



Staff Information Sessions 2019

Nemo Rangers
November 21st



Welcome

- Introductions
- Housekeeping



Agenda

Item	
Welcome – Chief Officer Ger Reaney	09.30 - 09.35
<i>Context - Cork Community Healthcare in 2019</i>	09.35 - 09.45
Context – Our Strategic Plan	09.45 – 09.50
<i>Making Our Priorities Count – local presentations</i> Martin Agar Men’s Cooking group	09.50 – 10.05
HR updates and discussion re the staff survey	10.05 – 10.20
<i>Making Our Priorities Count – local presentations</i> ATC <i>Psyched</i>	10.20- 10.35
Questions/discussion	10.35 - 10.45
Summary and Close	10.45 – 10.50

The aims of today’s session are to:

- provide an update on developments in Cork Kerry Community Healthcare
- discuss how we are Making Our Priorities Count
- showcase the work of your colleagues
- allow opportunities for everyone to ask questions.

Welcome from Chief Officer Ger Reaney

- Service plan 2020 and budget
- Recruitment controls
- Our strategic priorities
- *** Remember - you can submit questions online at sli.do
Use the code #ckch**

Our Mission, Vision and Values

“



OUR MISSION

Providing quality services to enable everyone to optimise their health and wellbeing.



OUR VISION

A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all.



OUR VALUES

*Integrity, Learning,
Partnership and Respect.*

”

Our Strategic Priorities

In order to realise our vision and implement the ethos and values that we want to create, we have identified six strategic priorities for the next 3-5 years.

Each priority is underpinned by specific objectives.

1. Access	<i>To provide the best possible access to our services</i>
2. People	<i>To value and respect our staff, those who use our services, and their families and carers</i>
3. Quality	<i>To ensure we deliver the best possible quality, compliant services</i>
4. Resources	<i>To create a culture of efficiency that makes the best use of resources in all of our services</i>
5. Health and Wellbeing	<i>To improve the health of all who live in Cork and Kerry</i>
6. Engagement	<i>To foster a culture of pride, confidence & trust in our services</i>

National Context

Sinead Glennon, Head of Mental Health Services

National updates



CEO & HSE Board

Paul Reid, CEO appointed May 2019
The Board is the governing body of the Health Service Executive (HSE), and is accountable to the Minister for Health for the performance of its functions with the CEO accountable to the Board as set out in the Health Service Executive (Governance) Act 2019.

Mr Reid has visited services in Cork and in Kerry

CEO Paul Reid visits services in Cork city



We are in a state of transition

- Sláinte Care (Ten year cross party strategy)
- New CEO & Board appointed to HSE
- Regional Health Areas announced summer 2019
- Community Healthcare Networks- Learning Site
- Revised GP Contract

Sláintecare Objectives:



- Promote the health of our population to **prevent** illness
- Bring the majority of care into the **community**
- Create an **integrated** system of care, with healthcare professionals working closely together
- Create a system where care is provided on the **basis of need**, not ability to pay
- Move our system from long waiting times to a **timely** service
- Drive **accountability and performance** in the health service
- Deliver a health service that has the **capacity and ability** to plan for, and manage, **changing needs**



Integration Fund

€20m for 122 successful projects

- Promote the engagement and empowerment of citizens in the care of their own health
- Scale and share examples of best practice and processes for chronic disease management and care of older people
- Encourage innovations in the shift of care to the community or provide hospital avoidance measures

CKCH Project - Urgent Ambulatory Care and Virtual Ward for the Older Person

A collaboration between Cork Kerry Community Healthcare, South South West Hospital Group, the Five Fundamentals of USC Programme and the Integrated Care Programme for Older People

.The impact of the approach could release up to 30 acute beds per week in the acute system at full capacity

CKCH Project - Cork Kerry Health & Wellbeing Community Referral

A partnership between Cork Kerry Community Healthcare Health & Wellbeing and National Family Resource Centres, supported by a cross-sectoral steering group

Regional Health Areas



Cork and Kerry make up one entire Regional Health area, with a population of 690,000

- Six regional planning teams have been identified and wider engagement with stakeholders at a regional level is getting under way.
- Staff, patients and the general public will be centrally involved in the design of their own area.
- Regional health areas will have their own budget based on local population needs.
- While the HSE will continue to be the central executive with responsibility for planning and strategy, restructuring will mean health regions will have greater autonomy to make decisions at a local level.

Community Healthcare Networks

- We are implementing a Community Healthcare Network learning site in the Kinsale, Bandon, Carrigaline Network (14 networks in Cork and Kerry, 96 across the country)



Cork Kerry Community Healthcare

Update on the launch of our Strategic Plan

Mary Smithwick Communications
Manager

Why do we need a CKCH strategic plan?

- It helps us to deliver the best possible services.
- Structures will change, but the principles driving the plan will still be important. Achievements and advances under the six strategic priorities transcend and can outlive structures.
- If we don't set our own agenda, then who will?
- To assist in building identity for Cork Kerry Community Healthcare.
- Provides a framework for a structured approach to service improvement and change, brings objectivity to decision making.
- Multi annual perspective rather than planning on a year to year basis through operational plans.

CKCH strategic plan

- Our plan was launched on October 14th, and is available at hse.ie/corkkerrypriorities.

Priorities for Cork Kerry Community Healthcare

Cork Kerry Community Healthcare's strategic plan for 2019 to 2023 is available: [CKCH StrategicPlanFinal](#)

The plan helps our 8,000 staff to see their role in delivering our mission, vision, values and strategic priorities.

Working together, we can all Make Our Priorities Count.

The plan lists actions needed in the short, medium and long term to deliver on objectives related to our six Strategic Priorities.

Those six priorities are Access, People, [Resources](#), Quality, Health and Wellbeing and Engagement.

As well as the actions listed in the plan, staff in all parts of Cork Kerry Community Healthcare are taking on their own projects and initiatives.

Documents for local meetings:

We are asking staff to hold meetings to discuss how they are Making Our Priorities Count.

