best interest of all Island’s population.
- Continue to improve the outcomes, safety, and experience for the population through improved delivery of [preventative](#) services and more [evidence-based](#) patient care.

[Enablers](#) for Seamless Experience

Embracing digital health technologies in a measured and sustainable way to ensure that the [health system](#) is responsive to patient and provider needs and expectations.

People-centred care will be supported through collaboration between the various providers that interact with a patient throughout their journey.

Priority 2 - Seamless Experience: Right Time, Right Place, Right Care

③ Coordinated Care

The Current Status

- The primary [health system](#) in PEI is divided into 5 “Primary Care Networks”, with each covering a different geographical area.¹⁶
- Each of these networks contains several health centres that patients can access, providing a variety of services.¹⁶
- Limited data connectivity and the lack of a communication framework creates a barrier to coordination.

The Future Goal

- Proactively communicate the available programs and services and how to access them, to both patients and providers.
- Improve communication between providers, ensure [warm hand-offs](#) are provided where possible, and leverage system/patient navigators.
- Create frameworks to promote accountability amongst providers while keeping the patients’ best interest at the forefront.

[Enablers](#) for Seamless Experience

Improvements to the digital technology infrastructure helps enable coordinated care. For instance, to facilitate the [warm hand-offs](#), there must be good data flow between providers, which avoids duplicated testing and service provision, as well as the need for patients to repeat their stories.

Strong system partnerships between providers – both private and public, helps coordinate care across the system. Local and off-Island health services and treatments ensure the collaborative care provided with larger jurisdictions is timely and coordinated.

Priority 3 - Equitable Access

① Underserved Populations

The Current Status

- On PEI, certain populations such as newcomers, marginalized communities, racialized groups, people living in poverty, Indigenous people, transgender people, and people with disabilities face barriers to accessing health resources, and typically experience longer wait times and a lack of coordination between services.^{13, 34}

The Future Goal

- Improve the understanding of how sociodemographic factors influence vulnerable populations' interaction with the [health system](#).
- Commit to actions that are proven to remove barriers and increase access for those who are underserved.
- Create a sense of [cultural safety](#), regardless of ethnicity, gender, orientation, or any other factors to reduce risk factors associated with different minority populations.
- Foster a social, physical and economic environment that promotes attaining the full potential for health and wellbeing for all.

[Enablers](#) for Improving Equitable Access

[Social and fiscal policy](#) and collaboration will serve as a backbone for improvements in care for the underserved, which calls for working closely with these communities to increase access to care, building trust through accountability and personalized services, focusing on effective [preventative](#) activities and inclusive treatments, to find ways of making health and wellness care more accessible.

Priority 3 - Equitable Access

② Geographies of Interest

The Current Status

- 2/3 of the Island population currently lives outside of an urban centre.¹⁷
- There is a continued need to provide access to services, care, and providers close to home.¹⁸
- Islanders living in rural PEI may have longer ambulance response times which can increase significantly in inclement weather.¹⁹
- People are worried there may not be enough providers to support the transition to community-based care.²⁰

The Future Goal

- Encourage healthcare professionals to set up practices in more rural communities.
- Enhance [community care](#) model to deliver the level of care needed by all communities.
- Create policy that will streamline care and make it possible for people to be cared for more efficiently.
- Increase availability of medical training and skill development for current and future providers.
- Utilize mobile teams in more rural communities.

[Enablers](#) for Improving Equitable Access

[Social and fiscal policy](#) will address the [social determinants of health](#) that create barriers to access, navigation of a system, and will provide means to support and improve personal health practices. The [Department of Health and Wellness](#) will need to develop policy that will support providers to practice in rural areas, establishing a precedent for rural medicine on the Island.

Ongoing digital transformation and system supports accelerate the uptake of [preventative care](#) programs and in-home virtual access to services and professionals.

