

## Connecting for Care

September 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
- 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

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## Children's Treatment Network of Simcoe York

There are many partners within the North Simcoe Muskoka LHM - some LHM funded others non-LHM funded, but all partners provide health services to the population of this LHM. Various groups are now using technology to aid in connecting clients, providers and community support partners in sharing information, developing electronic health records and a coordinated plan for meeting the needs of the clients and the client's family.

The Children's Treatment Network of Simcoe York is one of those using technology to coordinate a range of rehabilitative and support services for its clients - it's a new way of delivering comprehensive care and coordinated rehabilitation services to children and youth with multiple special needs who live in Simcoe County and York Region.

The Network, links over 50 healthcare, education, social and community organizations, so they can work together and take a single plan of care approach to each child's care - a plan that adapts to each child's changing needs as they grow and develop - at home, in the classroom and throughout the community. Meetings between professionals are frequently done by

videoconference and teleconference – so the Network can cover its large geographic area very well by using technology to best advantage. Funded by the Ministry of Children and Youth Services, the Network has embraced both innovative integration and technology in better serving this segment of the population.

“Our goal is that eventually, all children with multiple special needs in Simcoe and York will transition into the Network’s Single Plan of Care process which enables professionals from multiple agencies and disciplines to work as a team to develop an integrated care plan for each child, coordinating services and monitoring each child’s progress through the use of a shared electronic record,” states Louise Paul, CEO Children’s Treatment Network.

As more partners become comfortable and efficient using technology, such as a shared electronic record, as a key tool in providing more coordinated care the more time is saved as team members have the ability to share clinical notes and relevant information and coordinate services electronically ”

Other service delivery partners in Ontario are using technology to bring multi-discipline teams together for addressing care needs of clients. Technology can allow for remote monitoring of blood pressure, sugar levels, and heart rates as well as electronic transfer of reports from hospitals to family doctors and prescriptions from doctors to pharmacies. Technology has great potential to save time and improve access for an integrated health system.



Dr. Nicola Jones-Stokreef is a Developmental Paediatrician for children 0 to 19 years of age working with the Children’s Treatment Network of Simcoe York.

The specialty of developmental paediatrics encompasses diagnosis and treatment of patients with a wide variety of developmental disorders including Autism, Acquired Brain Injury, Cerebral Palsy and Intellectual Disability to name a few.

Care of these children involves many other rehabilitative disciplines and community support agencies both for the child and the family.

“It is very important to have access to the latest notes from the service providers when considering a diagnosis and developing a care plan for my patients. The shared electronic record called the ‘single plan of care’, is the tool that allows me to see who is on the care team, what front line therapists have already done with the client, and what the next steps are. Likewise, they are able to access my reports which are posted on the electronic record. Almost all of my patients – over 200 - have an electronic record.”

Patients are not impacted as it is seamless behind the scenes technology for accessing and updating information for the care delivery, but they benefit from service providers being more informed when making decisions on their care.

“It is also convenient in that if I have questions about a particular client, I can send an email to the service provider asking for more detail using their record number rather than their name and we can communicate electronically without using any confidential information.”

There are a number of pilot projects underway that North Simcoe Muskoka LHIN is involved with that are other enabling technology for connecting providers to information – the Doorways Project and the Hospital Report Manager projects are two. For more information on those projects see our eHealth projects fact sheets on our website [www.nsmhlin.on.ca](http://www.nsmhlin.on.ca).

For more information on the Children’s Treatment Network visit the website [www.ctn-simcoeyork.ca](http://www.ctn-simcoeyork.ca).

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## Children's Treatment Network - A Mother's Story...

The Children's Treatment Network - This tells us how it has affected a family and brought a team together in the support of a child. Theresa Sanders wrote this letter in support of an award for the Children's Treatment Network. She agreed to let us share it with you as we feel that the story of how well the team approach has worked is a perfect example of integration of a system focused on the needs and support of the whole person.

- [Theresa's Story](#)

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## Access to Integrated Diabetes Care...

*In Ontario, more than 900,000 people are living with diabetes and it is estimated that in North Simcoe Muskoka over*

**32,000 individuals have been diagnosed as diabetic. The Ontario government has identified the prevention and management of chronic disease such as diabetes as a major health care priority with an aim to prevent \$300 million in annual hospital costs. Additionally eHealth Ontario identified the management of diabetes as a clinical priority in their 2009-12 Strategy.**

LHINs have a number of initiatives underway to support this clinical priority:

- Regional Diabetes Coordination Centres
- Diabetes Registry
- Baseline Diabetes Dataset Initiative
- Community Education

In support of the Ontario Diabetes and eHealth Strategies, the NSM LHIN identified 'Chronic Disease Management – Access to Integrated Diabetes Care' as a priority in the 2010-13 Integrated Health Service Plan. Strategically, the NSM LHIN is working with stakeholders to inform the design of an integrated future-state of the health system in North Simcoe Muskoka for chronic disease prevention and management and cancer care. Further, various provincial initiatives have progressed in support of diabetes management:

### **Regional Diabetes Coordination Centres**

The Ministry of Health and Long-Term Care (MOHLTC) launched 14 Regional Diabetes Coordination Centre (RCC) sites, one in each of the LHINs. In NSM, Orillia Soldiers' Memorial Hospital, supported by the Barrie & Community Family Health Team (FHT) was awarded as the host agency for the NSM Diabetes Regional Coordination Centre (RCC). RCCs will work in partnership with LHINs and service providers to coordinate quality diabetes care and are not direct service providers.

