



Improving your health, together.



Thames Valley

Family Health Team

New Staff Orientation

Supporting patients between visits
through Self-Management.

Who we are?

The South West Self-Management Program (SWSM) is a regional program integrated within the Thames Valley Family Health Team (TVFHT).

We support:

- Patients living with chronic conditions.
- Caregivers.
- Healthcare professionals across Southwestern Ontario.

Our goal is to empower people with the knowledge, skills, and confidence to better manage their health through education, coaching, and evidence-informed self-management workshops.



About Us

What You Should Know About SWSM?

- We are are a regional Program serving communities across Oxford, Elgin, London–Middlesex, Huron, Perth, Bruce, Grey, and Norfolk.
- We are integrated within the Thames Valley Family Health Team (TVFHT) and working in collaboration with healthcare organizations across the region.
- Our programs are free for patients, caregivers, and healthcare professionals.
- We offer evidence-based workshops, information sessions, and professional development opportunities.
- We support patients, caregivers, healthcare providers and regional health and social service organizations through education, coaching, and community partnerships.
- Our team consists of four dedicated staff members who coordinate programs, facilitate workshops, provide coaching support, sharing self management strategies and health information with patients and health professionals and partner with organizations across the South West to bring self management programming to local communities.

Together, we help connect clinical care with community-based self-management support to improve health outcomes.



Program Team



Andrea Martin

**Regional
Program Lead**



Darren Robbins

**Regional
Program Lead**



Heather Davis

**Program Coordinator
and Workshop
Specialist**

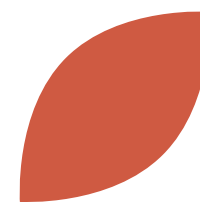


Sarah Abukarsh

**Program Community
Engagement and
Media Specialist**



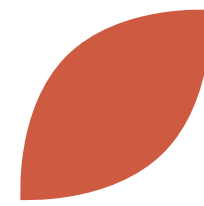
What is Self-Management?



Self-management is the individual's ability to be the director of their care. They have the knowledge, understanding, and resources to make decisions around their health (physical, social, and emotional health) while working in partnership with all members of their healthcare team.

Key principle: The patient is the active decision-maker in their care.

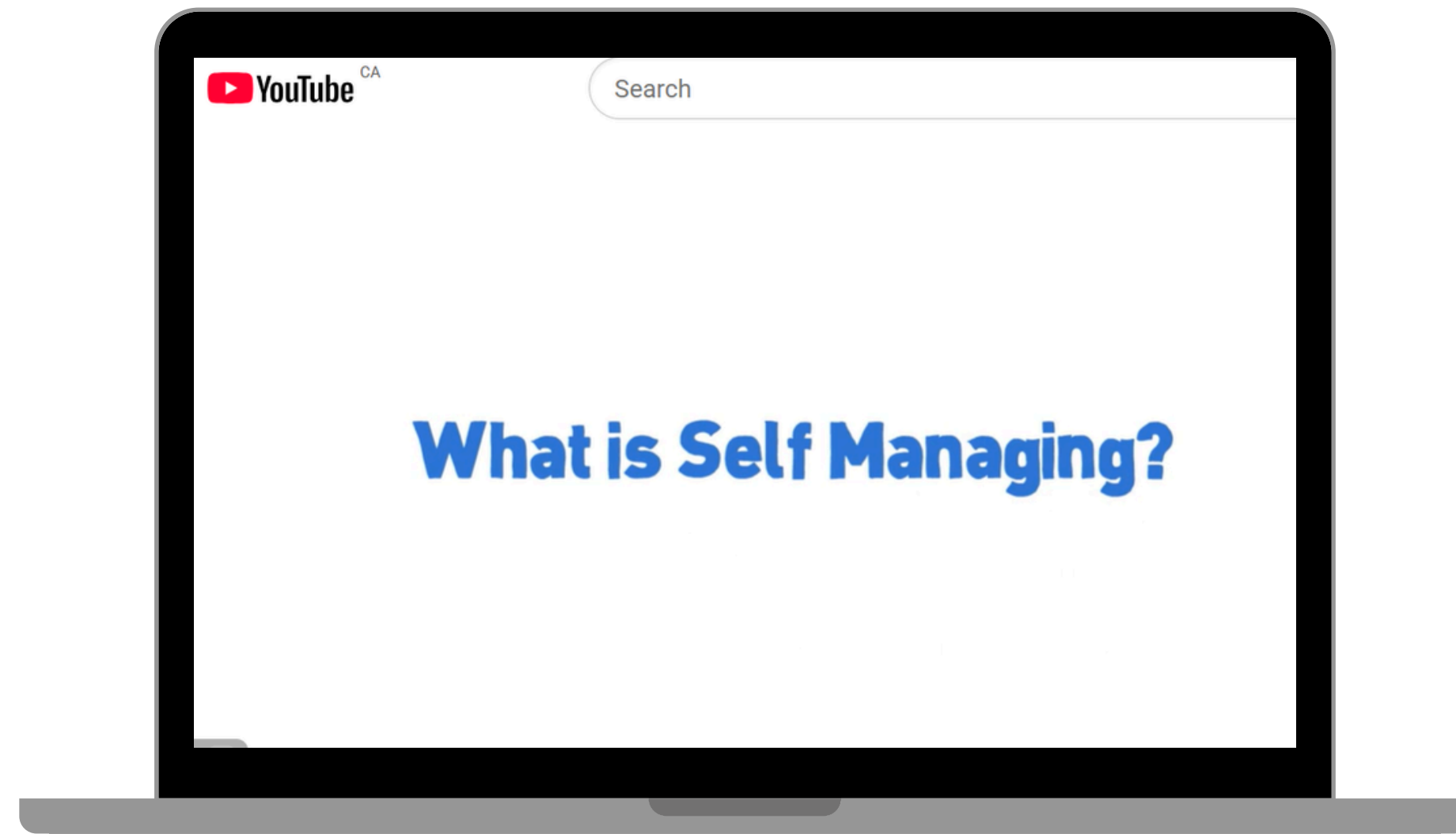
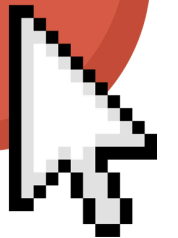
What is Self-Management?



