

Connecting for Care

January 2012 Edition - Issue: 12-1

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 LHIN



A Year in Review

Below are just some of the exciting initiatives and accomplishments that occurred between January and December, 2011.

January

- **NSM LHIN** and **NSM CCAC** work to develop an action plan for implementing the proposed **CCAC Expanded Role** priority which would see the CCAC assume the role of single point of access for clients needing access to adult day programs, supportive housing/assisted living programs, complex continuing care beds, hospice residential beds and rehabilitation beds.

February

- NSM LHIN launches **Mission, Vision, Values** to overwhelming positive response

Vision: Health people. Excellent care. One system.

Mission: Together achieving better health, better care, better value



Values: Be Real, Be Revolutionary, Be Courageous

- NSM LHIN hospitals receive increased funding of \$564,000 for improvements in the number of patients seen in a timely fashion for non urgent ER visits as well as reducing the number of patients requiring readmission to hospital
- LHIN Leadership Council welcomes three new members:
 - **Natalie Bubela**, CEO Muskoka Algonquin Healthcare replacing Barry Monaghan
 - **Marie LaRose**, ED, Georgian Bay Family Health Team replacing Valerie Smith
 - **Peter Hominuk**, ED, La Clé d'la Baie replacing Josée Lefebvre
- **Care Connections – Partnering for Healthy Communities** community engagement events held in the 5 geographic areas of the LHIN - connecting NSM LHIN staff and Board members with members of the public, Boards of Directors and health service providers



March

- LHIN Leadership Council welcomes new member:
 - **Nancy Roxborough**, CEO, Canadian Mental Health Association, Simcoe County Branch replacing **Greg Howse**
- LHIN Leadership Council says goodbye to members **Carrie Harrison** and **Peter Zober**
- **Care Connections – Partnering for Healthy Communities** – lead organizations are identified for four of the twelve Councils implementing projects in the first three years of the 10-year integrated health system plan
 - LHIN-Wide **Surgery** Program - Collingwood General & Marine Hospital
 - LHIN-Wide **Mental Health & Addictions** – Waypoint Centre for Mental Health Care
 - LHIN-Wide **Complex and Chronic Health Needs** – Georgian Bay General Hospital
 - **In-Home and Community Capacity** – Orillia Soldiers' Memorial Hospital
- The North Simcoe Muskoka LHIN increases **dialysis funding** to the North Simcoe Muskoka Regional Kidney Care Program (NSM RKCP) for Collingwood General and Marine Hospital. The increased funding amount of \$337,551 includes \$252,323 base funding and \$85,228 one time funding for staff training/start up and dialysis equipment. ([click here to read news release](#))
- **Nurse-Led Outreach Team** established to support residents of long-term care homes in Orillia, South Muskoka and Midland/Penangishene

April

- North Simcoe Muskoka LHIN releases a **web-based Balanced Scorecard** to enable residents and health service providers to review the performance of our health care system
- LHIN Leadership Council welcomes three new members:
 - **Albert Henriques**, Executive Director, South Georgian Bay Community Health Centre
 - **Olivia Schmitz**, Administrator, Victoria Village Manor
 - **Harold Featherston**, Vice-Chair, Muskoka Leadership Council
- LHIN Leadership Council approves the lead organizations for an additional 7 **Care Connections** Councils to implement the integrated health system plan
 - LHIN-Wide **Medicine** Program – Royal Victoria Hospital



- o **System Navigation**– NSM Community Care Access Centre
- o **Transportation** – County of Simcoe
- o **Governance, Communications, Health Human Resources and Information & Communications Technology** – NSM LHIN



- **NSM CCAC** begins the process of expanding their role as 'system navigator' for client placement in not only long-term care homes, but the following programs as well:
 - o Adult day programs
 - o Supportive housing programs funded through the LHIN or Ministry
 - o Complex continuing care beds
 - o Rehabilitation beds
 - o Residential hospice beds
 - o Assisted living services for high risk seniors

