



C·health

Global best practices - Applied locally.



TOMORROW HAS ARRIVED



Report to the Community

When we envision what health care should look like, many words come to mind. Words like accessibility and quality, evidence-based, patient-centred, and team-based. These fundamentals and more were incorporated into the creation of C-health to offer Albertans access to a dedicated team of medical specialists with a commitment to service delivery, innovation and system enhancement.

HERE AND NOW

By bringing together a team of innovative thinkers that challenge traditional norms, we continue to work toward our goal of delivering quality care in a timely, innovative and sustainable way. We do this with a strong commitment to working within, supporting and enhancing, our public health system, so that all Albertans can benefit from our comprehensive and integrated model of care.

We believe tomorrow has arrived. We believe in making a difference ... and we believe we are.

Making a Difference

C-health was founded in 1999 by Dr. Alykhan Nanji, who has drawn upon principles learned during his studies at the Harvard School of Public Health; the University of Calgary, Faculty of Management; and then in 2007 at the Wharton Business School, to create a rapid assessment chest pain clinic that delivers high quality care in a timely manner and with a focus on a positive patient experience.

The Calgary clinic grew from a single physician to 17 integrated specialists by 2015, operating in three divisions — C-era (cardiometabolic), C-endo (diabetes and endocrinology) and C-O2 (cardiopulmonary). Our over 800 referring doctors highlight our commitment to enhance and integrate specialist care with family doctors and other health-care providers.

To date, C-health has evaluated over 100,000 Albertans. We're proud to offer rapid access to high quality specialty services with locations across the province — including our newly-constructed Edmonton facility, providing specialist care for those with diabetes.



Enhancing Health

We engage with communities for the long term to improve the health of present and future generations.

Our focus is on treating the patient. Everything we do is geared toward delivering high quality care in a timely manner with a focus on a positive patient experience aligning strongly with our vision of “living longer ... living better.”

Quality is something we take very seriously. We strive for excellence in every facet of our operation — from having the right people and processes in place through to timely evaluations and comprehensive follow-through. To ensure this high standard is met, we invest in ongoing training and continuing education for our physicians and staff.

Our mission

C-health is focused on evaluating and enhancing health through patient care, system enhancement and innovation. Committed to access, quality and sustainability, C-health works across health-care providers, organizations and systems in order to provide integrated and comprehensive care.



“After some chest discomfort, my wife insisted that I go into the C-era clinic. They did an ECG and Treadmill Exercise Stress Test, in addition to a MIBI Nuclear Perfusion Test. They diagnosed that I had a 90% blockage of my right coronary artery and I was referred to Calgary Foothills Hospital for angioplasty. I’ve been back to C-era for follow-up visits. They’ve done a great job of keeping me from having a heart attack, and I was lucky to have them act so fast on my behalf.”

Terry O.
patient

To deliver best practices you need to challenge the norm.

Defining a New Approach

The days of doctors working in isolation are gone. There is simply too much information for a single practitioner to absorb. Working in teams allows physicians to review cases together and discuss strategies — with everyone bringing something to the table.

We believe this multi-specialty team is required for a patient to receive comprehensive care. So by building an infrastructure that encourages collaboration, we enhance the support for physicians and the quality of care for patients. Our teams consist of emergency doctors, general internal medicine specialists, geriatricians, cardiologists, endocrinologists, and a number of interpreting pulmonary specialists who provide clinical guidance.

To further innovation in service delivery and in medical interventions, we have an active research program, primarily in clinical trials, that are aimed at changing thinking. Our involvement in these clinical trials help keep us on the cutting edge and offers our patients access to new and innovative therapies.

In 2014, C-endo developed and implemented its Insulin Pump Therapy (IPT) Follow Up Program to support patients currently utilizing or preparing to start IPT, as well as to provide essential ongoing care and follow-up post-initiation of IPT.

“It’s very satisfying to be part of a collaborative team of health-care professionals who draw on their respective areas of expertise to best serve our patients. The end result is a very timely and comprehensive patient experience.”

Robyn Tyrrell
Operations Manager
C-health, Calgary



Putting the Patient First

Our focus is always to ensure that the needs of the patient are met.

It's all about the patient. From minimizing patient wait time to communicating information across providers, reducing duplication of effort to ensuring our patients have access to comprehensive online education resources, through to offering programs to support patient care and education.

The C-health model brings together medical specialists with an allied health team to offer integrated care to each and every patient. During the course of their treatment, a patient may interact with physicians, nurses, cardiology technicians, dietitians, pharmacists, and other medical specialists.

In 2015, three C-era physicians completed the newly created subspecialty certification in General Internal Medicine, making them among the first General Internal Medicine Subspecialists in Canada.

We pride ourselves on reflecting the diverse ethnic, religious, socio-economic and gender diversity found in this province. In a way, we are a virtual United Nations of care providers, speaking 17 different languages and understanding and appreciating the cultural nuances and norms in order to deliver optimal care with respect and sensitivity.

Simply put, the patient is first. Everything else is secondary. This focus is working — in the responses of our satisfaction surveys patients and referring physicians consistently commend us on the speed and quality of care we deliver.