A workbook is available: [Workbook for Progressing Strategic Priorities at Local Level](#)

and slides for those meetings are available here: [Slide deck for staff meetings in CKCH](#)

This poster contains the Mission, Vision and Values of Cork Kerry Community Healthcare: [CKCH Mission, Vision and Values](#)

And this poster outlines the six strategic priorities: [CKCH Priorities Poster](#)

These leaflets have more details of the Mission, Vision, Values and Priorities: [CKCH leaflet 1](#) , [CKCH leaflet 2](#)

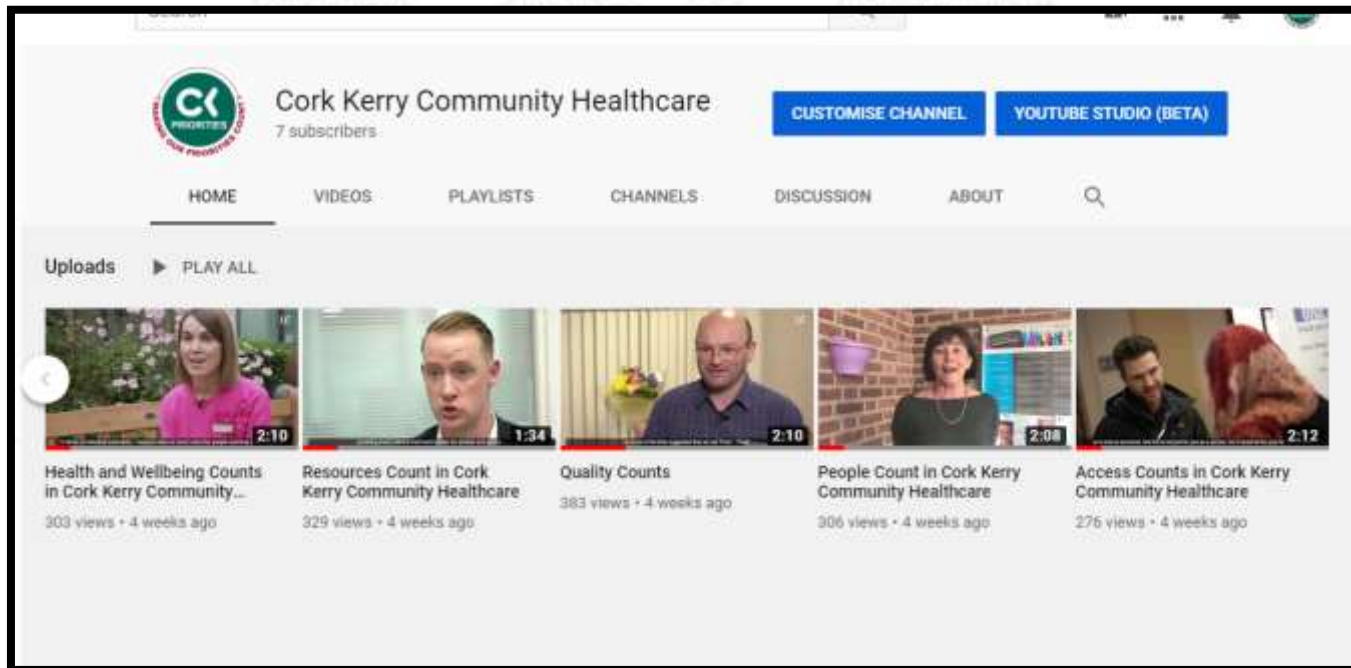
Share Your Stories of How you're making Our Priorities Count:

We want staff to share their stories of how they are Making Our Priorities Count.



CKCH strategic plan

- To coincide with the launch, we shared six days of video content. Go to YouTube and search for “Cork Kerry Community Healthcare”



CKCH strategic plan

- We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories
- Our theme/strap-line is Making Our Priorities Count
- See hse.ie/corkkerrypriorities and the intranet for guidelines on how to use this logo, including templates for letters and email signatures. ***This logo does not replace the CKCH or HSE logo***
- Contact us on corkkerry.priorities@hse.ie



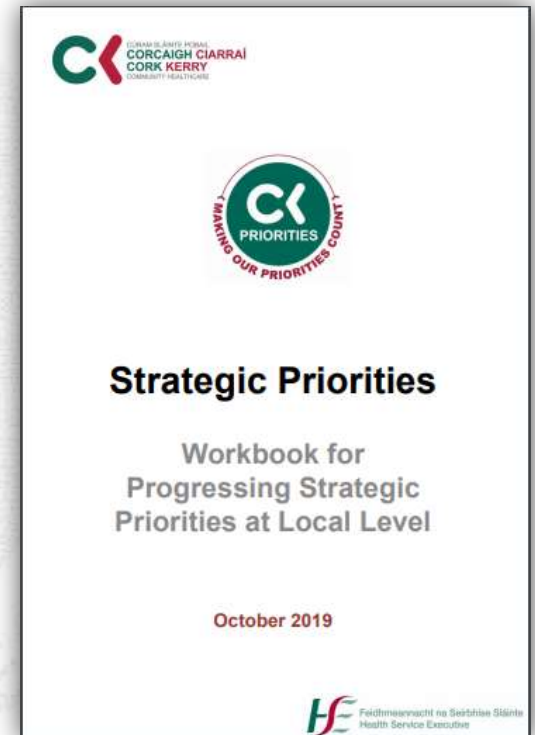
Launch of our Strategic Plan

- Staff newsletter to launch shortly.
- Follow us on Twitter, @CorkKerryCH
- Facebook account to follow.
- You can see stories of staff Making Our Priorities Count on YouTube.
- **We want to show everyone their role in making strategy a reality; allow for two-way feedback; and allow opportunities for staff to tell their own stories**



The ask for all staff

- Visit hse.ie/corkkerrypriorities.
- Discuss the plan and your role at staff meetings (support documentation at hse.ie/corkkerrypriorities).
- Share your stories.
- Each unit/department to introduce a Quality initiative.



Making Quality Count

Strengthening the Pathway of Care
for People with Mild Cognitive
Impairment/ Early Dementia.

Martina Agar

The need for a clear, accessible, pathway of care:



(In line with post-diagnostic support for people with dementia and their carers – National Dementia Office)

- GP
- Consultant – assessments/ medical tests/ timely diagnosis
- Referral to MISC
- Individual assessment with team/ advice reassurance / information with written handouts /strategies
- Access to the Memory gym
- 4 monthly review
- Central point of contact (Community Dementia Coordinator)

The memory gym

- What it is ?
- What is the criteria for referral?
- 6 week programme – five group sessions and one individual session
- The programme focuses on making best use of memory and thinking processes
- Content includes:
 - information on memory and how it works
 - memory strategies
 - goal setting
 - problem solving
 - stress management
 - general wellbeing
 - increasing confidence and self management
 - peer and professional support
 - community links
- What it is not !!!!!