Priority 3 - Equitable Access

③ Target Age Groups

The Current State

- In 2021, approximately 20.2% of the total population of PEI were aged 65 years and older.
- Socioeconomic factors account for 50% of all health outcomes, while healthcare, genetics, and physical environments account for 25%, 15%, and 10% of health outcomes.²²

The Future Goal

- Promote [wellness](#) and preserve health, as a key goal of the provincial action plan for older adults (age 65+) and near older adults (age 55-64) and their caregivers.²¹
- More collaboration with partners in healthcare, social and community services, working across government departments to achieve synergy.
- Provide and support a continuum of resources for youth.
- Promote early identification and prevention, improve public communication and engagement on the services offered, for both children and youth as well as older adults.
- Address ageism in the [health system](#), since considering all youth and all older adults as homogenous groups negatively impacts health outcomes.

[Enablers](#) for Improving Equitable Access

[Social policy](#) plays a key role in improving the lives of the target age groups mentioned. It's important for policy makers to understand how socioeconomic factors affect health.

Collaboration and engagement with various community partners will enhance the understanding of unique needs of different age segments.

Priority 4 - A Healthy & Sustainable Workforce

① Capacity, Recruitment, and Retention

The Current Status

- 10% of PEI nursing positions are currently vacant.²³
- There are currently 700+ vacancies within the [health system](#) in PEI.²⁴
- The problem is not unique to PEI, but a high proportion of people living in the rural areas and a lack of healthcare capacity creates a significant burden on those working in PEI.²⁵
- The pandemic has negatively impacted the desire for some people to seek careers in health after witnessing its effects on well-being.
- Programs such as Physicians Recruiting Physicians are amongst current initiatives aimed at strengthening recruitment and retention.²⁶

The Future Goal

- Develop innovative recruitment and retention strategies to support staff.
- Create opportunities for career development and upskilling within the PEI [health system](#), such as new programs and training pathways.
- Optimize the existing workforce by expanding professional scopes of practice.
- Create positive and engaging work environments, explore flexible work schedules, pay attention to employees' work-life balance and provide relevant assistance to help them achieve the balance, and implement other retention incentives to minimize attrition.

[Enablers](#) for Developing a Healthy and Sustainable Workforce

Ongoing partnerships in health service delivery, education and regulatory bodies allows for a better understanding on workforce supply and system capacity demands, and more responsiveness to the changing conditions.

Strong [social and fiscal policy](#) incentivize staff to move to and stay on the Island. PEI's small size means it is well positioned to address workforce shortages through concerted recruitment efforts.

Priority 4 - A Healthy & Sustainable Workforce

② Supporting our Workforce

The Current State

- In 2013, Canada became the first country in the world to develop a voluntary standard on psychological health and safety in the workplace.²⁷
- Healthcare workers are 1.5 times more likely to be off work due to illness or disability than people in all other sectors. Chronic stress is common in a strained system.²⁸
- COVID-19 pandemic strains workforce capacity, many Canadian healthcare workers report its negative impact on their wellbeings.²⁹

The Future Goal

- Promote and protect the psychological health of healthcare workers.
- Provide mental health training for healthcare workers and promote awareness of available programs and benefits.
- Have more cross-industry collaboration to reduce capacity concerns and lessen the burden on healthcare workers.

Enablers for Developing a Healthy and Sustainable Workforce

Technology helps healthcare workers work more efficient and reduce the burden from certain administrative tasks. It also helps promote awareness of available programs and benefits to healthcare workers.

Priority 4 - A Healthy & Sustainable Workforce

③ Partnerships & Collaboration

The Current State

- PEI relies heavily on its regional partners including the provinces of Nova Scotia, New Brunswick, Newfoundland and Labrador to provide care and services to patients for many healthcare needs.
- The PEI Liaison Program provides Island patients and their families with a registered nurse to help connect them to other healthcare professionals, programs and services related to out-of-province medical treatment.³⁰
- Neighbouring provinces have provided support for PEI's recruitment and retention of healthcare talent and specialized care.
- The Atlantic Premiers have endorsed an accord to strengthen healthcare collaboration across the region.³¹

The Future Goal

- Continue to work with the Atlantic Provinces on the recruitment and retention of healthcare professionals and create a sustainable work environment in the healthcare sector.
- Provinces will collaborate to develop and maintain specialized care services for the region, limiting duplication while ensuring local needs are met.³¹

Enablers for Improving Partnerships and Collaboration

With the use of remote care technology, people can access care across the Atlantic provinces more easily, particularly for people who need specialized care outside of the Island but can't travel.