Full implementation of this 'system navigator' role to be in place by March 31, 2013

- **Peter Praeger**, Wasaga Beach and **Margaret Redmond**, Penetanguishene are appointed to the NSM LHIN Board of Directors
- **Multi-Sector Service Accountability Agreements** are signed with all 44 community mental health, community support services, community health centre providers and the CCAC



May

- The North Simcoe Muskoka LHIN invests \$1.7M in **infrastructure upgrades** for NSM hospitals
- **Jake Arnold**, Wyevale and **Ron Stevens**, Barrie are appointed to the NSM LHIN Board of Directors
- LHIN Leadership Council supports the **Simcoe Muskoka District Health Unit's** campaign that fluoridated drinking water should be available to all residents on municipally supplied drinking water systems
- NSM LHIN CEO and Aboriginal Lead attend Provincial Aboriginal Forum in Sioux Lookout, Ontario to discuss **Aboriginal health issues** such as diabetes and mental health and addictions, as well as compliance with regulations for Aboriginal community engagement under the Local Health System Integration Act (LHSIA)
- Launch of the Entité de planification pour les services de santé en français #4 Centre Sud-Ouest (**French Language Planning Entity for Central South West Ontario**) comprised of the Central, Central East and North Simcoe Muskoka LHINs
- **Rebecca Harbridge**, Barrie is recognized by the **Registered Nurses Association of Ontario** with the **HUB Fellowship award**, which offers recipients the chance to participate in a week-long, one-on-one placement with RNAO Executive Director Doris Grinspun. Rebecca is a public health nurse and member of the Chronic Disease Prevention Tobacco Team at the **Simcoe Muskoka District Health Unit**.



June

- **Ruben Rosen**, Collingwood, completes his six-year term as the inaugural Chair of the North Simcoe Muskoka LHIN
- **Robert Morton**, Tay Township assumes the role of Chair of the North Simcoe Muskoka LHIN Board of Directors
- Over 320 people participate in the very successful one-day Spring forum that launches the implementation phase of the **Care Connections – Partnering for Healthy Communities** project



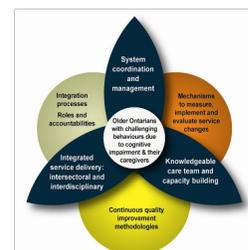
- **Home First** initiative is launched – a philosophy designed to identify and support high needs seniors who could safely wait at home for an alternate care setting, rather than in hospital

July

- **Doorways** project reaches major milestone with over 3000 assessments uploaded in the Integrated Assessment Record allowing providers to keep track of their patients' progress through assessments, whether they have been admitted into hospital or living in the community
- **Complex Continuing Care (CCC)** patient bed registry goes live – a low-cost solution to helping individuals receive the appropriate care, in the appropriate place

August

- LHIN Leadership Council approves the choice of Orillia Soldiers' Memorial Hospital as the lead organization for the **Maternal Child Council for Care Connections**
- North Simcoe Muskoka LHIN takes on the role of ensuring the implementation of the \$40M **Behavioural Supports Ontario** project rolls out successfully across the province
- NSM LHIN secures an additional \$1.25M in base funding for **Muskoka Algonquin Healthcare** bringing the total increase in their base funding to \$5.7M
- NSM LHIN provides one-time funding of \$4.5M to **Royal Victoria Hospital** for enhancement of clinical services, such as geriatric emergency room nurses



- NSM LHIN CEO appears on the morning show of La Vague 88,1 FM – Francophone Community Radio Station – encouraging **Francophone, Aboriginal and Métis** residents involvement in the implementation of the integrated health system plan

September

- The NSM LHIN renews funding to the **Aboriginal Health Circle** to ensure strategies are developed to address Aboriginal health needs in North Simcoe Muskoka
- Feature article on NSM LHIN **physician** involvement in health system planning appears in the Ontario Medical Review ([click here to read](#))
- The Integrated Provincial Falls Prevention Framework and Toolkit is launched – **Stay Up, Keep Up** – a collaborative effort between the LHINs and Public Health ([click here to access framework and toolkit](#))