Access and Quality - changes made

- **Better triaging at point of referral/ Continuity of Care:**
Ensuring that the most appropriate staff are involved in client care.
- **Quicker access to group programme and cognitive stimulation:**
The Memory Gym programme now takes place five times per year
- **Individual planning and ensuring that client's ongoing pathway of care is clear:**
Individual session with O.T. / Community Dementia Coordinator at end of memory gym programme.
- **Single point of contact in the event of issues arising prior to next appointment:**
Contact details for the Community Dementia Coordinator provided.
- **Adjustment of the care pathway when individual needs change:**
Access to the full Memory Intervention and Support team in the event of the condition progressing.

The outcome:



A pathway of care that allows people with cognitive issues and their families to access to quality customised services in a clear, timely and organised manner.



Engagement Counts

Video How a CKCH-led men's cooking group has helped improve physical and mental wellbeing

Movement break Teresa Twohig

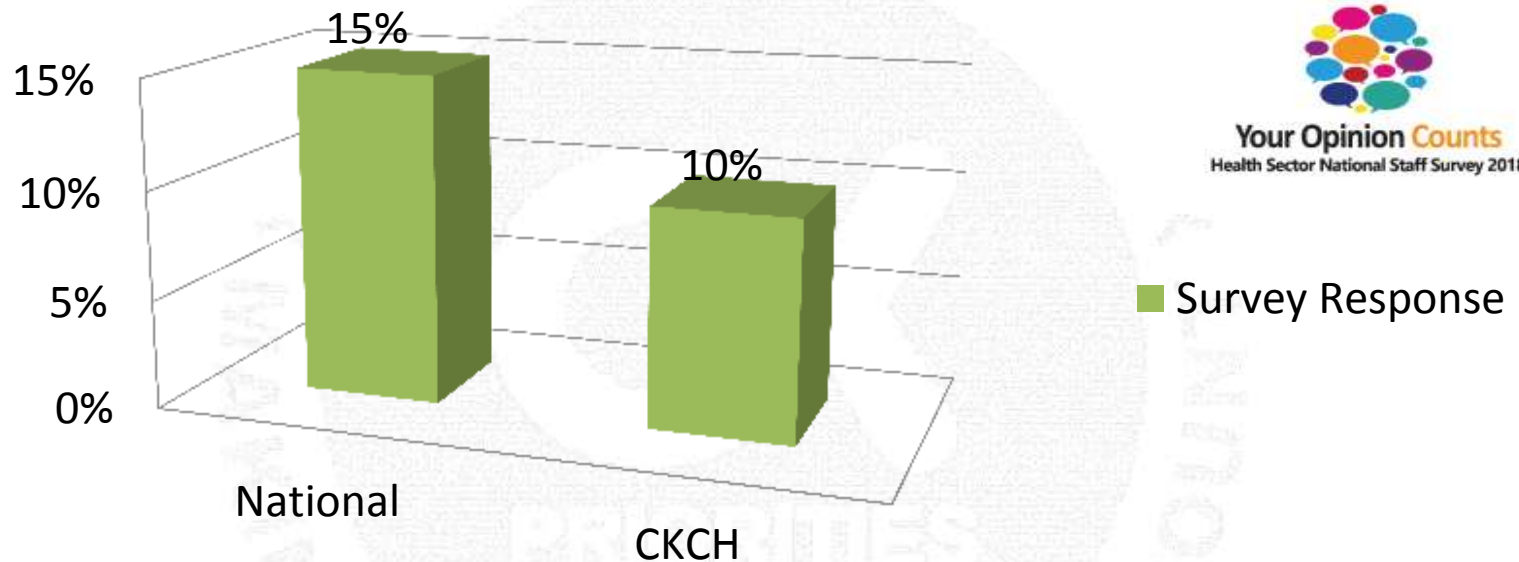
(because Health and Wellbeing
Counts)

HR updates

National Pay Agreements

- 1 September 2019 annualised salaries increase by 1.75%,
- 1 January 2020 annualised salaries up to €32,000 increase by 0.5%,
- 1 October 2020 annualised salaries increase by 2%.

Staff survey – key results in CKCH



Staff Survey – Q&A

What would make you more likely to do the survey in future?

What do you think should be asked in the survey in future?

Staff survey – key results in CKCH

Supports	2018 CKCH	2018 National
Dignity at Work Policy		
<ul style="list-style-type: none"> Aware of Dignity at Work policy Trained or briefed on the Dignity at Work Policy Have experienced bullying/ harassment by a Manager/Colleague 	<p>87%</p> <p>61%</p> <p>33%</p>	<p>87%</p> <p>59%</p> <p>37%</p>

Q&A – Dignity at Work Policy:

- How can CKCH improve Dignity at Work Policy awareness?
- How do we better support our staff to prevent Dignity at Work type issues?

Discussion re key results

Teams	2018 CKCH	2018 National	2016 CKCH	2016 National
Perception of Leadership <ul style="list-style-type: none"> Strategy heading in the right direction 	48%	47%	41%	33%
Line Management <ul style="list-style-type: none"> Communicates well with the team 	56%	52%	59%	53%
Training & Development <ul style="list-style-type: none"> Training Opportunities 	59%	48%	53%	45%

Q&A - Teams

- What do you think is an effective team?
- What makes you proud of the service?
- What are your suggestions to make teams even more effective?

Making Our Priorities Count Local Projects

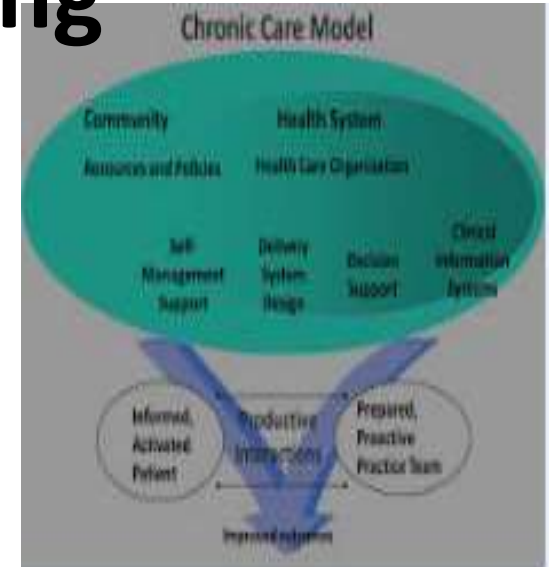


Access Counts

Mary Foley
Advanced Nurse Practitioner

Context: Health & Wellbeing

The chronic care model promotes productive interactions between **proactive professionals & activated patients** aimed at achieving optimum management of long-term illness
(Bodenheimer *et al* 2002)



