

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**

Care Connections - Partnering for Healthy Communities

Implementation Begins!



On June 20, 2011 over 320 people came together at Casino Rama Conference Centre to hear progress updates on each area of focus, share experiences that demonstrated collaboration, and provide input to support the coordinating councils and project steering committees, as they move forward with implementation.



Myrna Watson, Elder with the Chippewas of Rama First Nation brought greetings on behalf of Chief Sharon Stinson Henry who was unable to attend, and then led the attendees in a prayer to begin the day.

NSM LHM CEO **Bernie Blais** noted in his opening remarks that **"this opportunity makes me even more excited to be part of a very large team of people working together to make significant changes to the way people get better health care and improved health status. I love my job as a LHM CEO... YES, I did say I love my job as a LHM CEO for the very fact that through what we are doing today, this gathering, we have the opportunity to affect the lives of thousands of people. What more noble cause is there in life?"**



A panel comprised of NSM LHM health service providers involved in the areas of focus coordinating councils, was moderated by **Sean O'Shea**, Investigative Reporter with Global Television. Sean posed questions to the panel and audience members were encouraged to share their experiences or present the panel with their own questions.



discussion preceded the morning breakout sessions, that were designed to solicit input on the implementation of the initial three-years areas of focus:

- Complex and Chronic Needs
- Governance
- In-Home and Community Capacity
- Maternal Child Health
- Medicine Program
- Mental Health and Addictions
- Surgery Program
- System Enablers (Information and Communications Technology / eHealth; Health Human Resources; System Navigation; and, Transportation)

The breakout sessions were repeated in the afternoon to allow attendees an opportunity to participate in a different breakout session than the one they attended in the morning. The chairs of each breakout session reported back to the plenary on the outcomes that were achieved during the sessions.



Home First

As part of the proceedings for the day, the NSM **Home First** initiative was launched. **Home First** is a philosophy that will assist people get the right care, at the right time, in the right place, at the right cost. It was designed to identify and support high needs seniors who could safely wait at home for an alternate care setting, rather than in hospital. "In Ontario, it is estimated that 37 per cent of people in long-term care homes don't need to be there. With some additional supports, seniors could live in their own homes and be cared for with appropriate support," noted NSM LHIN CEO Bernie Blais.

Home First is a partnership between Ontario's fourteen LHINs, CCACs, hospitals, long-term care homes and community support services providers. The LHIN believes this partnership will help make **Home First** a success in North Simcoe Muskoka. As part of the launch, the NSM LHIN **Home First** steering committee was pleased to premiere their client-focused video at the forum.

Giving seniors back some control over their care and their lives, in a setting that is safe and familiar to them, not only benefits our residents, but helps address the Alternate Level of Care issue - "an issue that is not going to improve unless we take the steps to be revolutionary in developing local and provincial solutions."

Farewell to Ruben Rosen



At the end of the day NSM LHIN current and past board members, staff and attendees thanked outgoing NSM LHIN Chair Ruben Rosen with a recognition ceremony and celebration. **Anne Gagné**, NSM LHIN Board Vice-Chair hosted the ceremony.



Mary Silk, on behalf of Garfield Dunlop, MPP Simcoe

North presented Ruben with a certificate of recognition for his role in health care. The wording from the certificate stated:

As your Member of Parliament of Ontario for Simcoe North, may I take this opportunity to extend to you my sincere congratulations as you celebrate the time you spent as the inaugural Chair for the North Simcoe Muskoka Local Health Integration Network.

It is my privilege and honour to commend you for the dedication, commitment and direction you have provided to the LHIN. Your enthusiasm, vision, dedication, willingness to participate in events and your kind pleasant nature has been an asset to your position.

Congratulations as you embark on a new journey in your life and best wishes for all your future endeavours.