October

- LHIN staff attend Garfield Dunlop's Seniors' Day in Orillia
- LHIN Leadership Council thanks **Nena LaCaille**, **Ingrid Lehmann**, **Doreen Saunders** and **Bill Davies** for their work over the past two years on behalf of the Council
- **Dr. Anne Engell** replaces **Dr. David Mathies** as the NSM Chiefs of Staff representative on the LHIN Leadership Council
- LHIN Leadership Council says goodbye to member **Marie LaRose**
- LHIN Leadership Council endorses the voluntary integration for the redistribution of **31 Schedule 1** adult acute mental health beds from Waypoint to Georgian Bay General and Royal Victoria Hospitals
- NSM LHIN **Behavioural Supports Ontario** local action plan is approved by the Provincial Resource Team
- **Dr. Marcia Kostenuik**, Barrie, is recognized with the **Daniel Glazier Award in Adolescent Mental Health and Substance Abuse** by the College of Family Physicians of Canada for her work in **Adolescent Suicide Prevention**.



November

- NSM **French Language Services** Coordinator chosen to chair provincial FLS Network to oversee the incorporation of French language services in health service planning and integration
- The next phase of the Ontario MD **Hospital Report Manager** kicks off – outpatient records available to physicians in near real time (within 30 minutes)
- **Dr. James Tazzeo**, Orillia, is recognized with an **Award of Excellence** by the **Ontario College of Family Physicians** (OCFP) for his dedication to improving family medicine as a community-based family physician, and as a clinical teacher, and as an OCFP Board Member

December

- NSM LHIN Board approves the voluntary integration for the redistribution of **31 Schedule 1** adult acute mental health beds from Waypoint to Georgian Bay General Hospital (20) and Royal Victoria Hospital (11)
- **Integrated Regional Falls Program** (IRFP) for North Simcoe Muskoka, which began accepting patients in March 2010, sees an 86% reduction in ER visits related to falls, and an 89% reduction in the number of falls for those registered in the program



People Being Heard - Improving our Health Care System!

On January 24, 2012 the LHIN provided an opportunity for people with lived experience to come and share their health care interactions, either as a patient, caregiver or provider.

The session was led by **Kevin Leonard** and **Sandra Dalziel** - a husband and wife team that as a result of Kevin's chronic illnesses over the past 30 years, have had a great deal of experience in the health care system.

Kevin and Sandra believe there are three rules which will enable improved health care for all:

- Investing in improving quality health outcomes reduces overall system costs
- The only way to sustain improved health outcomes is through patient partnerships (patient engagement)

- The only way to ensure patient engagement is through improved electronic data exchange and communication (electronic health records accessible by both the patient and the health care team).

By enabling patients to have electronic access to their own health information, they become a vital member of their own "health care team", better able to assist the team manage their chronic illness(es).



L-R: Kevin, Susan P., Tim, Chris, Albert, Laura, Stephen, Helen, Doug, Gary, Heather, Susan F., Anzie, Sheila, Carol, Alda, Lynn, John, Sandra M., Sandra D.

It was a day full of sharing that culminated with many of the individuals choosing to become involved in one or many of the **Care Connections - Partnering for Healthy Communities** Project Steering Committees currently implementing the integrated health system plan for North Simcoe Muskoka.

If you missed this event don't be discouraged. Kevin and Sandra will be back at the **Care Connections** Spring Forum on **May 30, 2012** to offer another session for those interested forum attendees.

Mark your calendar! May 30, 2012 - Rama Conference Centre.

Behavioural Support System

In the fall of 2010, the Ontario Ministry of Health and Long-Term Care released the Ontario Behavioural Support Systems Framework for Care. The principle-based Framework is designed to deliver better integration and collaborative transition services for older individuals with cognitive impairments due to mental health problems, addictions, dementia or other neurological conditions who often exhibit responsive or challenging behaviours (such as aggression, wandering, physical resistance or agitation).