logo-mecc



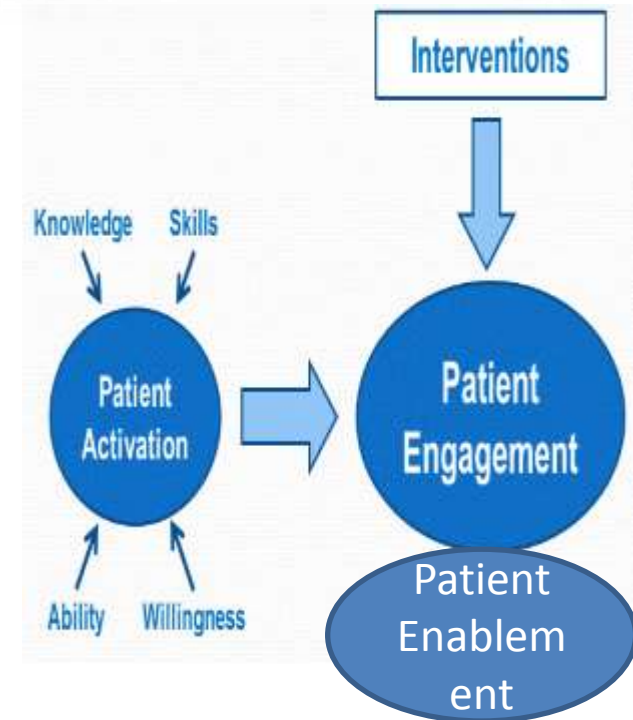
80% of GP consultations and 60% of hospital bed days relate to chronic diseases.

By [Making Every Contact Count](#) health professionals can encourage patients to make healthier lifestyle choices during routine contacts to help prevent and manage chronic diseases.

<https://www.hse.ie/eng/about/who/healthwellbeing/making-every-contact-count/>

The **Consultation** is a pivotal exchange between health professional and patient so it is vital to optimise its quality (Al Momen et al, 2015 , Pawlikowska & Marinowicz 2015).

Enablement is commonly used in the context of **clinical consultations** as a **person centred quality outcome measure** of patients' **understanding of their health condition, ability to cope with life, illness, help oneself and keep healthy** (Howie et al, 2007, 2008)





St. Finbarr's Hospital Assessment & Treatment Centre GP Referral Criteria

The Assessment & Treatment Centre provides for assessment, diagnosis, treatment and rehabilitation of older adults presenting with uncertain diagnosis or complex case management issues. For all referrals a detailed GP letter is required, stating purpose of review and relevant history, investigations and medications.

Referral may be made directly to one of the speciality clinics overleaf, alternatively it may be directed to named Consultant if patient previously under their care.

The following Consultant Geriatricians attend the Assessment & Treatment Centre:

Dr. Mike O'Connor, Dr. Kieran O'Connor, Dr. Paul Gallagher,
Dr. Norma Hamedy, Dr. Colm Henry, Dr. Denis O'Mahony,
Dr. Suzanne Timmons and Prof. Willie Molloy
and Psychiatrists of Old Age Dr. Eleanor Mullan and Dr. Aoife Ni Chorcraoin.

St Finbarr's Hospital
Assessment & Treatment Centre

Douglas Rd., Cork
Tel 021 4923298 Fax 021 4923091



Specialist Clinic	Referral Criteria	Exclusion Criteria <small>In relation to any of the issues below, Consultants are happy to receive telephone calls and offer general advice</small>
Rapid Access Clinic <small>(For Urgent Complex Case Management Referrals)</small>	Symptom presentation requiring urgent review by Consultant Geriatrician.	Symptoms requiring acute hospital admission, Non-urgent medical review.
Comprehensive Geriatric Assessment	Symptom Presentation requiring comprehensive geriatric assessment.	Symptoms requiring acute hospital admission or rapid access appointment.
Memory Clinic <small>Professor Molloy</small>	Cognitive Changes, short term memory loss, word finding etc. Decreased function due to cognitive changes i.e. difficulty shopping, paying bills etc.	Advanced Dementia in Nursing Home Settings.
Old Age Psychiatry <small>Dr Eleanor Mullan</small>	New onset, Functional Psychiatric Illnesses (depression, psychosis) South Lee (Caldwell area). Early memory or cognitive Problems (South Lee). Limited access (diagnostic assessment only), North Lee & North Cork.	Engaged with general adult psychiatry.
Cognitive Impairment Clinic <small>Dr Aoife Ni Chorcraoin</small>	Any person over 60 years old from the Cork and Kerry region may be referred.	Engaged with general adult psychiatry.
Movement Disorder <small>Dr Suzanne Timmons</small>	Complex gait and movement disorders requiring specialist intervention to assist diagnosis or treatment of Parkinson's.	Already under the care of a Neurologist or Consultant Geriatrician.
Falls & Syncope <small>Dr Kieran O'Connor</small>	Single or Recurrent Unexplained Fall(s) requiring further investigation / intervention.	Fall(s) previously investigated with known cause.
Continence Advisory Clinic <small>Mary J. Foley Advanced Nurse Practitioner</small>	Urine / Incontinence / Frequency / Retention / Trial of Voiding. Constipation / Faecal Incontinence.	Under care of Urologist / Continence Advisor Within scope of PHN, Sinister presentation.