Focused on Optimal Care

As defined by The Royal College of Physicians and Surgeons of Canada, General Internal Medicine is a subspecialty of Internal Medicine which embraces the values of generalism. It is aligned with population needs, and promotes the practitioner's ability to adapt their practice profile when population needs change. As physicians, they are prepared to diagnose and manage patients with common and emergency internal medicine conditions, and are able to do so when the individual has multiple conditions and with limited access to other subspecialists. General Internists advocate for their individual patients as well as for all patients within complex health-care delivery systems, by aiming to optimize and not maximize care, including prevention of other conditions.



Enhancing System Capacity

A better system is better for everyone, especially for the patient.

"The practice of medicine and medical knowledge has gotten very complicated and is changing rapidly. The art of medicine hasn't changed much and is still a personal communication with another human being. I believe we can't always be clever, but we can always be kind and respectful. We have the ability to treat common medical problems uncommonly well and complicated problems the best possible way. We are fortunate in Calgary to have the facilities to manage our patients with sound advice and medical care."

Dr. Terence D. Groves
C-era, Calgary

For our patients to receive good care through us, they also need to receive good care through their General Practitioner, and through their Primary Care Network (PCN).

We've challenged ourselves to improve system resources with regards to quality of care and access to care. To this end, a number of PCN Certified Diabetes Educators come to our endocrinology department for education. We recently assisted Calgary's Mosaic PCN to improve access to specialty endocrinology services, helping them form their Diabetes Optimization Team.

We continue to work with various pharmacy chains to assist in the provision of practical advanced diabetes education training to better offer advanced, standardized Certified Diabetes Educator services to patients in more locations across Southern Alberta.

C-health collaborated on ICA-CHAMP (Indo-Central Asian Cardiovascular Health Assessment and Management Program) to screen the risk factors for heart disease and stroke in these populations. As a result, one of the participating communities has gone on to launch a Canada-wide screening program.

Efficient Service Delivery

We believe that a patient's time is valuable, so we make efficiency a priority. Care is scheduled to reduce waiting, improve access, and respect our patient's other commitments.

Patients are seen in the order of urgency described by their General Practitioner, and information is provided back quickly to their doctor. Our administrative team helps support patients in navigating the health care system, so that further testing or treatment happens smoothly.

The C-health model is centred on a team approach that gives physicians clear access to the staff and resources they need for diagnosis and care. Our physicians are focused on the patient, and our management team is active in ensuring they have the supports needed to provide great care.



Sharing Best Practices

C-health was founded with a strong social consciousness and a commitment to upholding the highest ethical standards.

We aspire to be a recognized leader in the delivery of integrated, comprehensive community care. We work to foster external collaborations both within and outside Alberta Health Services to ensure patients receive the care they need from the best provider to deliver that care.

C-health is committed to team-based care with allied health-care providers, general practitioners and specialists to deliver care that is nothing shy of world class. We actively share best practices to educate health-care providers, and strive to model high quality patient-centric care.

We work in synergy with Alberta Health Services to complement, not duplicate services and to enhance knowledge and access to publicly-funded health-care programs. One example of this is our screening of patients for the Living Well program.

“The C-endo Clinic Elite CDE Pharmacist Mentorship Program brings together community pharmacists functioning at an advanced level of diabetes education within Southern Alberta. While these pharmacists truly are part of our multi-disciplinary team, they are situated in locations convenient for our patients. With this team, C-health can provide patients with greater access to high quality specialty care services at a local level. Improving patient access to specialty care services within their own community improves health outcomes and cost-effectiveness of care in patients with diabetes.”

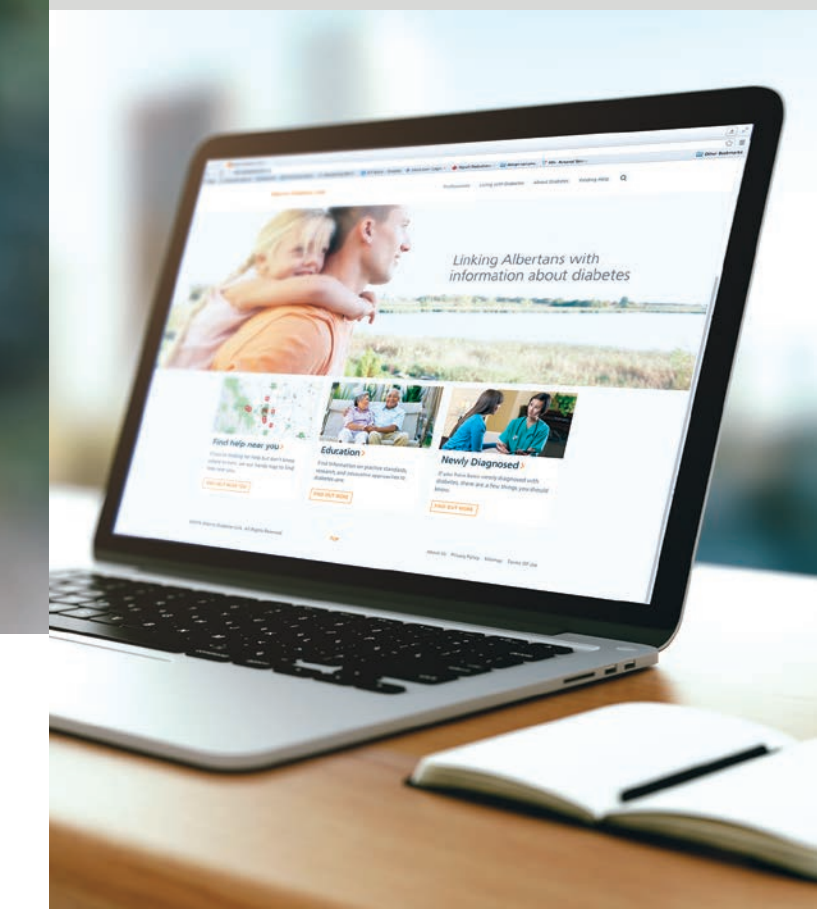
Elyse Morton
C-endo Clinic Manager,
Diabetes Education Program Manager,
Clinical Research Manager