This short video introduces the concept of self-management and highlights the importance of empowering individuals with the knowledge, skills, and confidence they need to take an active role in managing their health.

As you watch, consider how self-management skills can help patients make informed decisions, set meaningful goals, solve everyday health challenges, and work more effectively with their healthcare team.

WATCH NOW



What is Self-Management Support?

Self-management support is provided by healthcare professionals, family, friends, and caregivers who help individuals manage their wellbeing.

This includes support that is:

- Physical
- Social
- Emotional

Focus: Supporting people to make informed choices, not making decisions for them.

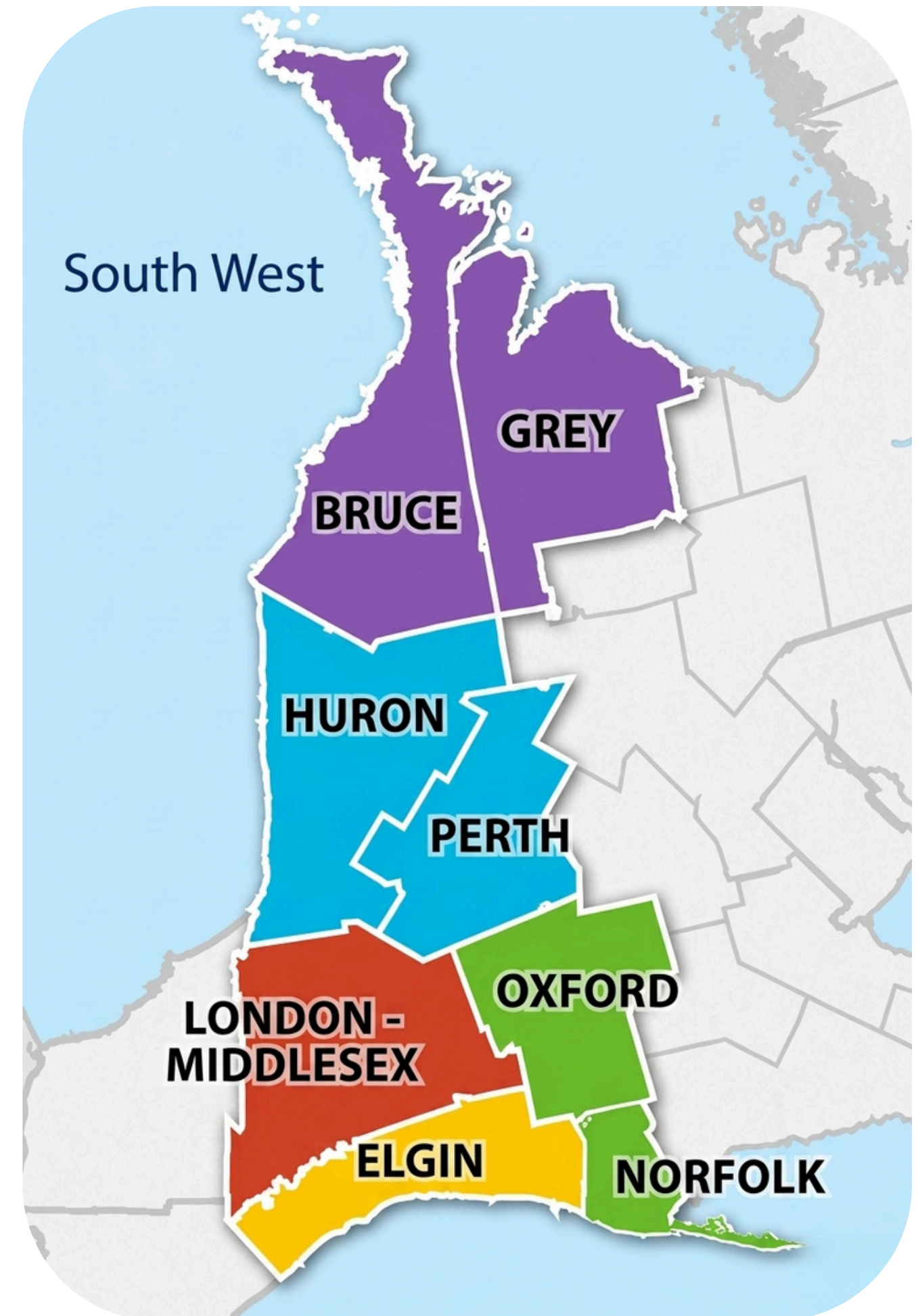


Service Area Coverage

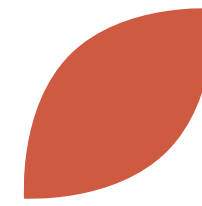
The South West Self Management Program supports communities across:

- **Oxford County**
- **Elgin County**
- **London–Middlesex**
- **Huron County**
- **Perth County**
- **Bruce County**
- **Grey County**
- **Norfolk County**

Our goal is to ensure equitable access to self-management support across the region through free workshops offered both virtually and in person.



Your contribution as a Healthcare Professional with SWSM



As TVFHT staff, you play a key role in strengthening self-management by:



- Identifying patients who may benefit from SWSM supports.
- Referring patients into community-based workshops and programs.
- Reinforcing self-management goals in clinical conversations.
- Supporting shared care between clinical and community services.
- Participating in SWSM professional development opportunities.

When to Refer individuals to SWSM?

You can support patients by referring them to SWSM programs when you think they would benefit from:

- Chronic disease self-management support
- Chronic pain education and coping strategies
- Diabetes prevention or management support
- Caregiver support and education
- Health behaviour change support

 **Referrals strengthen continuity between clinical care and community-based support.**



Why refer to the SWSM Program?

