

Connecting for Care

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Welcome to the **Connecting for Care** newsletter.

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We would appreciate hearing from you related to any of the articles included in the 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 LHM

North Simcoe Muskoka 'Nursing Week'



The LHM would like to recognize the hard work and dedication of our North Simcoe Muskoka nurses. Whether you work in hospital, community, long-term care or palliative facilities, the compassion you exhibit is truly appreciated by those you serve.

The Toronto Star Nightingale Award is presented each year to an Ontario nurse nominated for recognition by their patients or peers. The recipient and honourable mentions are selected by a panel of representatives from the Star and Ontario's nursing associations. This year Madge Reece, Humber River Hospital, Secure Mental Health Unit was the winner of the Toronto Star's Nightingale Award.

We'd like to acknowledge the NSM nurses that were nominated for this prestigious award:

- **Virginia Cruze, Collingwood General and Marine Hospital**
- **Mona Desroches, Hospice Simcoe**
- **Lisa Ladouceur, Georgian Bay General Hospital**
- **Sherry Rowe, Leisureworld Muskoka**
- **Glenna Tinney, Orillia Soldiers' Memorial Hospital**
- **South Muskoka Memorial Hospital Nursing Team, Muskoka Algonquin Healthcare**

In addition to the award, three individuals receive honourable mention. **Mona Desroches** and her palliative care work at Hospice Simcoe was one of these. The family that nominated Mona for the Nightingale Award called her 'their **beacon of compassion and joy**.' A wonderful tribute to someone who helped make a family's last few months with their loved one, a time of reflection, togetherness and peace.

Congratulations to all our nurses! Enjoy the week – you deserve it.



@NSMLHIN is now on Twitter!



NSM LHIN has joined the millions of people using Twitter. We will be providing relevant and timely information about things happening in the LHIN. Please join us. <http://twitter.com/>.

Balanced Scorecard

Introducing Our New Web-Based Balanced Scorecard!

You are interested in healthcare, as you should be. There is so much going on in the world today, it is difficult to gauge success. You want to know what is working, how well it is working and where in North Simcoe Muskoka it is working most effectively. There is much confusion around obtaining this information. There are so many sources of information from so many healthcare agencies. Sourcing information to make informed decisions can certainly be a daunting task!



At the North Simcoe Muskoka LHIN, we understand this and have introduced a single source point for a wide variety of healthcare information. Our newly-created web-based Balanced Scorecard offers you the opportunity to view information on healthcare information that matters to you. Visually attractive and dynamically interactive, the web-based Balanced Scorecard is backed with reliable data, obtained from trusted sources, including the Ministry of Health and Long-Term Care, the Canadian Institute for Health Information, the NSM Community Care Access Centre and others; with information updated each quarter, or as it is made available.

Interested in ER wait times in the Region? Or perhaps wait times related to a wide variety of Surgical and Diagnostic Procedures? Patient flow in Long-Term Care Homes? Patient Satisfaction? Alternate Level of Care? No problem. With the click of a mouse, this information is now available in an easy to understand graphic interface, with current

and historical data!

The Balanced Scorecard is composed of four quadrants or sections that were developed based on current major areas of healthcare in which the NSM LHIN is actively involved. The Balanced Scorecard is flexible in design, allowing indicators to be added and revised from time-to-time. We are regularly updating our Scorecard to provide you with the most relevant information available. Where possible, NSM LHIN performance is compared against similar performance across the province, in order to provide you, the viewer with a contextual reference, and promote further accountability.

Check it out! Simply click on the following link to begin exploring the world of interactive healthcare indicators! We hope that you'll find it informative and fun to use.

http://www.nsmhlin.on.ca/balancedscorecard/balanced_scorecard.html

For further information please contact Brian Putman at 705-326-7750, ext. 227.

Putting Patient Safety First Through Excellence in Wound Care



Did you know, that research in healthcare is pointing towards the fact that 30% - 40% of clients do not receive care according to current evidence? And that 20% - 25% of care is not needed and may even be harmful?

Within the NSM LHIN, this is a genuine concern and has resulted in the shining of a light on the prevalence and prevention of pressure ulcers, across all sectors of our healthcare system.

Pressure ulcers are largely preventable, except in all but a small percentage of highly compromised clients/patients. These wounds lead to pain, lifestyle changes, predispose the individual to infection, are associated with longer stays in hospital,

extended admissions on community caseloads, and are life threatening for the vulnerable resident. It is estimated that the cost to close a Stage III-IV pressure ulcer, is approximately \$42,000, while the cost of preventing the wound in the first place, may be as little as \$350!