Congratulations to Orillia Soldiers' Memorial Hospital on the successful hiring of Regional Coordination Centre staff – Heather Klein Gebbnick, Regional Administrative Lead and Dr. John MacFadyen, Primary Care Lead. The Coordination Centre is currently working to establish a Regional Steering Committee and complete the hiring of additional staff this fiscal year. The NSM LHIN Diabetes Lead is Ann-Marie Kungl-Baker who is working with the Regional Coordination Centre staff to align work plans and share information.

### **Diabetes Registry**

A Diabetes Registry is in development and will be an interactive, real-time information system to track how well patients with diabetes are cared for. The Diabetes Registry sends reminders and reports to both health care providers and patients with diabetes. For more information on the diabetes registry please see [www.ehealthontario.on.ca](http://www.ehealthontario.on.ca).

### **Baseline Diabetes Data Initiative**

Since April, 10,000 physicians were contacted to participate in the development of a tool launched by the Ontario Diabetes Strategy and the Ontario Medical Association in helping Ontarians "Stand up to Diabetes". This tool is called the Baseline Diabetes Dataset Initiative (BDDI). The BDDI is focused on assisting physicians and patients to better manage diabetes. The tool informs physicians of three key tests that individuals living with diabetes should receive routinely:

1. HbA1C blood glucose test every 6 months
2. LDL-C Cholesterol test every year; and
3. Retinal eye exams every two years

It is estimated that only 38% of Ontarians living with diabetes have all three tests within the recommended time periods. Through this tool, it is hoped to achieve a target of 80% of individuals 18 years and older with diabetes to receive these tests in alignment to guidelines. Currently, 5,400 physicians are participating in the BDDI tool, with over 545,000 individuals with diabetes included. If you are a physician in NSM who would like to participate in this initiative an email can be sent to [diabetes@ontario.ca](mailto:diabetes@ontario.ca) and the Ministry of Health and Long Term Care will be in contact with physicians in November during Diabetes Month.

### **'Stand up to Diabetes' Community Tour in Barrie**

A key communication initiative of the Ontario Diabetes Strategy was a travelling education program through the province this summer. The purpose of the education program was to empower individuals in managing diabetes. The tour covered 10 locations in Ontario, with one at Bayfield Mall in Barrie on August 10<sup>th</sup>. The tour promoted community supports and provided visitors with a diabetes tool kit and



Centre for North Simcoe Muskoka, which was successful.

information on existing diabetes education programs like the Barrie Community Health Centres' Diabetes Management Clinic. The Canadian Diabetes Association and EatRight Ontario also attended the day in Barrie.

Demonstrations on healthy eating and physical activity were provided to the public. Also in attendance was Kari Simpson-Adams from Orillia Soldiers' Memorial Hospital who championed a proposal to the Ministry for the development of a Regional Diabetes Coordination

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## The Excellent Care for All Act, 2010

The *Excellent Care for All Act* passed this year puts patients first by improving the quality and value of the patient experience through the application of evidence-based health care. The Ministry of Health and Long- Term Care indicates that the hospital sector will implement these legislative changes first, and results from hospitals will be assessed before extending the requirements to other health sectors.

The legislation includes requirements for:

- Quality committees, which will report to health care organizations on quality-related issues
- Annual quality improvement plans, which each health care organization will be required to develop and make public
- Executive compensation which will be required to be linked to achieving improvement targets set out in the annual quality improvement plan
- Patient/client/caregiver surveys to assess satisfaction with services
- Staff surveys to assess satisfaction with employment experience and views about the quality of care provided by the health care organization
- Declarations of values that will be developed after public consultation by health care organizations that are currently without one.
- Patient relations process to address patient experience issues and reflect its declaration of values

The legislation also expands the mandate of the Ontario Health Quality Council to recommend evidence-based delivery of health care based on clinical practice guidelines. For more information on the legislation go to government Ontario website at [http://www.health.gov.on.ca/en/legislation/excellent\\_care/](http://www.health.gov.on.ca/en/legislation/excellent_care/).

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## NSM LHIN Welcomes Brian Putman, Senior Analyst!

Brian Putman has joined the NSM LHIN team as a Senior Analyst and is fitting right in. Born and raised in Hamilton, Ontario, Brian obtained a BSc in Physical Geography from McMaster University.

He began the first four years of his career in Canada's north as a Land Officer with the Government of NWT then went on to Yellowknife as a Policy Advisor. Following his time in the north, he returned to Toronto as a Policy Analyst in the new home construction sector and later in the social services sector taking on the role of stakeholder advocate. Married in 1996 to Carolyn, they moved into to their current home in Owen Sound in 1997.

Upon moving to the Grey-Bruce region Brian worked as a Planning & Revenue Development



Officer for the local public school board. Brian obtained his professional planning certification in 2003 and began a small planning firm serving municipal affairs, education and health care clients. During that time he returned to Nunavut (working as a Policy Analyst for Health & Social Services) and more recently, worked as a Decision Support Analyst for Grey Bruce Health Services and as a private contractor developing customized budgeting software and variance reporting tools for healthcare clients.

NSM LHIN caught his eye he says, "Largely because of the excellent work that has been achieved here, the careful attention placed on stakeholder relations/input and the track record of the CEO, who was highly regarded as the Deputy Minister of Health & Social Services in Nunavut prior to my arrival there."

Brian is pleased to join the NSM LHIN team and is looking forward to contributing to the progressive and responsive programs that are being developed here. The Putman family is planning to relocate to the area once their only daughter, Dana, finishes elementary school in June. Welcome aboard Brian!