Building Healthy Partnerships

In 2012, a consortium led by C-health was awarded the electrocardiogram (ECG) contract to interpret over 10,000 ECGs per month.

We collaborate with Alberta Health Services to screen patients for the Living Well Program; we support the Alberta Insulin Pump Program; and since 2008, we have partnered with Calgary's EFW Radiology to offer nuclear cardiology services.

Alberta Diabetes Link was launched in 2015 as an information source specifically for people living in Alberta with diabetes. www.AlbertaDiabetesLink.ca



Forward Thinking

“The sharing of best practices with the goal of improving the overall health of the community is key to C-health. Our mandate is to evaluate patients in a timely and comprehensive manner affording the opportunity for a more proactive approach to health care. C-health is a multi-specialist, multi-divisional centre with immediate onsite access to varied expertise. This arrangement allows us to deliver a thorough assessment in an extremely timely manner and maximize access for the patient. C-health is committed to a patient-centric, high quality, and efficient model of care.”

Dr. Alykhan Nanji
Founder, C-health

Looking ahead, our actions will be guided by what the World Health Organization has enshrined in their constitution, “...the highest attainable standard of health as a fundamental right of every human being.”

While we in Alberta are fortunate to have ready access to health care, there still remain many barriers to optimum care — including limited access, inadequate quality, duplication of services, fractured care, inconsistent messages, and a knowing-doing gap.

We’re committed to working with community resources to improve patient care, system enhancement and innovation. All of our offerings focus on improving access, quality and sustainability. Our information and best practices are shared across the province, and we strive to complement local health care offerings and offer truly integrated care within the public health system.

Collective Intelligence

Dr. Simona Burs
General Internal Medicine
(Romanian, English, German, Hungarian)

Dr. Mei Chu
Internal Medicine
(English, Spanish, Cantonese)

Dr. Chi Diep
General Internal Medicine
(English, Vietnamese)

Dr. Pamela Downey
Emergency Medicine
(English)

Dr. Terence D. Groves
Internal Medicine
(English)

Dr. Linda Hames
Internal Medicine
(English)

Dr. Joanna Holland
Endocrinology
(English)

Dr. Marek Jung
Cardiology/Internal Medicine
(English, French, Polish)

Dr. Megan Khosla
Internal Medicine
(English)

Dr. Munish Khosla
Endocrinology/Internal Medicine
(English, French)

Dr. Stephanie Li
Endocrinology
(English, Cantonese)

Dr. Alfred Lutterodt
Internal Medicine
(English, Dialects from Ghana)

Dr. Alykhan Nanji
General Internal Medicine
(English)

Dr. Sue Pedersen
Endocrinology
(English)

Dr. Linda Sandercock
Endocrinology
(English)

Dr. C. Sivakumar
Geriatrics/Internal Medicine
(English, Hindi, Tamil)

Dr. Winnie Wong
Endocrinology
(English)

C-O2
Our cardiopulmonary division is staffed by a team of five interpreting Pulmonologists dedicated to providing the highest level of care.

OUR MANAGERS

Robyn Tyrrell
C-health Manager of Operations and Human Resources

Maureen Thomas
C-health Administration Manager, Calgary

Sheila Dutton
C-health Clinic Manager, Calgary

Elyse Morton
C-health Manager of Endocrinology and Innovation

Joan Richards
C-health Physician Services Manager

Lee-Ann Langkaas
C-health Operations and Clinic Manager, Edmonton

Strength in Breadth and Diversity

Our diverse team is made up of specialists with unique credentials. Specialists in General Internal Medicine, Emergency Medicine, Endocrinology, Geriatrics, Pulmonary Medicine and Cardiology, are supported by over 30 full-time staff. Allied professionals include Medical Office Assistants, Registered Nurses, Cardiology Technologists, Paramedics, LPNs, EMTs, Respiratory Therapists, Certified Diabetes Educators, Dietitians and Pharmacists — ensuring the delivery of our integrated approach to providing quality patient care.





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and Risk Assessment



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