In addition, partnerships and collaboration hold an untapped opportunity around regulatory frameworks and the licensing/credentialing of healthcare professionals.

Glossary

Glossary terms are highlighted throughout this document in [green, where the users can click to be directed to this glossary page](#)

Community Care: The care that is delivered in private homes, retirement communities, residential or long-term care homes and community clinics.²

Continuity / Continuum of Care: The concept that is concerned with quality of care over time. It is the process by which the patient and the physician-led care team are cooperatively involved in ongoing healthcare management toward the shared goal of high quality, cost-effective medical care.⁷

Cultural Safety: An outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the healthcare system. It results in an environment free of racism and discrimination, where people feel safe when receiving healthcare.¹⁰

Department of Health and Wellness (DHW): The department that is responsible for the overall policy and strategic direction of the healthcare system.

Disease Management: Concept of reducing healthcare costs and improving quality of life for individuals with chronic conditions by preventing or minimizing the effects of the disease through integrated care.³

Enablers: One that enables another to achieve an end.

Evidence-based: Evidence-based medicine is an interdisciplinary approach which uses techniques from science, engineering, biostatistics and epidemiology, such as meta-analysis, decision analysis, risk-benefit analysis, and randomized controlled trials to deliver care to the patient.⁸

Fiscal Policy: The policy that refers to the use of government spending and tax policies to influence economic conditions, especially macroeconomic conditions, including aggregate demand for goods and services, employment, inflation, and economic growth.⁶

Health Inequity: The differences in health status or in the distribution of health resources between different population groups.³²

Health PEI: The organization that is responsible for frontline services and overall operations to meet the needs of Islanders and those who visit our Island.

Health System: All activities whose primary purpose is to promote, restore, and maintain health.¹

Preventative Care: Routine healthcare that includes screenings, check-ups, and patient counseling to prevent illnesses, disease, or other health problems.⁴

Social determinants of health: A specific group of social and economic factors within the broader determinants of health. These relate to an individual's place in society, such as income, education or employment.³³

Social Policy: The policy that is concerned with the ways societies across the world meet human needs for security, education, work, health and wellbeing.⁵

Stakeholders: One who is involved in or affected by a course of action.

Warm Hand-off: A transfer of care between two members of the healthcare team which occurs in the presence of the patient and family.⁹

Wellness: The active pursuit of activities, choices and lifestyles that lead to a state of holistic health.³⁹

