

## Connecting for Care

July 2010 Edition

### New Look for Newsletter!

Welcome to the new and improved **Connecting for Care** newsletter - the informative link for all that's happening within the **Care Connections - Partnering for Healthy Communities** project.

In response to feedback we've received from many of you, we are streamlining NSM LHM communications by publishing one newsletter a month that will incorporate updates on:

- **Care Connections - Partnering for Healthy Communities** project
- Information and Communications Technology / eHealth Framework project
- LHM Leadership Council - monthly meetings
- Local Leadership Councils - monthly meetings
- Other NSM LHM initiatives

This new approach will hopefully ensure we're not overloading you with bits and pieces of information, instead aligning a majority of our external communications into one regular monthly update.

If you would like to receive **Connecting for Care** automatically, please click on '[Subscribe for Updates](#)' and follow the steps that prompt you through the subscription process. You will receive email notification when new content is added to the North Simcoe Muskoka LHM website or a new **Connecting for Care** newsletter is published. Information collected through this process is not used for any other purpose. Subscriptions can also be updated or cancelled at any time.

We would appreciate hearing from you as to the design of the improved newsletter. Please send us your comments using the '[Feedback Feature](#)' on the newsletter or by emailing [northsimcoemuskoka@lhins.on.ca](mailto:northsimcoemuskoka@lhins.on.ca).

Thanks so much.

**Susan French, Communication Coordinator**  
NSM LHM

### Care Connections Fall Forum - November 25<sup>th</sup>

Further to the work which began at the May symposium and will continue during the working group sessions in the summer and fall, the LHM will be hosting a one-day 'wrap-up' forum on **Thursday, November 25<sup>th</sup>**.

The fall forum will take place at **Hawk Ridge Golf Club, Orillia**. Information on the day's events will be forthcoming shortly and updates will appear in future editions of the **Connecting for Care** newsletter.

**Mark the date - we're looking forward to your participation!**

North Simcoe Muskoka  
**Care Connections**  
Partnering for Healthy Communities

**WORKING GROUPS  
MEETING SCHEDULES**

**November 2010**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6
7	8	9	10	11 - REMEMBRANCE DAY	12
13	14	15	16	17	18
19	20	21	22	23 - Care Connections and Engagement Group Meeting for N. Simcoe Dist. - Online	24
25	26	27	28	29	30
Notes:					

## Care Connections Working Groups

North Simcoe Muskoka  
**Care Connections**  
Partnering for Healthy Communities

**WORKING GROUP  
MEETING SCHEDULES**

**September 2010**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Notes:					
6 - LABOUR DAY	7	8	9	10	11
12	13	14	15	16	17
18	19	20	21	22	23
24	25	26	27	28	29
30	1 - 3pm	2 - 3pm	3 - 3pm	4 - 3pm	5 - 3pm

The symposium is over, but the momentum gained there doesn't stop! In July, the working groups met to validate the outcomes of the two-day symposium.



Validation involves reviewing the notes from each working group's symposium sessions to confirm the accuracy of what was discussed and to receive orientation to next steps.

Following up in September and October, the groups will be working towards developing preferred models of care which will be components of an integrated health system design.

## Stories You Share, Help Build Better Care

The North Simcoe Muskoka Local Health Integration Network (LHIN) will soon be launching our *Stories You Share, Help Build Better Care* project.

*Stories You Share, Help Build Better Care* uses the North Simcoe Muskoka LHIN website to enable residents, patients and health care professionals to tell the North Simcoe Muskoka LHIN their health care stories and ideas directly. The website will make it possible for people across North Simcoe Muskoka to get involved.



Paper versions of the survey will be available for those without internet access.

Responses from participants will be used to develop the preferred models of care for an integrated health system design for North Simcoe Muskoka.

Stay tuned! Detailed information will be announced shortly.

## Governance Working Group

The first meeting of the Governance Working Group (GWG) was held in late June. There are 15 governors who form the working group with membership made up of current LHIN and health service provider Board members.

Over the next few months, the members of the GWG will undertake to meet with



Board members from across the LHIN to gather insights and input into future governance of the NSM LHIN health system.

In turn, the GWG will play an advisory role to the broader project team determining how we ensure governance remains strong and responsible in the future.

## Ernie Vaillancourt - Inaugural NSM LHIN French Language Services Coordinator

The North Simcoe Muskoka LHIN is excited to announce that Ernie Vaillancourt has joined the LHIN team in the role of French Language Services (FLS) Coordinator. Ernie is one of 14 FLHS coordinators across the province who, with the support of the Ministry of Health and Long-Term and the provincial FLHS office, will assist the LHIN in improving the health status of francophones and improve access to services in accordance with the French Language Services Act (FLSA).

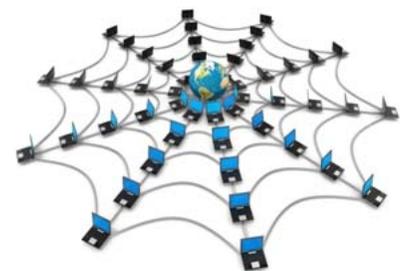


Ernie has served as the ministry's FLS coordinator in North Simcoe since November 1989 and been very involved with the francophone community as:

- Founding chair of "La Table de concertation des organismes du comté de Simcoe" (Network/Table of all francophone agencies in Simcoe County)
- Founding chair of "La Clé d'la Baie" (francophone cultural centre and community radio station in Simcoe County)
- Chair - 2 terms - Le Réseau de développement économique et d'employabilité de l'Ontario (RDÉE Ontario). RDÉE Ontario promotes economic development and employability in Ontario's francophone communities to ensure they remain vital and sustainable

Beginning August 23<sup>rd</sup>, Ernie can be reached by email at [ernie.vaillancourt@lhins.on.ca](mailto:ernie.vaillancourt@lhins.on.ca) or by phone at 705-326-7750 ext.201.