THE FOLLOWING CLINICS ARE AVAILABLE VIA THE CONSULTANT GERIATRICIAN:

- **Dexa- Bone Densitometry**
- **Infusions/ Transfusions / Investigations including Blood Transfusions**
- **Therapy** (where needs cannot be met by Primary Care Team)
- **Pre-driving Skills Assessment** ● **Warfarin / Anticoagulation** ● **Stroke Follow-Up / Review**
- **Complex Case Management / Community Liaison Support** (frailty, wound care, pain management, carer support etc)
- **Memory Intervention & Support Clinic**

St Finbarr's Hospital
Assessment & Treatment Centre

Douglas Rd., Cork
Tel 021 4923298 Fax 021 4923091



Research

(DN Supervisors: Prof Corina Naughton, Dr Irene Hartgan UCC)

Quantitative cross-sectional study

Setting Assessment & Treatment Centre (A&TC), St Finbarr's Hospital

Sample: Patients (> 60 yrs) with chronic disease attending MDT in A&TC

Sept 2018 – Feb 2019 (n = 300)...273 complete questionnaires

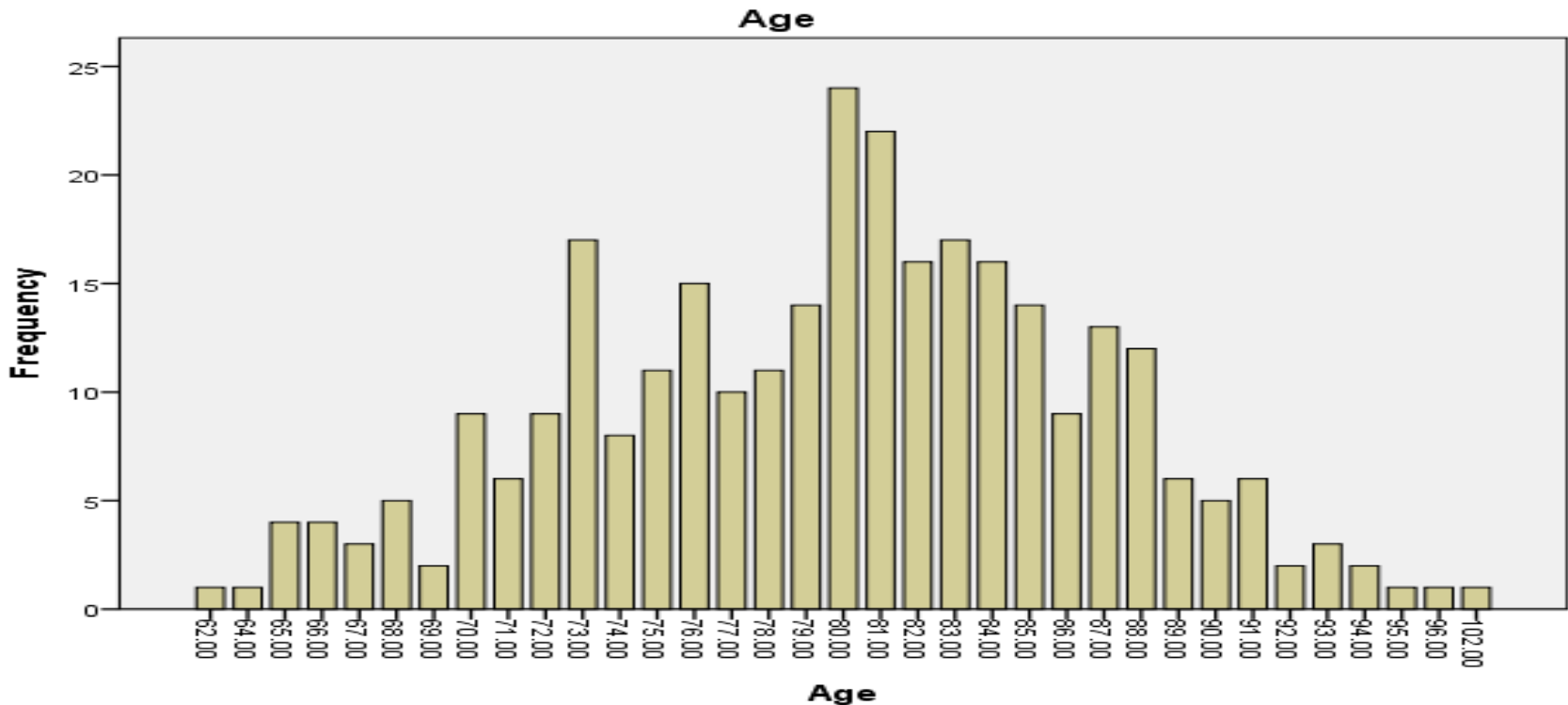
Research Instrument: 72 item questionnaire post consultation including

Patient Enablement Instrument, Patient Activation Measure, Clinical Frailty Scale, Professional Enabling Skills Questionnaire

Aim: to examine the characteristics of older people with chronic disease attending an ambulatory care centre & their association with enablement post consultation with a health professional.

Results: Age Profile

52% Female,
48% Male

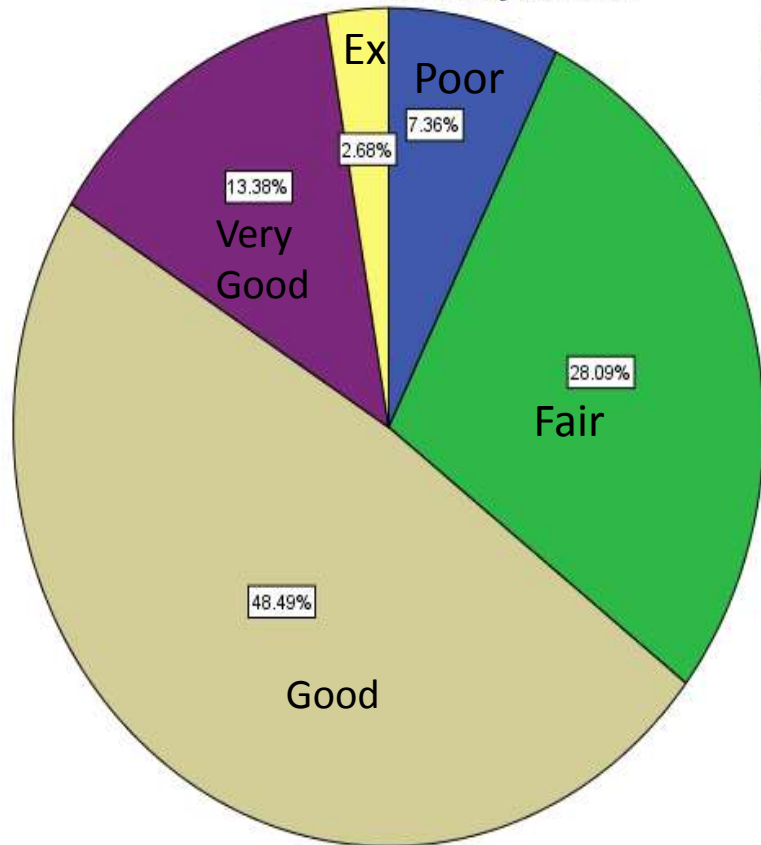


multiple co-morbidities 61% having 3 or more chronic conditions.

most frequent conditions were identified as Hypertension (56%), Cardiac (46%), Arthritis (45%), Depression / Anxiety (29%), Stroke (22%), Respiratory (20%), Parkinsons Disease (18%), Diabetes (13%), Dementia (13%).