So why do we continue to see pressure ulcers, regularly, in the populations we serve. Some attribute this gap in our care practices to a lack of awareness, poor uptake of the evidence, and a general lack of resources...this is unacceptable.

The NSM LHIN Wound Management Strategy continues to promote the use of a risk tool to predict the potential development of pressure ulcers, with any of the individuals we encounter in our clinical practice. Continuing to base your interventions on a risk tool, such as the Braden Scale, will improve outcomes for our residents/clients/patients.

Collecting data on the prevalence of pressure ulcers, and the reduction of this prevalence, is a client safety concern for all sectors of health care, and will be publically reported on the NSM LHIN website, by healthcare sector, come the fall of 2011.

Stay tuned how you can continue part of the solution in elevating evidence-based wound management in your practice setting and community.

For more information , please contact Joanne van Rennes, Client Services Manager-Wound Care, NSM CCAC at 705-721-8010, ext. 2433.

North Simcoe Muskoka Invests in Critical Care

New Coordinator to Work with LHIN Health Service Providers!



North Simcoe Muskoka LHIN health service providers, recognizing the importance of ensuring safe, accessible and quality critical care, have collaborated in the hiring of **Linda Gravel** as their Critical Care System Coordinator. Funded by the LHIN, Ms. Gravel will be a key contributor to the Care Connections Oversight Council chaired by Dr. Giulio DiDiodato, NSM Critical Care lead who commented, "I'm pleased to be working with Linda in this capacity. We have worked together for the past two years and I have found her to be an innovative and forward-thinking individual, highly motivated to look at what coordination is required to benefit our most critically ill patients."

After graduating in nursing from the Northern College of Applied Arts and Technology in Kirkland Lake, Ms. Gravel began her career working at a small full service community hospital in Cochrane, ON. She followed that up with a position at London, Ontario's Health Sciences Centre. While in London, Ms. Gravel completed her Bachelor of Science Degree in Nursing and also received her specialization in emergency nursing from the Canadian Nursing Association.

"I'm excited to have the opportunity to work closely with our health service providers to ensure each critically ill patient receives the best evidence based care".

Ms. Gravel has a passion for education and teaching, and is currently enrolled in a Master of Leadership with a specialization in health with Royal Roads University in Victoria, B.C.

In June 2009 Ms. Gravel, her husband and three children moved to Barrie. Up until April, she was employed as the Intensive Care Unit Manager for Royal Victoria Hospital, fully involved with the LHIN's Critical Care Steering Committee.

Bernie Blais, NSM LHIN CEO noted, "We're very excited to have such an experienced and competent individual as Linda joining our North Simcoe Muskoka team. We are confident she will help ensure our critically ill residents are treated in the most appropriate location."

Quick Facts About Critical Care in North Simcoe Muskoka

- The NSM LHIN Critical Care System project involves the coordination of hospital intensive care units throughout the LHIN.
- There are 43 designated intensive care unit beds and 22 mechanical ventilators spread out among five North Simcoe Muskoka hospital corporations.
- Over 3,200 patients are admitted to these beds annually, of which 25% require ventilator support.

For further information, please contact Susan Plewes at 705-326-7750, ext. 220.



ICT / eHealth Updates

ICT / eHealth 3 Year Strategic Plan Approved by the NSM LHIN Board

As a part of the **Care Connections, Partnering for Healthy Communities** project, a team of health service providers came together to develop a 3 year strategic plan for information and communication technology / eHealth. 17 initiatives out of approximately 49 identified were prioritized by the team and put forward for endorsement as the 3 year strategic plan. Each of the 17 initiatives will begin with the development of a project charter, project plan under the oversight of the newly created eHealth Council. Projects have been grouped into three main category of projects; infrastructure, enabling and business driven initiatives. Examples of projects in early planning right now include Telemedicine Adoption and Expansion, LHIN Wide Networking, Complex Continuing Care and Orthopaedic Bed Registry.