Referring patients to SWSM helps extend the support they receive beyond the clinical setting by providing education, tools, and ongoing encouragement to build confidence in managing their health.

- Supports patients between healthcare visits.
- Improves follow-through on self-management goals.
- Reinforces care plans through education and coaching.



SWSM Featured Community Workshops



**Living a
Healthy Life
with
a Chronic
Condition**



**Living a
Healthy Life
with
Chronic Pain**



**Living a
Healthy Life
with
Diabetes**



**Powerful Tools
for
Caregivers**

All programs are evidence-based and delivered by trained facilitators.

Overview of the Living a Healthy Life Workshop Series

What is the Living a Healthy Life Workshop Series?

The Living a Healthy Life Workshop Series is an evidence-based self-management program developed at *Stanford University* and internationally researched and recognized for supporting people living with chronic conditions, and now administered by the Self-Management Resource Centre

A Skills-Based Workshop Approach

Participants learn practical self-management skills through:

- Interactive discussions and activities.
- Skill-building exercises.
- Practice opportunities.
- Feedback and support from facilitators and other participants.



Workshop Series Available:

- **Living a Healthy Life with Chronic Conditions**

For individuals living with one or more chronic conditions.

- **Living a Healthy Life with Chronic Pain**

Focused on managing the challenges of living with ongoing pain.

- **Living a Healthy Life with Diabetes**

Supporting individuals in managing diabetes and building healthy routines.

What Participants Can Expect to Learn?

Participants develop skills to help them:

- Incorporate healthy behaviours into their daily lives.
- Use problem-solving and decision-making strategies.
- Set and achieve weekly action plans.
- Build confidence in managing their health.

Topics include:

- Healthy eating.
- Physical activity.
- Stress management.
- Communication with healthcare providers.
- Managing symptoms and daily challenges.