Polypharmacy, 78% on 5 or more different medications of which 30% were on anti-depressant medication.

describe your health



35% describe health as fair or poor

29% Vulnerable / Pre-Frail

26% Frail

30% Feeling Nervous, Anxious or on Edge

18% Depressed / nearly every day.

frequently

Rockwood Clinical Frailty Scale	1. Very Fit	2. Well	3. Managing Well	4. Vulnerable	5. Mildly Frail	6. Moderately Frail	7. Severely Frail	8. Very Severely Frail	9. Terminally Ill
								N/A	N/A
%	4.03%	10.74%	26.51%	20.12%	18.12%	6.71%	1.34%		

Primary outcome PEI

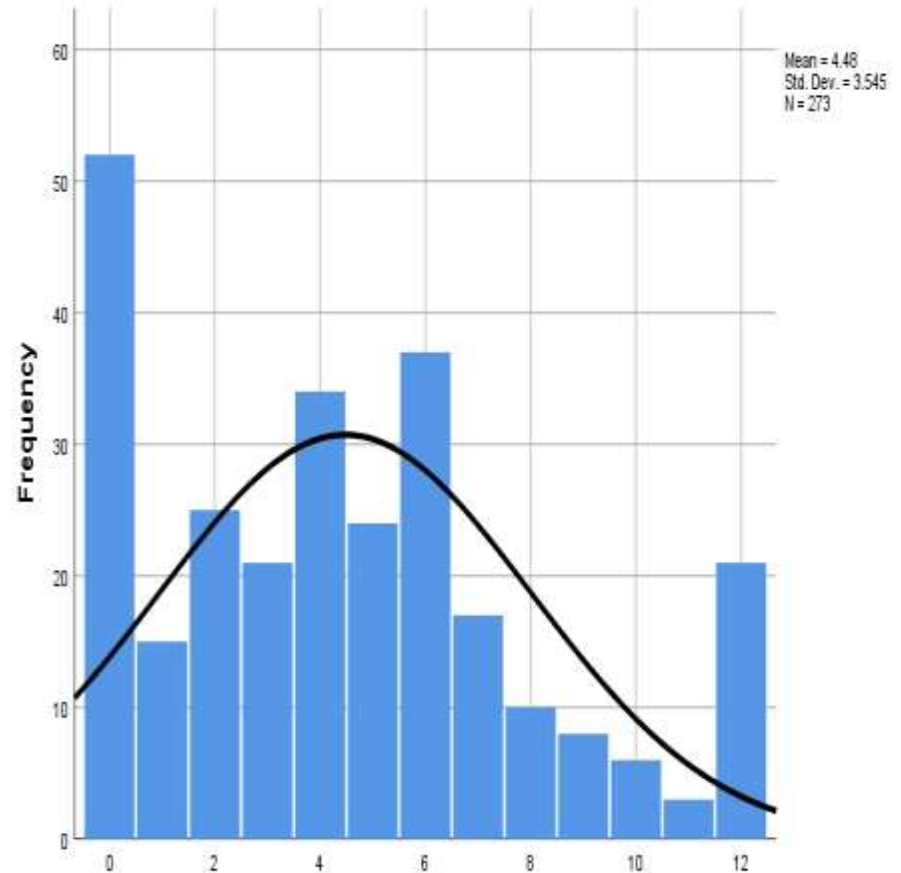
The Patient Enablement Instrument (PEI)

As a result of your visit to the doctor today, do you feel you are ...

	Much better	Better	Same or less	Not applicable
able to cope with life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
able to understand your illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
able to cope with your illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
able to keep yourself healthy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Much more	More	Same or less	Not applicable
confident about your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
able to help yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scoring: Much better/more = 2, Better/More = 1, Same or less = 0, Not applicable = 0
 Total score: Maximum 12, minimum 0, per consultation

Distribution of scores on the PEI scale



Professional Enabling Skills: Low PEI PESQ median 84 (77 – 95) High PEI PESQ median 97 (88.75 – 105)

Factors associated with Low Enablement

Independent Factors

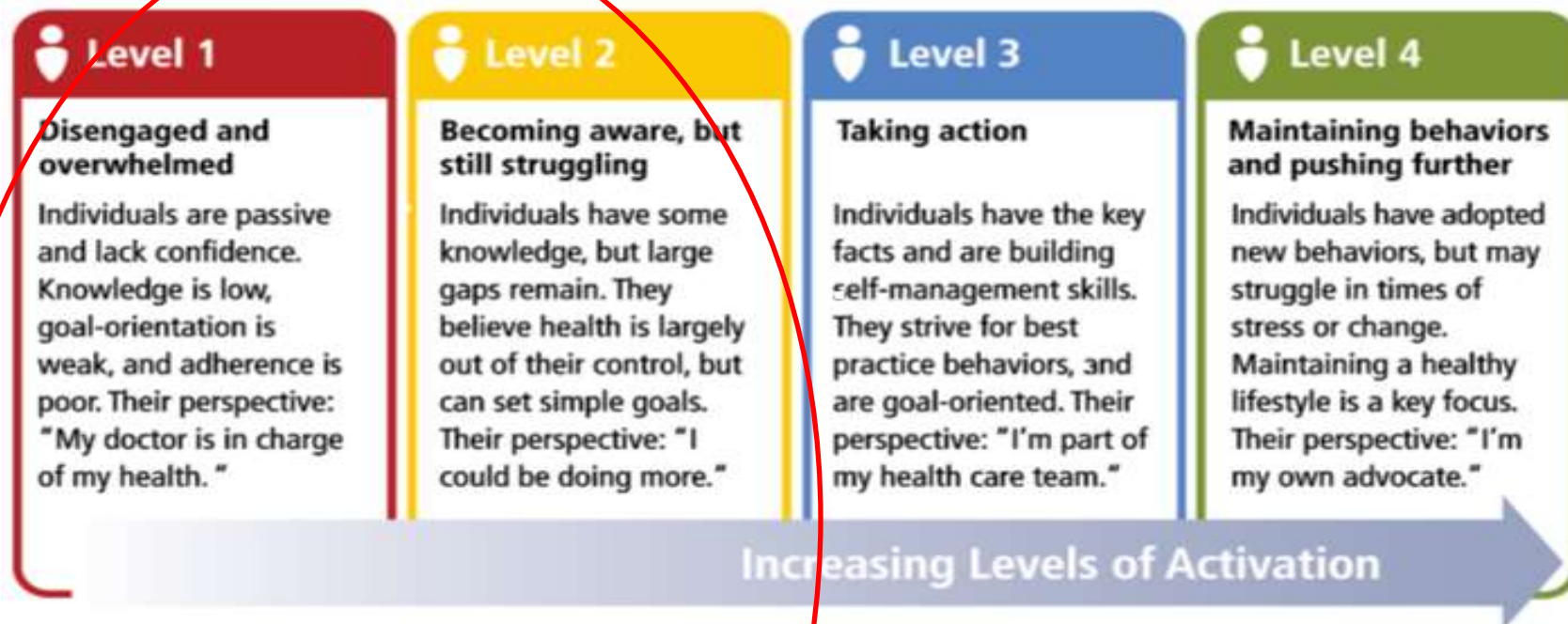
- **Female Gender**
- **Increased Frailty**
- **Low Patient Activation****
(knowledge, confidence, Self-Efficacy)
- **Professional Enabling Skills***
(protective)