In the early fall, 2011 the NSM LHIN was selected as an Early Adopter site to develop a plan to "test" the Framework by putting the service redesign concepts into action. Under the leadership of Debbie Islam, Care Connections BSS Project Lead and Executive Director of the Alzheimer Society of Greater Simcoe County, a local group of system champions developed an Action Plan (see NSM LHIN website for full plan).

Highlights of the North Simcoe Muskoka Behavioural Support System Action Plan

Older adults living in the community or in a long-term care home who experience an acute decline or change in behaviour to the degree that it puts themselves and others at risk and changes the



environment in a way that caregivers/staff are unable to safely manage = urgent need for additional supports.

Core Service Delivery Components

System Navigation

To truly effect system redesign and implementation of the Behavioural Supports Ontario (BSO) model, it is necessary to involve all the major stakeholders within the system and to formalize activities across sectors and organizations, creating an integrated network of autonomous services held accountable under one governing mechanism.

System coordination and management will be facilitated through a central intake function and a 1-800 number so that partners in the system know where to quickly and easily access additional supports. An electronic registry of client information will be maintained centrally with up to date information and a single plan of care.

Mobile Support Teams (MST)

The BSS Action Plan strives to enhance and leverage the existing service system and promote integrated service delivery and system support with the creation of interdisciplinary Mobile Support Teams (MSTs). The MSTs will provide in-reach to the long-term care homes and outreach to families in the community to facilitate timely access to the assessment, treatment and management of responsive behaviours and to avoid unnecessary visits to the emergency department.

There will be three MSTs; one operating in each geographic area: Orillia-Muskoka and area; Barrie and area; and Collingwood/Wasaga- Midland/Penetanguishene and area.

Led by Psychogeriatric Resource Consultants, these teams will be comprised of Registered Nurses, Registered Practical Nurses, Social Workers and Personal Support Workers. Watch for job postings on the North Simcoe Muskoka LHIN website under Careers (www.nsmhlin.on.ca).

Regional Psychogeriatric Services

Older adults with cognitive impairment due to dementia or mental illness with associated severe and high risk behaviours have limited access to regional psychogeriatric services. The BSS Action Plan promotes more efficient and effective uses of these scarce and costly resources through clear clinical pathways, open communication and a collaborative/shared care approach to supports.

Indicators of Success

- Reduced resident transfers from Long-Term Care (LTC) Home to hospital
- Delayed need for more intensive services, reducing admissions to hospital and risk of extended Alternate Level of Care bed utilization
- Reduced length of stay for persons in hospital who can be discharged to a LTC Home with enhanced behavioural resources

Putting the BSS Action Plan into practice offers a once in a lifetime opportunity to be real, be revolutionary, and be courageous in improving outcomes for persons with responsive behaviours, their families/caregivers, health providers and the health system in North Simcoe Muskoka.

For more information, contact Patti Reed, BSS Implementation Coordinator Patti.Reed@lhins.on.ca or call 705-326-7750 ext. 238 (1-866-903-5446 toll-free).

Diabetes Education Day

November 18, 2011

The Diabetes Education Day was hosted by the Diabetes Regional Coordination Centre. There



were four areas of focus including: diabetes management in the Long Term Care setting, Metabolic Syndrome, Bariatric Surgery, and Foot Care.

The morning started off with an overview of the strategic directions of the Ontario Diabetes Strategy followed by an overview of diabetes management presented by Dr. John MacFadyen. The key take away from Dr. MacFadyen's discussion was the need for individualized therapies and the use of shorter needle tips.

Dr. Afshan Zahedi, during her discussion of diabetes management within a long-term care setting, shared that the evidence for glycemic targets in the elderly population might differ from the Canadian Diabetes Association guidelines because of the age of the person, co-morbidities and current state of health.

