



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé



Regional Health Authority
Central Manitoba Inc.

Office régional de la santé
du Centre du Manitoba Inc.

Media Release

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Congestive heart failure program a winner

“It really changed my life,” Gail Martin says simply. “Before I was overweight, had swollen feet, was too short of breath to walk ... I feel better now than I have in 10 years.”

A miracle cure? No, the first preventive program for people living with congestive heart failure (CHF) of its kind in Canada. And it works.

At age 67, Martin was diagnosed with CHF - a chronic condition where the heart isn't able to pump effectively to meet the body's need for blood and oxygen.

She enrolled in the Provincial Health Contact Centre's CHF pilot program - based at Misericordia Health Centre - and lost 45 pounds, lowered her blood pressure significantly and is now able to breathe easily as she takes her granddaughter for a stroll.

Here's how the program works: in partnership with family physicians and the Winnipeg Regional and Central Health Authorities, Health Links-Info Santé nurses provide support and education to CHF patients to help them manage their illness and improve their quality of life.

“The nurses were amazing,” says Martin. “They mailed me information and called me once a month to see how I was doing. Without those personal calls, I wouldn't have felt so involved.”

The program isn't just a winner for patients like Martin: the **CHF Program recently garnered two awards at the prestigious *Global Perspectives on Chronic Disease Prevention and Management Conference*** in Calgary.

Taking home the **Delivery System Design Award** and the overall top award, the **University of Calgary Department of Community Health Services Research Award**, was confirmation of the CHF program's innovation for Provincial Health Contact Centre Director Paul Nyhof.

"The CHF program is cutting edge," explains Nyhof. "It was unique from the onset because we paired researchers at the University of Manitoba with decision-makers at the Winnipeg Regional Health Authority which means research influenced design and design influenced research.

"The result is that nurses are managing the illness by telephone and patients are not taking up time in busy general practitioners offices or hospital emergency rooms," says Nyhof. "We're fundamentally changing how health care is delivered."

Since 1898, Misericordia Health Centre has been providing compassionate high quality health care to those most in need in accordance with our core values of caring, respect and trust. Misericordia provides an array of specialized programs including our Eye Care Centre of Excellence, long-term and interim care, urgent care, ambulatory clinics, diagnostic imaging, laboratory services and pediatric dental surgery. Misericordia is also home to the internationally recognized Provincial Health Contact Centre, including Health Links-Info Santé. For more information, please visit our website at www.misericordia.mb.ca.

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