References

1. The International Federation of Medical Students. *Health Systems*. (2016). Retrieved from: ifmsa.org/wp-content/uploads/2016/02/IFMSA_Program_Health-Systems.pdf
2. Canadian Institute for Health Information. *Community Care*. Retrieved from: cihi.ca/en/community-care#:~:text=Community%20care%20is%20delivered%20in,or%20delay%20admissions%20to%20hospitals
3. Academy of Managed Care Pharmacy. *Disease Management*. (2019). Retrieved from: amcp.org/about/managed-care-pharmacy-101/concepts-managed-care-pharmacy/disease-management
4. U.S. Centers for Medicare & Medicaid Services. *Preventative Services*. Retrieved from: <https://www.healthcare.gov/glossary/preventive-services/>
5. The London School of Economics and Political Science. *What is social policy?*. Retrieved from: lse.ac.uk/social-policy/about-us/What-is-social-policy
6. Investopedia. *Fiscal Policy*. Retrieved from: <https://www.investopedia.com/terms/f/fiscalspolicy.asp>
7. American Academy of Family Physicians. *Definition of Continuity of Care*. Retrieved from: <https://www.aafp.org/about/policies/all/continuity-of-care-definition.html>
8. John Hopkins Medicine. *Division of General Internal Medicine*. Retrieved from: <https://www.hopkinsmedicine.org/gim/research/method/ebm.html#:~:text=Evidence%2Dbased%20medicine%20is%20an,to%20the%20right%20patient.%E2%80%9D%20>
9. Agency for Healthcare Research and Quality. *Warm Handoff: Intervention*. (2017). Retrieved from: ahrq.gov/patient-safety/reports/engage/interventions/warmhandoff.html#:~:text=A%20warm%20handoff%20is%20a,of%20the%20patient%20and%20family
10. First Nations Health Authority. *Cultural Safety and Humility*. Retrieved from: fnha.ca/wellness/wellness-and-the-first-nations-health-authority/cultural-safety-and-humility
11. CBC. *40 new doctors recruited to work on P.E.I.* (2022). Retrieved from: <https://www.cbc.ca/news/canada/prince-edward-island/pei-doctor-recruitment-2021-1.6331382>
12. PEI Chief Public Health Officer's Report. *Health for All Islanders*. (2016). Retrieved from: http://www.gov.pe.ca/photos/original/cpho_report2016.pdf
13. Department of Health and Wellness. *Strategic Plan 2019-2022*. Retrieved from: <https://www.princeedwardisland.ca/sites/default/files/publications/dohwstrategicplan20192022.pdf>
14. Health PEI. *Patient Registry Program*. (2022). Retrieved from: <https://www.princeedwardisland.ca/en/information/health-pe/pe/patient-registry-program>
15. College of Family Physicians of Canada. *Family Practice – The Patient's Medical Home 2019*. (2019). Retrieved from: https://patientsmedicalhome.ca/files/uploads/PMH_VISION2019_ENG_WEB_2.pdf

References

16. Health PEI. Health Centres Offer Primary Care. (2022). Retrieved from: <https://www.princeedwardisland.ca/en/information/health-pei/health-centres-offer-primary-care>
17. State of Rural Canada. Prince Edward Island. Retrieved from: [https://sorc.crrf.ca/pei/#:~:text=Its%20population%20of%20145%2C21%20\(2015,does%20not%20contain%20a%20metropolis](https://sorc.crrf.ca/pei/#:~:text=Its%20population%20of%20145%2C21%20(2015,does%20not%20contain%20a%20metropolis)
18. Health PEI. Health PEI Strategic Plan 2021-24. Retrieved from: https://www.princeedwardisland.ca/sites/default/files/publications/health_pei_strategic_plan_2021-24.pdf
19. CBC. Hundreds rally for rural P.E.I. health system. (2015). cbc.ca/news/canada/prince-edward-island/hundreds-rally-for-rural-p-e-i-health-system-1.2990009
20. CBC. 'No gas in the engine' for rural health hubs, say critics. (2020). Retrieved from: <https://www.cbc.ca/news/canada/prince-edward-island/pei-rural-healthcare-hubs-consultation-1.5476403>
21. Prince Edward Island Statistics Bureau. Prince Edward Island Population Report 2021. (2021). Retrieved from: princeedwardisland.ca/sites/default/files/publications/pt_pop_rep_0.pdf
22. Government of Prince Edward Island. Promoting Wellness and Preserving Health: The Provincial Action Plan for Seniors. Retrieved from: princeedwardisland.ca/sites/default/files/publications/dhw_promoting_wellness_preserving_health_action_plan.pdf
23. Toronto Star. Health PEI is experiencing staffing shortages across the system. (2020). Retrieved from: <https://www.thestar.com/news/canada/2020/10/19/health-pei-is-experiencing-staffing-shortages-across-the-system.html>
24. CBC. More than doctors and nurses, says Health P.E.I. CEO of staffing problems. (2021). Retrieved from: <https://www.cbc.ca/news/canada/prince-edward-island/health-agm-2021-oct-summerside-1.6228122>
25. CBC. 'No quick fix' to staffing shortages, CEO of Health PEI says. (2021). Retrieved from: <https://www.cbc.ca/news/canada/prince-edward-island/pei-health-changes-shortages-1.6236247>
26. Government of Prince Edward Island. Physicians Recruiting Physicians initiative will strengthen the recruitment and retention process. (2020). Retrieved from: <https://www.princeedwardisland.ca/en/news/physicians-recruiting-physicians-initiative-will-strengthen-recruitment-and-retention-process>
27. Standards Council of Canada. Psychological Health and Safety in the Workplace – Prevention, Promotion, and Guidance to Staged Implementation (the Standard). (2013). Retrieved from: https://www.csagroup.org/documents/codes-and-standards/publications/CAN_CSA-Z1003-13_BNQ_9700-803_2013_EN.pdf
28. Mental Health Commission of Canada. Peer support.
29. SAGE Journals. Evaluating the mental health and well-being of Canadian healthcare workers during the COVID-19 outbreak (2021). Retrieved from: <https://pubmed.ncbi.nlm.nih.gov/34098760/>
30. Health PEI. Out-of-Province Liaison Program. Retrieved from: <https://www.princeedwardisland.ca/en/information/health-pei/out-of-province-liaison-program>
31. Government of Prince Edward Island. Atlantic Premiers Endorse Accord to Strengthen Health Care Collaboration and Discuss Energy and Trade Priorities. (2021). Retrieved from: <https://www.princeedwardisland.ca/en/news/atlantic-premiers-endorse-accord-to-strengthen-health-care-collaboration-and-discuss-energy-and>