Sig in univariate level

- Aging
- Living Alone
- Receipt of Home Help
- Multiple Chronic Diseases
- Psychological Morbidity
- Poor Self Reported Health
- **Multi-disciplinary Consultation**
(protective)

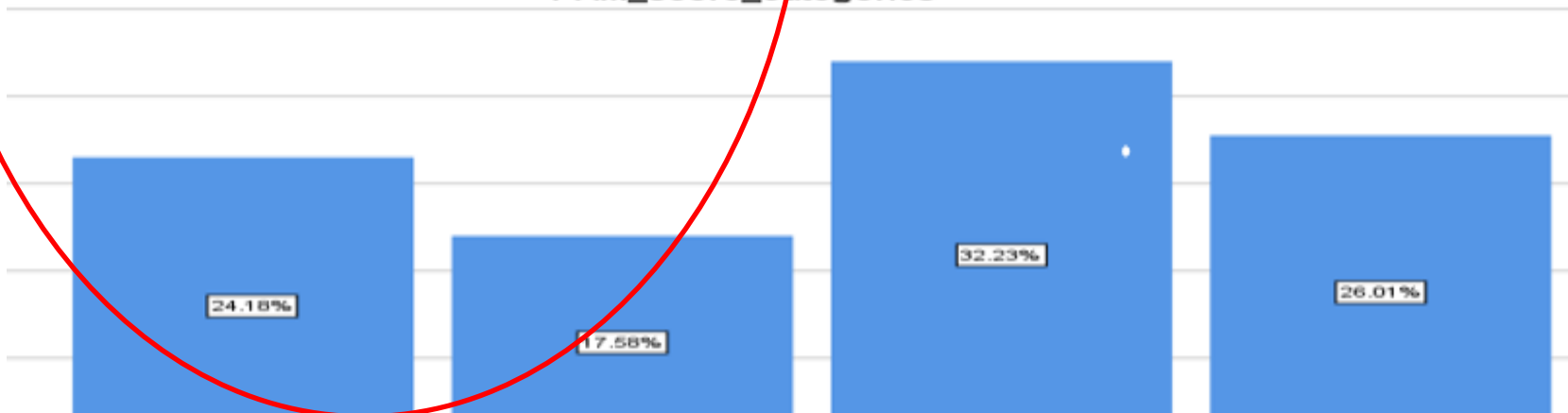
Patient Activation 25 - 40 per cent have low levels of activation

(Hibbard & Cunningham 2008).



©2018 Insignia Health. Patient Activation Measure® (PAM®) Survey Levels. All rights reserved.

PAM_score_categories



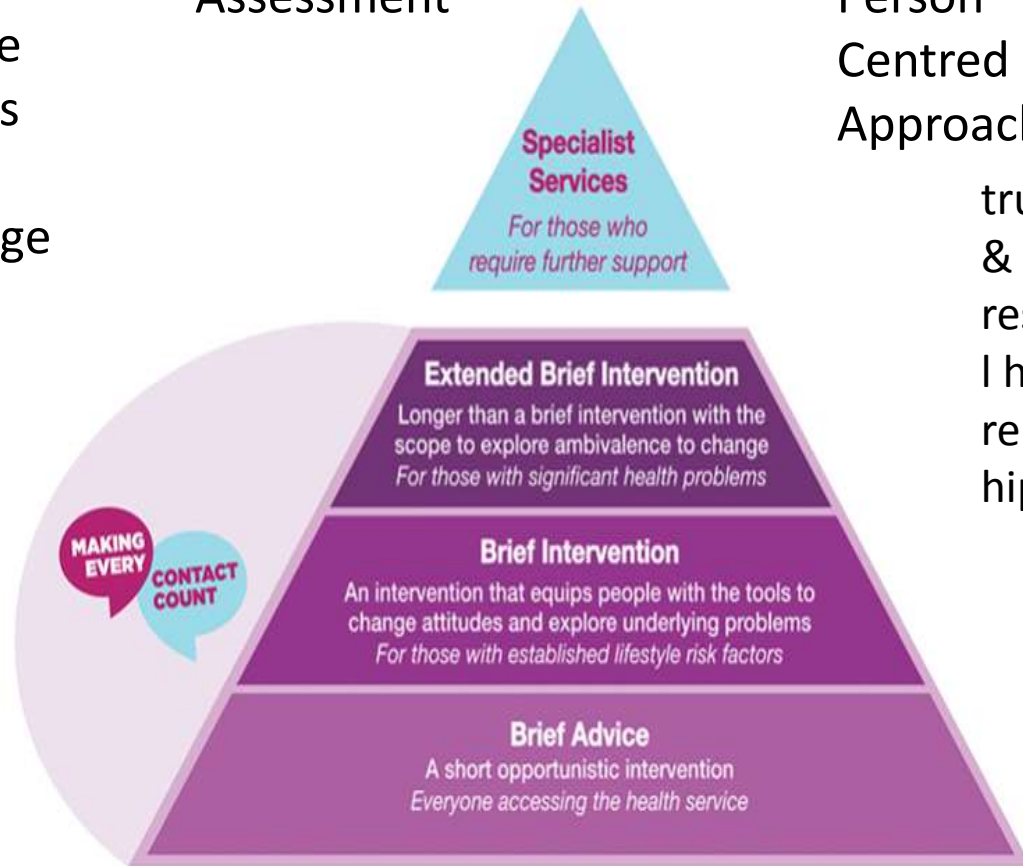
Implications for Practice

Ask
Advise
Assess
Assist
Arrange

Individual
Holistic
Assessment

Collaborative
Person
Centred
Approach

trusting
&
respectful
helping
relationships.