Powerful Tools for Caregivers



A 6-week program supporting caregivers to maintain their own wellbeing while providing care.

Focus areas:

- Self-care and relaxation strategies.
- Managing stress, guilt, and emotional burden.
- Building confidence in caregiving.
- Accessing community resources.

Goal: Supporting caregivers so they can better support others.



Which program is right for your patient?

Quick Referral Guide

If your patient is...

Refer them to...

Living with one or more chronic conditions

Living a Healthy Life with a Chronic Condition

Living with persistent or chronic pain

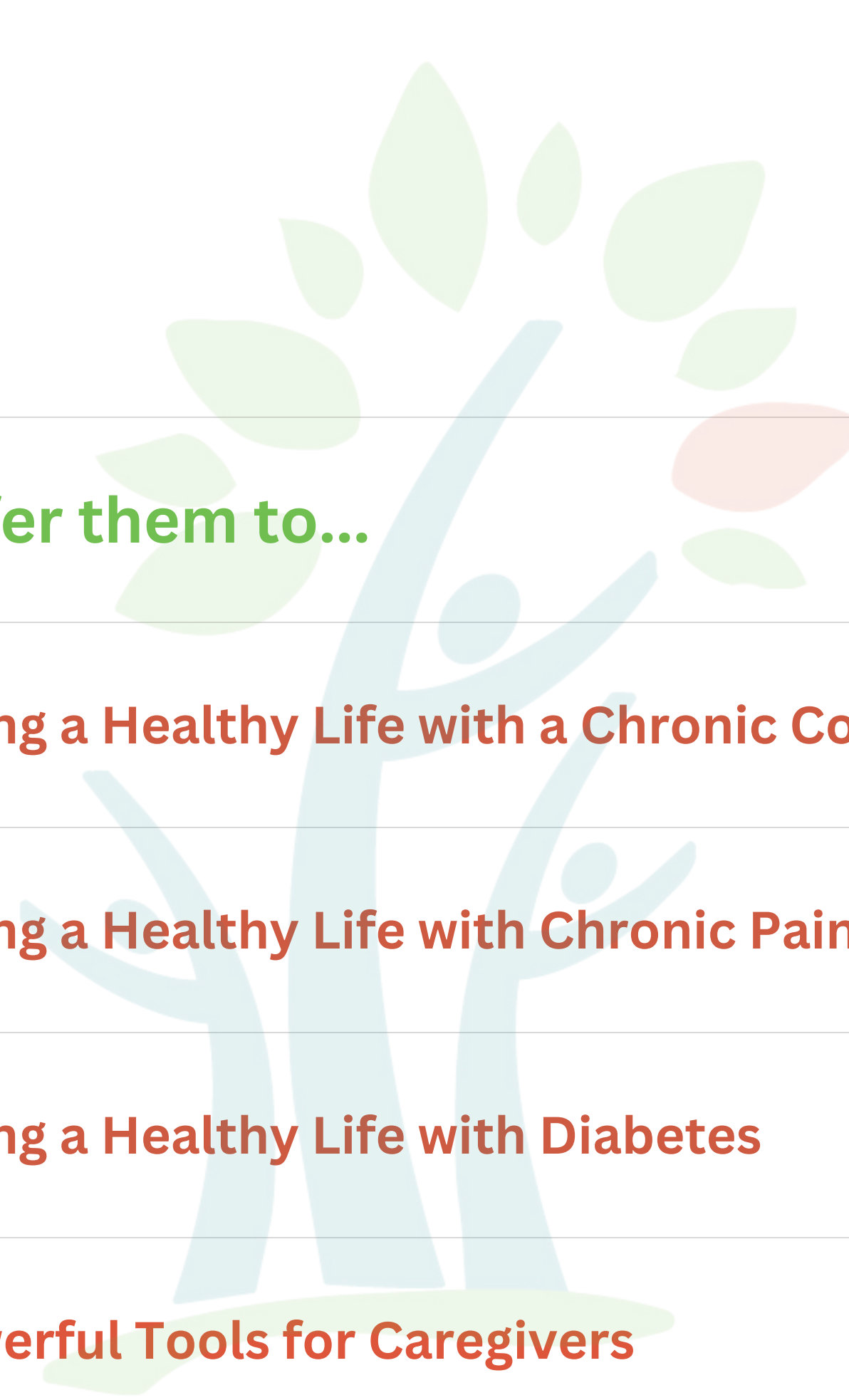
Living a Healthy Life with Chronic Pain

Living with diabetes or at risk of developing diabetes

Living a Healthy Life with Diabetes

A caregiver supporting a spouse, parent, child, or loved one

Powerful Tools for Caregivers



General Health Information Sessions



Skills of Wellbeing

Participants will learn practical skills, tools, and knowledge to support their overall well-being, strengthen their mind, body, and spirit, and build confidence.