References

32. World Health Organization. Health inequities and their causes. (2018). Retrieved from: <https://www.who.int/news-room/facts-in-pictures/detail/health-inequities-and-their-causes>
33. Government of Canada. Social determinants of health and health inequalities. (2020). Retrieved from: <https://www.canada.ca/en/public-health/services/health-promotion/population-health/what-determines-health.html>
34. International journal of circumpolar health. Acute health care among Indigenous patients in Canada: a scoping review. (2021). Retrieved from: <https://doi.org/10.1080/22423982.2021.1946324>
35. Government of Prince Edward Island. PEI Population Report Quarterly. (2022). Retrieved from: <https://www.princeedwardisland.ca/en/information/finance/pei-population-report-quarterly>
36. SaltWire. P.E.I.'s 40 new doctors make little impact on patient registry. (2022). Retrieved from: <https://www.saltwire.com/atlantic-canada/news/pei-40-new-doctors-make-little-impact-on-patient-registry-100693775/>
37. Government of Prince Edward Island. Mobile Mental Health Response Service launches. (2021). Retrieved from: <https://www.princeedwardisland.ca/en/news/mobile-mental-health-response-service-launches>
38. Government of Prince Edward Island. About Live Well PEI. (2022). Retrieved from: <https://www.princeedwardisland.ca/en/information/health-and-wellness/about-live-well-pei>
39. Global Wellness Institute. What is Wellness. Retrieved from: <https://globalwellnessinstitute.org/what-is-wellness/>
40. Government of Prince Edward Island. 2021 Chief Public Health Officer's Report. (2021). Retrieved from: https://www.princeedwardisland.ca/sites/default/files/publications/cpho21_report_web.pdf
41. Canada Health Infoway. Remote Patient Monitoring Project: Prince Edward Island. (2018). Retrieved from: <https://www.infoway-inforoute.ca/en/component/edocman/resources/reports/benefits-evaluation/3476-remote-patient-monitoring-project-prince-edward-island>
42. Government of Prince Edward Island. Remote Patient Monitoring (RPM) Program. (2021). Retrieved from: <https://www.princeedwardisland.ca/en/information/health-pei/remote-patient-monitoring-rpm-program>
43. Toronto Star. \$4 million announced for addiction treatment. (2022). Retrieved from: <https://www.thestar.com/news/canada/2022/05/25/4-million-announced-for-addiction-treatment.html>
44. Government of Prince Edward Island. Pharmacist assessment for UTI available free of charge April 1. (2021). Retrieved from: <https://www.princeedwardisland.ca/en/news/pharmacist-assessment-uti-available-free-charge-april-1#:~:text=Effective%20April%201%2C%202021%2C%20Island.this%20assessment%20free%20of%20charge.>
45. Government of Prince Edward Island. More than 100 new nurses join the PEI health system. (2021). Retrieved from: <https://www.princeedwardisland.ca/en/news/more-than-100-new-nurses-join-the-pei-health-system>