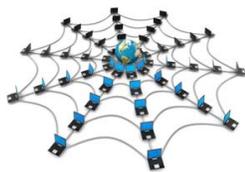
Dr. Deborah Duncan from Waypoint Centre for Mental Health Care described their award winning Metabolic Syndrome program for outpatients. The program has been an overwhelming success and as such was recognized in 2010 by the Ontario Hospital Association's Health Achieve Conference. The program mirrors a chronic disease self management program in that it examines various aspects of an individual's life including diet, nutrition, managing stress, spirituality, and

pharmacy.

Ms. Jhanvi Patel a nurse specialist from Humber Regional Hospital described their Centre of Excellence program in Bariatric Surgery. The exciting outcome of these surgical methods is for some diabetics who are also hypertensive, post surgery they become symptom free and some even stop all medications altogether.

Erin Fairbanks a Chiroprapist went through the 60 second foot exam, which basically incorporates look, touch and assess. This best practice methodology is a good way to ensure foot health.

What is Doorways?



Doorways is an electronic portal initiative developed by 4 of Ontario's LHINs (NE, NW, NSM and Champlain), Community Care Information Management (CCIM) and eHealth Ontario in order to establish a single point of access to content and information that could be collected, bundled and organized for use by health service providers.

Through the Doorways initiative, access has been provided to health service providers to the Integrated Assessment Record (IAR). Other portlets such as Drug Profile Viewer (DPV) and Ontario Laboratory Information System (OLIS) can now be added for the user as required. By participating in the IAR, health service providers now have near real-time access to standardized patient data sets. Initially, mental health assessment data was included and now, the data crosses sectors (community health centres, community care access centres, long-term care homes, community support services and mental health and addictions. Providers no longer need to call other health service providers to request a fax of the information they seek. The 3 to 5 day (average) delay has been removed. Care now follows the patient with the right information made available to the right person at the right time.

In addition, participating health service providers now have the experience in participating in a 4-LHIN, 22 health service provider Data Sharing Agreement as well as having mature accompanying processes (Incident Management, Consent Management, Account Management, etc.). They have increased their collaboration and information sharing across LHIN boundaries and, in the next phase, across sectors.

What is Hospital Report Manager?

After physicians have implemented an Electronic Medical Record (EMR) system they often request the ability to receive hospital reports electronically from their local hospitals. The manual methods used to input this information to the patient's EMR limited the ability for clinicians to fully utilize this information



as data. Hospital Report Manager (HRM) is a centralized, scalable, standards-based solution that allows hospitals to transmit text based transcribed reports into community physicians' EMRs.

Use of the OntarioMD EMR Core Data Set (CDS) enables the integration of patient information from any Ontario hospital to any OntarioMD certified EMR. Hospitals need only to develop a single interface to HRM for all EMRs and EMR vendors need only develop a single interface to retrieve reports from HRM. Functionality is now part of OntarioMD EMR requirements.

North Simcoe Muskoka LHIN HRM deployed sites in the initial pilot phase included Royal Victoria Hospital, Collingwood General & Marine Hospital, Georgian Bay General Hospital, Barrie & Community Family Health Team and Georgian Bay Family Health Team.

Feedback from the initial pilot phase includes the following:

1. Report delivery and input into the EMR went from 12 days to 30 minutes.
2. Physician group scanning, filing and inputting into the EMR went from 4.5 hrs/day to under 2 hrs.
3. Health Records printing, paper and ink budget was reduced by 50% resulting in huge savings.

For the patient, care provided is now both faster and potentially safer with the right information available to the right person at the right time.

The project team held their official kick-off event for the next phase of HRM on Thursday, November 18 at the Mariposa Inn and Conference Centre in Orillia. This next phase includes HRM implementation at Orillia Soldiers' Memorial Hospital (OSMH) and Muskoka Algonquin Healthcare (MAHC) along with their accompanying Family Health Teams and Organizations.