Using the B.R.A.I.N. for Health Decisions

Participants will learn making informed health-related decisions, whether they are managing their own health, supporting a loved one, or they are a caregiver.



Getting the Most from Your Healthcare Appointment

Participants will learn strategies to prepare before, during and after a healthcare appointment, to communicate their needs and questions.

Professional Development Workshops for TVFHT & Healthcare Providers

TVFHT staff can enhance their practice through SWSM training programs:



**Motivational
Interviewing**



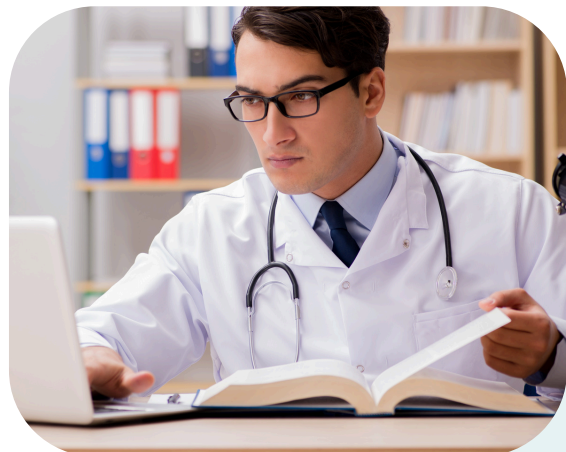
**Informed
Decision
Making**



**Brief Action
Planning**



Connect to Learn



Health Literacy

These workshops strengthen communication, engagement, and behaviour change support skills.

These programs are developed by leading organizations and align with evidence-based practice.

Motivational Interviewing

Learn collaborative conversation skills to strengthen motivation and commitment for change in complex situations.

Focus areas:

- **Exploring ambivalence.**
- **Strengthening intrinsic motivation.**
- **Supporting patient-led change.**



Brief Action Planning

A concise approach that supports effective brief clinical interactions.

Helps clinicians:

- **Turn conversations into actionable steps.**
- **Support patient-defined goals.**
- **Strengthen follow-through between visits.**



Informed Decision Making

This training provides a structured approach to shared decision-making conversations.

Focus area:

- **Supporting patient understanding.**
- **Exploring options and preferences.**
- **Enhancing confidence in decisions.**



Health Literacy

Health literacy is essential for effective communication.

Focus area:

- **Improving patient comprehension.**
- **Using clear communication strategies.**
- **Reducing misunderstandings in care.**

Outcome: Better patient engagement and improved health outcomes.



Connect to Learn

Customer service in healthcare focused on meaningful connection.

You will learn to:

- **Build strong patient relationships.**
- **Improve communication with families and colleagues.**
- **Enhance patient experience across care settings.**



Shared Values between TVFHT & SWSM



Our work is guided by shared values:

- Person-centred care.
- Collaboration across teams and systems.
- Equity, inclusion, and accessibility.
- Compassion and respect.
- Accountability in practice.
- Continuous learning and improvement.
- SWSM complements clinical care, it does not replace it.



Effective Self Management support happens when:



- TVFHT provides clinical expertise and guidance
- SWSM provides education, coaching, and community programs
- Patients remain at the centre of decision-making

**Together,
we build stronger,
more connected care pathways.**



Multiple ways to Refer a patient

1. Identify a patient, caregiver, or family member who may benefit from self-management support.
2. Discuss the South West Self-Management Program and available workshops.
3. *Refer the patient:* Share the registration link, assist the patient with registering through the website, provide the patient with the contact information (Phone number and email), promotional materials, and encourage participation.
4. Continue to reinforce self-management goals during ongoing clinical care.



Remember: Patients can also self-refer directly to the South West Self-Management Program.

Summary

Through partnership between TVFHT and SWSM, healthcare professionals can:

- Strengthen patient self-management
- Expand support beyond clinical settings
- Improve communication and decision-making
- Access professional development opportunities



Goal: Empower patients while strengthening clinical practice through collaboration.



Let's Connect!

We're here to support your patients, caregivers, and healthcare teams through education, self-management support, and professional development opportunities.

- Refer a patient or caregiver
- Register for a workshop
- Explore professional development opportunities
- Connect with our team to learn more
- Book a brief information session for your team or clinic

You're always welcome to book a brief session to learn more about our programs, referral process, and how we can support your patients and caregivers.



Contact Information



519-421-5691



www.swselfmanagement.ca



info@selfmanagement.ca