Health
Related
Behaviours

Enabling Skills of the Health Professional
(empathy, communication, reflective listening)

Health and Wellbeing Counts

Dr Daniel Flynn

How to get your workplace PSYCHED



How do we help tackle stigma in relation to Mental Illness and Mental Health in the workplace?

What?

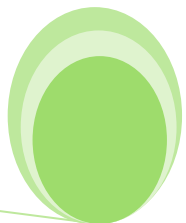


Psyched (saikt) –adjective (informal)

- mentally prepared
- excited; emotional



to be a Mental Health Promoting Workplace





Cork County Council
Comhairle Contae Chorcaí

What?



We want to:

Stimulate conversations leading to a better understanding of mental health



Promote mental health and wellbeing and sets goals for positive improvement in the place we work and live.

Celebrate commitment, good practice and innovation in mental health promotion in the workplace through participation in the PSYCHED recognition celebrations



 **to be a Mental Health Promoting Workplace**



Why?



1 in 4

WILL IT AFFECT YOUR SON? YOUR MOTHER?
YOUR SPOUSE? OR YOU?

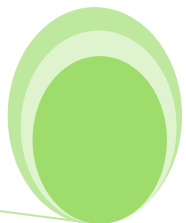
ONE IN FOUR WILL HAVE A DIAGNOSABLE MENTAL ILLNESS THIS YEAR.



Stigma



to be a Mental Health Promoting City



Why?



Our Mental health is on a continuum.

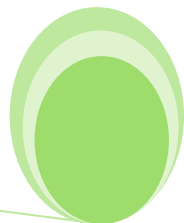


How we feel and think is central to the way we live our lives.

Just like our physical health, our mental health can have ups and downs.



to be a Mental Health Promoting Workplace



Our Mission, Vision & Values



“



OUR MISSION

Providing quality services to enable everyone to optimise their health and wellbeing.



OUR VISION

A healthier Cork and Kerry with an accessible, responsive, connected, and high quality service valued by all.



OUR VALUES

*Integrity, Learning,
Partnership and Respect.*

”



Our strategic priorities - providing direction and meaning for everything we do.



Access:

To provide the best possible access to our services.



People:

To value and respect our staff, those who use our services, and their families and carers



Resources:

To create a culture of efficiency that makes the best use of resources in all of our services



Health & Wellbeing

To improve the health of all who live in Cork and Kerry



Quality:

To ensure we deliver the best quality, compliant services



Engagement

To foster a culture of pride, confidence and trust in our services

How?



PSYCHED
to be a mental health promoting workplace

Are you PSYCHED to be a mental health promoting workplace?

PSYCHED means Flexible Support You Can Have Every Day and one:

- To stimulate conversations in the workplace that lead to a better understanding of mental health;
- To encourage employers to engage with staff to promote and foster mental health in the workplace by setting goals for positive improvement;
- To celebrate and share commendation, good practice and innovation in mental health promotion in the workplace.

What is mental health?

Mental health is defined as a state of wellbeing in which every individual realises his or her own ability, can work productively and fruitfully and is able to make a contribution to her or his community.

(DHEC, 2004)

Mental health operates along a continuum of wellbeing ranging from poor mental health to positive mental health and just like our physical health, our mental health can vary from day to day.

Mental health comprises emotional, psychological and social wellbeing. Learning about mental health in the workplace helps to develop working environments that are supportive nurturing and open to growth and change.

BACKGROUND AND POLICY DOCUMENT

In July 2004, you 14 2007 people will see a mental health service of some shape or their lives. (DHEC, 2004)

The 2004 Annual Review on Mental Health Learning Commission report is a key document in the development of mental health services in Ireland. It identifies the need for a new approach to mental health care, one that is more person-centred, more holistic and more integrated with physical health care. It also identifies the need for a new approach to mental health care, one that is more person-centred, more holistic and more integrated with physical health care.

The Commission also identified the need for a new approach to mental health care, one that is more person-centred, more holistic and more integrated with physical health care.

MENTAL HEALTH SPECTRUM

MENTAL HEALTH SPECTRUM

PSYCHED

WHY GET PSYCHED?

Just like our physical health, our mental health can vary from day to day. While understanding of the importance of good mental health is growing, stigma still exists around episodes of poor mental health.

PSYCHED aims to foster understanding of the full spectrum of mental health and to encourage mental health supporting practices in the workplace to benefit employees, employers and the wider community.

WHAT IS PSYCHED?

PSYCHED is a collaborative cross-agency voluntary programme drawn from Healthy Cities & Counties, HSE, UCC, Cork City Council and Cork County Council.

HOW DO I GET PSYCHED?

Build understanding, reduce stigma and stimulate conversation around mental health in the workplace.

- Promotion
- Protection
- Support

www.corkhealthycities.com/psyched

How?



Cork Healthy Cities
a healthier city together

Home ▾

Projects ▾

News & Events

Publications ▾

World Health Organisation ▾

About Us ▾

Contact Us



What is Psyched?

PSYCHED is an initiative of Healthy Cities and Counties, supported by the Health Service Executive, University College Cork, Cork City Council, Cork County Council and community

Why get Psyched?

Just like our physical health, our mental health can vary from day to day. Learning about mental health in the workplace helps to develop working environments that are

How do I get Involved?

1. Look at the information on this site about ways to get PSYCHED at work. Small things make a big difference. Decide to become PSYCHED about your workplace!



Contact Us



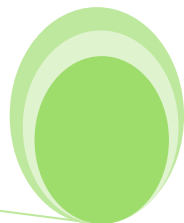
021 4921641



<http://corkhealthycities.com/psyched>



PSYCHED Cork Project|



PSYCHED Celebration Event



<https://PSYCHED Participants 2018>

Questions and Answers

- * Remember - you can submit questions online at sli.do
Use the code #ckch

Thank you
and
Close