Garfield Dunlop, MPP Simcoe North



NSM LHIN CEO Bernie Blais spoke, along with **Jean Trimmell**, former NSM LHIN CEO. Ruben thanked everyone and spoke about his role as the LHIN Chair from the early days in 2005 to today.

Next Steps

Notes, presentations, videos and evaluation survey results will be posted on the LHIN website shortly. To view a montage of the photos that were taken, please click [here](#).

We are now going to spend from June 2011 to end of May 2012 implementing the agreed upon areas of focus. On **May 30, 2012**, we're coming back together at Casino Rama Conference Centre to discuss the first year progress and evaluation and strategize how to continue implementing a health system design that is unique to not only Ontario, but many areas of the country. **Mark your calendar!**



NSM Welcomes Senior Friendly Hospital Strategy Coordinator

New Coordinator to Work with LHIN Health Service Providers!



The NSM **Senior Friendly Hospital Strategy** (SFHS) Task Force and Orillia Soldiers' Memorial Hospital, the lead organization for the SFHS Strategy, are pleased to welcome **Ryan Miller** as the new North Simcoe Muskoka LHIN SFHS Coordinator.

Ryan comes to this North Simcoe Muskoka LHIN-wide position from Orillia Soldiers' Memorial Hospital where she has over fifteen years of progressive nursing and management experience in a variety of areas of health care. Ryan also brings a wealth of geriatric experience to this position. Ryan holds a Masters in Nursing Degree as well as a Canadian Nurses Association certification in Geriatrics.

Ryan commenced her new role at OSMH on June 27, 2011.

The goals of implementing the **Senior Friendly Hospital Strategy** are to improve patient outcomes, reduce inappropriate use of health care resources, and improve patient and family satisfaction.

As a result of receiving appropriate and targeted care, the patient will have minimized risk and improved safety. Appropriate care means seniors have improved functional capacity and better outcomes. At the same time, the care experience for seniors and their families is improved, increasing satisfaction.

Staff will have the supports available to deliver best practice to seniors, which improves staff satisfaction.

At the organization level, the senior friendly hospital provides a higher quality of care to seniors. There are reduced adverse events and complications, leading to an improved capacity for independent living. This reduces seniors' lengths of hospital stay and prevents readmissions. The senior friendly strategy also aligns hospitals with the Excellent Care for All Act.

Quick Facts About Seniors in North Simcoe Muskoka

- In NSM in 2008/09, seniors age 65+ accounted for 19.3% of the total NSM population (provincial average 16.9%), ranking NSM fourth highest LHIN in the province.
- Between 2002/03 and 2008/09 the population of seniors in NSM increased by approximately 22%, far greater than the provincial average of approximately 10% in the same period.
- In NSM, the volume of seniors age 75+ is projected to increase from 29,850 to 57,412 (92.3%) between 2008 and 2025 with the regional growth for the same period resting at 38.8%.
- NSM also ranked second highest LHIN in the province in 2008/09 with approximately 41% of seniors living in rural areas.

For further information, please contact **Cheryl Faber** at cheryl.faber@lhins.on.ca.

June Callwood - Circle of Outstanding Volunteers!

North Simcoe Muskoka Hospices Recognize Outstanding Volunteers!

In the tradition of honouring hospice volunteers and in memory of the late **June Callwood**, the Hospice Association of Ontario (HAO) announced the 17th Annual June Callwood Circle of Outstanding Volunteers Awards on Sunday, April 10, 2011.

In 1994, the HAO established this annual award to honour hospice volunteers. The award was named for the late June Callwood, volunteer, founder of Casey House Hospice, community activist, author and recipient of the Order of Canada. June was the first recipient of this award in 1995 and since then, more than 417 inductees have received this award.

To date, the Hospice Association of Ontario's membership includes 98 hospice members and 92 associate members. All 190 members were invited to nominate one volunteer from their organization who exemplified the spirit of hospice volunteerism.

This is a Circle of the most distinguished volunteers in the province of Ontario. It's up to each member organization to carefully choose the very best!

