

Connecting for Care

February 2011 Edition - Issue: 11-2

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

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 LHIN 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.

Thanks so much.

**Susan French, Communications Coordinator
NSM LHIN**

Care Connections - Partnering for Healthy Communities

Board of Directors Approves 10-Year Plan!

As the Honourable Deb Matthews, Minister of Health and Long-Term Care stated at the Fall Forum, **"It's important for us to come together – especially in this time of change – to exchange ideas and think about the future of this great healthcare system of ours."**

North Simcoe Muskoka
Care Connections

Partnering for Healthy Communities



That is exactly what we have done – and will continue to do. The Care Connections plan has been developed by over 350 health service leaders and providers from over 140 organizations (both LHIN-funded and non LHIN-funded) in North Simcoe Muskoka, in partnership with the NSM LHIN, Leadership Council and Local Leadership Councils. With over 20,000 person hours, their work has resulted in an Integrated Health System Design for the next 10 years. It includes over 400 recommendations that cover the full continuum of care, from birth to end-of-life. It addresses gaps in service, improved access to and quality of care and is designed to provide a viable and sustainable system for the people of North Simcoe Muskoka.

Implementation planning is now well underway, with the following areas of focus:

1. Mental Health and Addictions
2. Surgical
3. Complex and Chronic Health Needs
4. Medicine
5. In-Home and Community Capacity

There were 20 community engagement sessions held in February to engage the public, health service providers, physicians and governors. Discussion and feedback was solicited, as the NSM LHIN staff went through the recommendations made by health

care delivery experts for a more responsive health system. We will continue to seek feedback from all stakeholders in North Simcoe Muskoka.

On February 28, 2011, the NSM LHIN Board supported and endorsed the direction for the first 3 years of the ten year Integrated Health System Plan, as outlined in the *Care Connections – Partnering for Healthy Communities* report, and proceeding with implementation planning for the twelve areas of focus.

Operational oversight structures will be developed, ranging from structures that enable collaboration to those that support a greater level of service delivery integration. These formal structures will move towards a more integrated approach to care delivery and service distribution. These structures require health service provider boards and leadership teams to work collaboratively and require system-wide thinking to enable what's best for the system as whole. This type of oversight structure will have the mandate to provide leadership with key responsibilities to include implementation, coordination, capacity building, performance measurement and evaluation for each of the areas of focus. Provider organizations will always need to work within the current economic and fiscal environments and hence implementation will be contingent upon supportive and responsive funding strategies aligned to the evolving service delivery models.

Next Steps

1. Posting the report, and background documents on the website
2. Continue Implementation planning
3. Spring forum – June 20, 2011 to report on status of implementation

"Be Inspired" .. created by the NSM LHIN Staff

Developed by staff at the North Simcoe Muskoka LHIN, the Mission, Vision and Values (MVV) was a culmination of several months work. Staff were brought together for workshops to brainstorm and develop the MVV. There was an amazing level of engagement, passion and laughter at the sessions as well as excellent and respectful dialogue practice with active listening and focused questions.



After the workshops were completed, a MVV working group continued the work of narrowing down the value statements and finalizing the mission and vision. The graphic representation of the MVV was developed and will be finalized shortly.



The MVV working group provided the Board with an overview of the process and the resulting framework on February 14, 2011. The group interpreted what the mission, vision and values statements mean to the LHIN, the importance of each and how staff are already living these values. The feedback from the Board was very positive and supportive.



On February 28, 2011 the NSM LHIN Board unanimously approved the following motion:

That the NSM LHIN Board of Directors endorses the following Mission, Vision and Values for North Simcoe Muskoka LHIN as developed by staff:

Mission: *Together... Achieving Better Health, Better Care, Better Value*

Vision: *Healthy People. Excellent Care. One System.*

Values: *Be Real. Be Revolutionary. Be Courageous.*

and that the NSM LHIN Board of Directors thanks the LHIN staff for undertaking this vital initiative and for their hard work and dedication in bringing it to a successful conclusion.

"To build this is an opportunity of a lifetime and to

have the results that you've had is rare. This is from your heart and from your soul and I wouldn't change a word. I know that you live this. Well done."

Lynda Coad, NSM LHIN Board Member

Transitions at the NSM LHIN Office



We would like to wish **Jill Tettmann, Senior Director, Health System Performance, Measurement and Integration** success as she completes her practicum placement of a two-year Masters Degree program at the University of Toronto for Health Administration. Jill will be taking a leave from the LHIN beginning in April through to the end of June to complete a placement at Trillium Health Centre in Mississauga.

During this time (April – June), **Cheryl Faber, Senior Manager of Health System Planning and Development** will be assuming the role of **Acting Senior Director**.

Neman Khokhar, Senior Manager of Health System Performance and Measurement will be taking the lead accountability for performance and ER/ALC. Lynn Huizer, Senior Manager for Health System Integration will be supporting Cheryl's team during the transition and Ligaya Birch will be stepping up into the role of Chair for the Local Leadership Councils in Muskoka and Orillia and Area supported by Sheila Winegarden, Planning Coordinator as back up to the geography team.



eHealth Council

In 2010, the NSM LHIN embarked on an integrated health system design and an ICT/eHealth strategy for an integrated health service delivery and community supports system across the region. Under the umbrella brand **Care Connections – Partnering for Healthy Communities**, the projects were run in two concurrent streams with the integrated final report presented to the NSM LHIN Board on February 28, 2011.