Project Management Office Activities and Support

Project Management Brochure on Website

Check out our website for some free project management resources. The Project Management Brochure provides information on:

- o Characteristics of Effective Project Leaders
- o Project Management Maturity Model – Stages
- o Project Management Maturity Model – Chart
- o How does the NSM LHIN Project Management Help?
- o Project Lifecycle and Checklist

Standard Charter

LHINs across Ontario are adopting a standard project charter format. The Charter was developed by the LHIN Collaborative with input from the LHIN Project Management Offices. The charter provides a standardized, consistent approach and will be used for all LHIN projects. If you would like more information or to obtain a copy of the standard charter, please contact the LHIN PMO.

RM&R Update

Provincial Resource Matching and Referral is regaining some momentum as a priority project from LHIN CEO's. NSM LHIN will participate in the RM&R Project as a part of the GTA eHealth Cluster. We do not expect to see any deployment activity this fiscal year, however planning and acidity is underway.

Complex Continuing Care and Orthopaedic Bed Registry Project

As part of the Care Connections project, there is the need for an electronic tracking system to give cross-hospital visibility of patients waiting for care throughout the region.

The Mental Health Bed Registry application was originally developed and is currently used to manage regional mental health beds. Based on the same premise, access to orthopaedic and CCC beds could be achieved with an expansion to the existing bed registry.

The project will assess the feasibility and expand upon the existing mental health bed registry to meet the needs of both the CCC and the Orthopedic groups to enhance tracking, referrals and data collection regionally.

The NSM LHIN has made available some funding for potential development for the Bed Registry Project that could be used in fiscal 10/11 for the immediate term phase of the project.

Two cross organizational working groups were brought together in early February to begin documenting the business/clinical needs. The solution is currently under development by MHCP with a potential June pilot date.

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

Hospice Palliative Care in North Simcoe Muskoka



Senator Carstairs, in her landmark summary of Hospice Palliative Care in Canada, indicated that 90 % of individuals who died would have benefited from Hospice Palliative Care but only 15% actually received it. I think we are doing a little better in North Simcoe Muskoka. We have had Hospice programs in each of our communities for over a decade, offering volunteer hands of support at home. Collingwood, Hospice Georgian Triangle offers 2 respite beds to clients for short term stay, so caregivers can have a break, preventing burnout. In Penetanguishene, there are 6 designated palliative care beds as part of the Complex Continuing Care beds with Georgian Bay General Hospital and Orillia Soldiers Memorial Hospital accepts palliative patients into their Complex Continuing care unit. Between the Bracebridge and Huntsville hospitals, there are five beds that they try to use for palliative patients. With the building of the Regional Cancer Centre, RVH will also have designated palliative beds. Just over a year ago, Hospice Simcoe opened its Residence offering the community a home away from home. Since last April, 125 residents and their families have been supported. Our NSM LHIN has committed funding to Hospice Huntsville to operate a 5 bed residential Hospice, which is earmarked to open this fall.

The NSM Palliative Care Network has a mandate to enhance the quality of Hospice Palliative Care and education is one of the ways that we try to support our partner providers. Through the work of our designated Education and Event coordinators, we now provide as many as 12 - thirty hour Fundamental courses a year, two Advanced Practice programs, various workshops and 3 conferences annually. The program for registered staff is 10 months long and requires a significant commitment from facility employers. We graduated 10 nurses from this course last year and plan to run another this fall. Added together, education is provided to over 1500 participants annually.

The family health team in Huntsville supports their clients with a designated palliative care team called Hope Huntsville. The Network has had a Palliative Resource nurse in both Collingwood and Midland/Penetanguishene. Last fall, with funding provided by the NSM LHIN, the team has expanded to cover our entire North Simcoe Muskoka region. Included on that team are Resource nurses, Palliative physicians and a Bereavement & Spiritual Coordinator. The team offers support to primary providers whether in hospital, long term care, retirement homes or wherever the individual calls home. With a focus on Pain & Symptom management and helping to carry the patient's story across those transition points assists the broader team of providers to ensure seamless quality care.

Hospice Orillia tells the story that is common to the work they do. A family caring for their loved one who is dying and just needs a little break to have a shower or buy a couple of groceries. They don't want their person left alone. Hospice Orillia volunteers rallied together and made sure the family had the support they needed. The family greatly appreciated this support. We often get people just stopping in for a question and end up staying as we listen to their story. Not all work is scheduled.

Together with partners like the Hospices, CCAC , nursing and support worker community agencies and all the other organizations that provide Hospice Palliative Care, we can identify gaps in service and create a culture of any door is the right door for patients to know on. We will ensure the connections are made for them to get the care they need.

For more information, please contact Cate Root at 705-325-0505.