Each volunteer selected by their organization had to meet the criteria as follows:

- Be a volunteer of a Hospice Association of Ontario hospice or associate member in good standing
- Must not be a previous recipient of the June Callwood Award

Each outstanding volunteer must demonstrate the following:

- Give of themselves - time, skills, resources, etc.
- Excel as a volunteer
- Extend themselves beyond the usual requirements of their volunteer role.

North Simcoe Muskoka has some extremely dedicated hospice volunteers. Below are the 2011 inductees from North Simcoe Muskoka, with excerpts printed from their nomination submission:



Pat Fram (left) has volunteered with **Hospice Simcoe** since 1990. Pat brings a calm, caring, compassionate presence to all those she welcomes to Hospice Simcoe. She consistently displays a positive attitude, and encourages others to do the same. She is a magnificent role model and mentor to her colleagues, offering a quietly supportive hand in any situation, without fanfare. Her altruistic approach exemplifies the true spirit of hospice. When Hospice Simcoe honoured Pat at their AGM she accepted the award "on behalf of all the volunteers who share their time at Hospice - they are all worthy of this award."

Hospice Huronia was proud to nominate **Argyle Gallichan** (right) as their 2011 June Callwood recipient. Since 2002 Argyle has worked with dozens of clients on behalf of Hospice Huronia, providing one-to-one bereavement support and co-facilitated numerous bereavement support groups. Argyle also served on Hospice Huronia's Board of Directors for 5 years. Part of that time she was the Chair of the Community Relations and Education Committee, which was responsible for speaking engagements, volunteer training, the general promotion of Hospice Huronia and coordinating our volunteer appreciation events.



Sharie Hawkins (left) is one of those pretty, gentle faces you take to immediately. This vital wife, mother of two, grandmother of four has willingly devoted 10 years to **Hospice Georgian Triangle** in the respite care suite, in fundraising, transporting grieving children to HGT's Rainbows Program and visiting with her client in community. Sharie's client Audrey said in October 2010: "I love Sharie. She drops in, helps me out, picks things up, gets me to appointments. I feel SO good when that girl is in my home." Audrey died in January 2011 but her testament to this extraordinary volunteer is one we all echo here at HGT: We all feel SO much better when Sharie's around.

Marge Dennis (right), Marge has been an active volunteer with **Hospice Huntsville** since 2005. She demonstrates compassion and understanding as she works with clients in their home to give support and care at end of life. Marge has also served as



a board member working in a variety of capacities including accreditation, fund raising, awareness activities, and secretarial duties. Marge has been most valuable as a facilitator for the Grief Support Program, as well as providing support to bereavement clients on a one to one basis.



Evelyn Cowan (left) has been a volunteer with **Hospice Muskoka** for 15 years. She is kind, generous, loyal and always eager to help. Her pleasant nature makes her a joy to deal with. Evelyn visits palliative clients regularly at South Muskoka Memorial Hospital, The Pines Long Term Care Facility and in their homes. She is organized and caring in her approach to clients who are facing life's end and supportive of their families as they deal with bereavement. Her 45-year affiliation with the First Baptist and Pinegrove Baptist Churches has helped Evelyn understand the emotional issues that are associated with the process fulfilled by hospices.

Today, in more than 450 communities throughout Ontario, 13,300 volunteers dedicate 630,000 hours of service each year to HAO's member hospices. These volunteers provide emotional, psychological and spiritual support to help people with terminal illnesses to live at home or in a home-like setting as fully and as comfortably as possible.

The focus of hospice care is on caring, not curing - and on life, not death. The goal is to make the last months of life as comfortable as possible and to improve the quality of life of the patient, family members and friends.

The North Simcoe Muskoka LHIN would like to recognize the hard work of our volunteers and say a big "thank you" for all they do!