Integrated Health System Design Project: Defined the future state models of care across nine clinical program areas as well as the required enablers to deliver on those models. Governance, Health Human Resources, System Navigation and ICT/eHealth were identified as the key enablers. For each model of care and enabler, the question was asked: "What requirements, if any, are there for investments in ICT/eHealth to enable the envisioned future state?" In some cases there were explicit requirements for ICT/eHealth within clinical program areas and enablers, in other cases the requirements were inferred/derived by the ICT/eHealth team.

ICT/eHealth Project: Running in parallel to the integrated health system design project, the ICT/eHealth project:

- defined the 10-year vision for ICT/eHealth within the NSM LHIN
- gained an understanding of the current state of ICT/eHealth across the LHIN
- conducted a gap analysis against the desired future state, and
- defined a future state technical architecture.

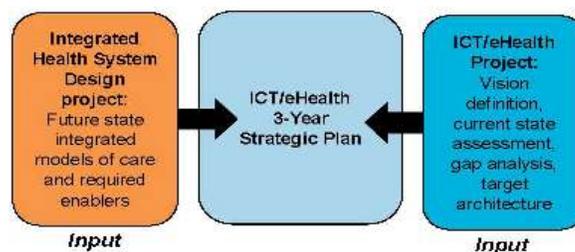
In addition to collecting requirements for ICT/eHealth from the health system design project, the ICT/eHealth project analyzed the business needs of the health system to define additional and/or related opportunities for investment in ICT/eHealth. These opportunities provide support both to the business transformation efforts, as well as the broader health service provider needs for ICT/eHealth.

The ICT/eHealth 10-year strategy and three-year plan will have an eHealth Council to provide ongoing stewardship of the ICT/eHealth strategy. The eHealth Council will provide their assessment of requests and how they align to the 10-year strategy. As well, the Council will provide expertise and advice on LHIN-wide technology funding and investments to the LHIN Leadership Council and the LHIN's CEO.

eHealth Council

Purpose

The purpose of the eHealth Council is to provide strategic ICT/eHealth advice to the NSM LHIN Leadership Council that supports decisions made by the Chief Executive Officer (CEO) and Board for the design and realization of an integrated health services system in the NSM LHIN.



Role

The eHealth Council has two distinct roles:

1. To serve as a senior ICT/eHealth expert advisory body responding to the health service needs of the NSM LHIN region on issues, priorities and strategies.
2. To proactively champion ICT/eHealth initiatives in support of integrated health system improvements.

Major Responsibilities

1. Serve as a change agent (champion) to enable an integrated health system that better services consumers, their families and health service providers.
2. Develop and monitor a LHIN-wide ICT/eHealth implementation plan including specific objectives and deliverables to meet the strategic priorities within the NSM LHIN 10-year ICT/eHealth Vision and 3-year ICT/eHealth Strategic Plan.
3. Make recommendations in accordance with NSM LHIN: ICT/eHealth Framework endorsed by the NSM LHIN Leadership Council and approved by LHIN Board; eHealth Guiding Principles; Decision-Making Framework; and, ICT/eHealth Operational Oversight structure.
4. Actively support, monitor and advise on the effectiveness of ICT/eHealth initiatives.
5. Provide strategic ICT/eHealth advice to the NSM LHIN Leadership Council on integrated health system plan recommendations.
6. Act as a resource for the identification of ICT/eHealth needs within the LHIN.
7. Act as a first point of contact as an advisory body responding to the ICT/eHealth needs of the LHIN.
8. Provide advice and/or recommend action(s) for improving the health system via prioritized ICT/eHealth investments.
9. Act as a conduit for communication, collaboration, knowledge exchange and innovation amongst LHIN stakeholders to yield new ways of thinking and new ideas for ICT/eHealth as an enabler of an integrated health system.
10. Communicate with stakeholders on key recommendations and status of Council activities.
11. Operate in a fiscally responsible manner for system-wide performance improvement.

For further information on the eHealth Council, please visit the NSM LHIN website and go to NSM eHealth.

Eclipse Users' Forum

What is 'Eclipse'?

Eclipse is a project management software tool used by organizations for planning and implementation of projects. Its robust reporting features allow teams and corporate executives to visualize at a glance the status of many projects through the use of dashboards.

Background

In November of 2009, the LHIN adopted Eclipse as a project portfolio management tool. This was to assist the NSM LHIN with the enterprise-wide management of multiple, concurrent projects by enhancing our ability to select, track and measure the progress of projects and initiatives. We use the tool to monitor projects in terms of: risk, strategic priority, timelines, financial aspects, key issues, resource allocation, satisfaction, benefit realization, and other user defined metrics. The tool was deployed initially in a pilot phase, and is now available for use to any funded health service provider within the LHIN.

Users' Forum – January 20, 2011

The NSM LHIN has been providing training to health service provider organizations funded by the LHIN.

To offer an opportunity for users of Eclipse to share experiences and stay abreast of best practice techniques, the North Simcoe Muskoka LHIN eHealth and Project Management Office team held the first Eclipse Users' Forum on January 20, 2011. A dozen participants attended and shared successes, challenges, lessons learned and explored opportunities to support each other through implementation of the tool in their organizations. Future forums will include education sessions around project management best practices and increased functionality within the Eclipse tool.

For more information or for a demo of Eclipse, please contact the NSM LHIN Office at 705-326-7750 and ask to speak with Shannon Brett (Ext. 228) or Gary Hurd (Ext. 205).