Please join the LHIN team in welcoming Ernie to this new and expanded role!



## Electronic Report Manager in Place

On May 26<sup>th</sup>, Aileen Carroll, MPP for Barrie joined Dr. Anne DuVall, Lead Physician at the Barrie and Community Family Health Team, Dr. DuVall's patient Jennifer Paradis and project partners, Janice Skot, President & CEO, Royal Victoria Hospital, Brian Forster, CEO OntarioMD, Ruben Rosen, Board Chair NSM LHIN, Rod Burns, Chief Information Officer and e-Health Lead NSM LHIN and Mel Casalino, Senior Director, Physician eHealth Program, eHealth Ontario to officially launch the Hospital Report Manager tool being piloted between Royal Victoria Hospital and the Barrie and Community Family Health Team.

Hospital Report Manager is a technology tool that enables hospital reports to be transcribed and transmitted directly to family practitioners usually the same day. The project has reduced the turnaround of these reports from up to 12 days to same day delivery. This allows physicians to have information in hand before they see their patient again.

The early stage of this project has seen the Royal Victoria Hospital electronically sending 2,500 patient reports per week to physicians at the Barrie and Community Family Health Team (BCFHT). The reports are placed directly into the patient's Electronic Medical Record at the Family Health Team office.

"When patients come in for follow-up care after visiting Royal Victoria Hospital, I already have received an electronic copy of their report," states Dr. Anne DuVall, Lead Physician, BCFHT.

Jennifer Paradis, a BCFHT patient says: "I have experienced first hand how this new system can speed up access to care. After a recent trip to Royal Victoria Hospital's Emergency on a Monday, my test results were sent back to Dr. DuVall that very same day. By the end of the week, I had a referral to another physician and a treatment plan laid out. Knowing that the wheels were in motion so quickly greatly reduced my anxiety over having to wait for results."

This new electronic Hospital Report Manager has been developed as a computer application that can work at any hospital in Ontario to communicate with physicians using an EMR subsidized by Ontario's EMR Adoption Program.

The partners for this project include RVH, the BCFHT, OntarioMD (a subsidiary of the Ontario Medical Association that manages Ontario's EMR Adoption Program), eHealth Ontario (which funded and provided network services) and the North Simcoe Muskoka Local Health Integration Network (which sponsored the proposal and coordinated the partners' participation).

## ICT/eHealth Captures Opportunities at May Symposium



At the May 18/19 Care Connections Symposium, information technology representatives participated in each of the nine working groups. The working groups were multi-sectoral and grouped by stages along the continuum of care. The ICT/eHealth reps were gathering information on the technology challenges and opportunities that arose during discussions.

The symposium saw over 300 people from clinicians to consumers, information technology to human resources experts, as well as governance leaders come together to begin the design of a person-centric health system.

The symposium spanned two days resulting in over 3700 person hours of workshops and discussion that is setting the foundation and priorities in the design of an integrated health system. Designing an integrated health system, and the ICT/eHealth framework that will enable it, is a 10 year strategy being developed in

2010 leading to implementation beginning in 2011.

The ICT/eHealth representatives came together at the end of the symposium to discuss what they had heard over the two days. Key technology themes enabling change and improvements were identified. Some of these included: greater computer networking between providers; an electronic health record accessible by all health care providers, patients and support agencies; and that wherever an individual accesses the system, technology can assist in setting them on the right path to the right care.

These consultations on the integrated health system design adds to the work of the 5000 people that provided input to the development of the initial Integrated Health Service Plan, along with the working groups that have been meeting to begin the process for designing an integrated system.

**"Day one set the tone for the entire Symposium. We heard from three families touched by the healthcare system, its challenges, its successes, its shortfalls and the need to address the overall needs for the whole person and their caregivers. Technology will also play a significant role in addressing some barriers we currently have."** Bernie Blais, NSM LHIN CEO



## Ufirst Project — Electronic Referral System Pilot Underway

The Ufirst application allows for e-referrals from physicians through their own Electronic Medical Record or Family Health Team to convey specific information for their clients' care to a specialist. The pilot is using a referral system from family physicians to a psychiatrist. The tool supports timely clinical intervention when and where needed, reduces the need for office appointments and facilitates effective provider communications – eliminating repeated phone calls in reaching a colleague.

The referral project extends child and adolescent outpatient psychiatry services to approximately 37 Family Physicians in the Georgian Bay Family Health Team. The project is using an existing system currently in place with the Mental Health Services program of the Barrie and Community Family Health Team which provides services to 67 Family Physicians as well as Physician Residents with the Family Medicine Teaching Unit.

With added features, this tool is intended to provide an electronic means for family physicians to easily refer patients/clients for psychiatrist follow-up. As a patient/client joins the service he or she can privately contact the psychiatrist to talk about updates, focus on crisis management, adjust medications, note side effects or schedule appointment times.



The objective of the program is to:

- improve the referral process;
- reduce client wait time; and
- improve the clinical collaboration between family practitioners, their patients and all the specialists involved with their care.

The pilot project will complete its review on its value and outcomes in 2010. The program will enroll an estimated 180 to 360 patients of the Georgian Bay Family Health Team.

Ongoing meetings will be held with the physicians to ensure both understanding and effective application of this technology.