ICT / eHealth Updates



Doorways Project reaches major milestone with over 3000 assessments uploaded in the Integrated Assessment Record (IAR)

The North East Local Health Integration Network (LHIN) in partnership with the North West, Champlain and North Simcoe Muskoka LHINs, Ontario's Community Care Information Management (CCIM), eHealth Ontario, the Sault Area Hospital and 22 Health Service Providers is happy to announce that a major milestone was achieved this month when over 3000 assessments were uploaded and viewable through the Integrated Assessment Record (IAR). Together, these partners have established a provider portal that allows Health Service Providers to securely share and access mental health assessment information electronically.

In this project, upon patient/client consent the portal allows assessment information from the IAR to be shared within a patient's circle of care. The tool allows providers to keep track of their patient's progress through assessments, whether they have been admitted into hospital or living in the community. Having information available, reduces the possibility for delays in treatment, decreases duplication of assessments, and lowers the possibility of incorrect treatment. Integrating assessments into one central location and providing a single point of access for providers will make it easier and more efficient for health service providers to carry out their roles in meeting patient/client needs.

Comments from the Health Service Providers around the benefits of sharing and accessing information included:

- "Sourced Ontario Common Assessment of Needs (OCAN) from another site and found the information very helpful." Enaahitg Healing Lodge and Learning Centre
- "IAR is now fully integrated into our intake process." Health service providers from across several LHINS
- "Staff is slowly building IAR into the way we do business. As they start to upload more OCANs, people are accessing the information more and more." Orillia Soldiers' Memorial Hospital
- "In the future when greater numbers of mental health records have been uploaded in the IAR there will be great benefits and the clients will not have to repeat their stories. I feel services will be more streamlined and information will be easier to access in order to support the client in whichever door they enter." Canadian Mental Health Association – Champlain East

The Doorways project was extended from March 31 to June 30, 2011. To date over 800 Health Care Providers now have access

to this system.

Community Care Information Management (CCIM) - common assessment projects are coming to North Simcoe Muskoka LHIN!

The Doorways project builds on CCIM's new provincial Integrated Assessment Record (IAR). The IAR includes assessment information from Ontario Common Assessment of Needs (OCAN) for outpatient community-based mental health programs, and the Resident Assessment Instrument (RAI) for mental health in-patients. With the IAR, assessment information follows the client across care settings to facilitate a common understanding of their needs and to improve the continuity of care across community and hospital settings.

The ability to view assessment information will ultimately support collaborative care planning and service delivery. Regardless of where a person receives service, the health care provider will have the ability to view a snapshot or subset of the most valuable assessment information within the context of their services as well as maintain access to the full assessment if required. The focus of the Common Assessment projects will begin with a three sector launch over a two day conference in Orillia on October 4-5, 2011. The rollout will continue through to the end of Fall 2013 in North Simcoe Muskoka LHIN. The following paragraphs will describe each of the activities by health sector:

Long-Term Care Homes Common Assessment Project (LTCH CAP)

Long-term care homes throughout Ontario have implemented the Resident Assessment Instrument – Minimum Data Set 2.0 (RAI-MDS 2.0). With the RAI-MDS 2.0, residents can be assessed using one standardized, automated common assessment tool that provides consistent and detailed information, helping to enhance diagnosis and management of care needs.

Community Mental Health Common Assessment Project (CMH CAP)

North Simcoe Muskoka LHIN's CMH community is in the process of implementing the Ontario Common Assessment of Need (OCAN), a tool which enables more informed decision making based on standardized information which is captured electronically.

Community Support Services Common Assessment Project (CSS CAP)

The CSS community is in the early stages of its inter-RAI Community Health Assessment (interRAI CHA) tool implementation. The inter-RAI CHA common assessment tool allows for standardized data collection over a wide range of community support services, to support evidence-based care and to improve program development.

For more information please contact **Rodney Burns**, CIO and eHealth Lead, North Simcoe Muskoka LHIN, rodney.burns@lhins.on.ca.

