

North Simcoe Muskoka **LHIN**

North Simcoe Muskoka
Care Connections

Partnering for Healthy Communities

Connecting for Care

April 2012 Edition - Issue: 12-2

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

North Simcoe Muskoka

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Together ... we are the heart of health care

The NSM LHIN is once again hosting our annual **Care Connections – Partnering for Healthy Communities** forum on **May 30, 2012 at Rama Conference Centre**. This year the focus will be on people with lived experience, including the panel discussion being moderated by **TVO's Steve Paikin**. To view and complete the on-line registration please click [here](#).

Aboriginal Health Symposium

On March 21, 2012 the **Aboriginal Health Circle**, an advisory body for the North Simcoe Muskoka LHIN and BANAC – **Barrie Area Native Advisory Circle**, hosted the "Aboriginal Health Symposium" with a focus on **"Bringing hearts and minds together to reclaim a health community for future generations"**.

It was an occasion to bring together representatives from various Aboriginal health service providers as well as other health professionals to engage in a dialogue that would address the needs of the Aboriginal communities.

The foundation for guided discussions was "The Community as a Healing Lodge" and considered:

"...the geographical location as the place of healing. It encourages the understanding



that healing begins with our connection to spirit within ourselves, and the spirit of the geographical location in which we live. This connection to spirit includes the idea that health and well-being is within all of ourselves, the natural environment, our Mother the Earth, we are able to connect to the energy of creation, the energy that creates

and sustains all of life.”

It is: “... **a vision of health and well being which is coordinated and wholistic.**”

Working groups addressed the topics of: Nutrition/Diabetes/Obesity; Seniors' Health Issues; Chronic Diseases; Domestic & Sexual Violence; Youth Wellness; Mental Health/Suicide prevention & Aftercare; Alcohol & Drug Use, including Tobacco; Sex, Sexual Health & Health Sexuality.

Information received from the working groups will form the basis of further discussion and the ongoing planning required in addressing the needs of our Aboriginal communities.

Congratulations!

On February 23, 2012, **Barrie Police Services (BPS)** recognized **Canadian Mental Health Association (CMHA), Simcoe County Branch** for their service in the community and their partnership with Barrie Police Services. The award focused on the collaborative work that CMHA and BPS undertake, in particular their joint mobile crisis calls. In addition, over the past year 40 officers from Barrie Police Services participated in two separate week long mental health and addictions training sessions. The training has been identified as a high priority for the BPS, who would like to see all their officers receive this training.

Commendations were also received from Rod Jackson, MPP Barrie and Patrick Brown, MP, Barrie.



Please join the North Simcoe Muskoka Local Health Integration Network in congratulating CMHA, Simcoe County Branch for their excellent commitment to the community.

Behavioural Support System

We are building system capacity in North Simcoe Muskoka!

People with cognitive difficulties due to dementia, mental illness, or other neurological conditions can behave in ways that can cause major stress and worry to the individual, their family or caregivers. The goal of the Behavioural Support System (BSS) is to keep people in their home for as long as possible. Some of the investment of new resources is being used to ensure that caregivers (family and staff) have the skills needed to respond to people with complex and challenging behavioural issues in a safe and secure environment.

Every Long-Term Care Home and Health Service Provider has been encouraged to identify an internal BSS Liaison Champion and internal lead to connect with the BSS Project as it continues to be implemented. The BSS Liaison is expected to:

- Be the primary contact for information and knowledge exchange with the Mobile Support Team
- Become a founding member of a broad virtual network of collaborative care in behavioural support across sectors throughout the NSM LHIN
- Be offered education on a variety of topics.

We are pleased to announce that we have **76 BSS Liaison Champions** in the NSM LHIN and that more than half of them (39) attended 1½ days of orientation and training during our March BSS Knowledge Exchange week. In addition, we had maximum registration for additional education events including: 31 regulated staff attended two days of PIECES training; 30 unregulated staff attended U-First training; and 26 physicians attended the College of Family Physicians approved *Behavioural and Psychological Symptoms of Dementia* course.

Welcome to the new BSS staff!



L-R: Jenny Keresztesi, Lorrie-Ann Montgomery, Alette van Dijk, Kathy Curtis, Chris Parent, Lisa Losier, Valerie Powell, Sandy Van Veld, Cheryl Biseau, Shannon Reynolds, Maureen O'Connell

Everyone had a chance to meet the new staff during the Knowledge Exchange events. One-third of the new Mobile Support Team staff members have been hired and recruitment continues for RNs, RPNs and Community Support Workers to support the long term care home residents and staff. Please visit the NSM LHIN website for more information.

For more information, contact Debbie Islam, Chair, BSS Project Steering Committee at dislam@alzheimersociety.ca or call **705-722-1066 ext. 222**.

Information Technology Initiatives Moving Ahead - Quickly!

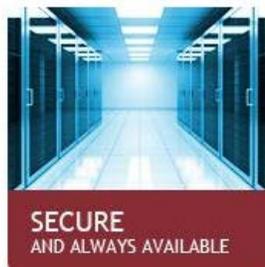
Resource Matching & Referral



The current referral landscape in Ontario is characterized by inconsistent workflow, inconsistent forms and templates and inconsistent terminology for referring patients to programs and services. To address this, the LHINs have formed 3 Clusters across the province to plan, design, implement and maintain an Alternate Level of Care Resource Matching and Referral (RM&R) program. In 2010 the Current State Assessment work for the RM&R project was completed with a new LHIN RM&R asset list being identified and collected.

This latest phase of the RM&R project completed in March 2012 included all LHINs participating in the GTA Cluster initiative. Currently 4 pathways are in scope including acute to CCAC, acute to Rehab, acute to long-term care and acute to complex continuing care (CCC). This phase included an update to the Current State Assessment, a refresh of the existing Provincial Reference model, a future state workflow and the population of a toolkit with common referral terminology, as well as forms and templates. The plan for later phases is targeting the eventual procurement and rollout of a solution for the LHIN, cluster and province.

GTA West Diagnostic Imaging Repository



The objective of the GTA West DI-r is to implement a shared regional repository that will provide an expected 10,000 clinicians with access to all patients diagnostic imaging results.

This will include, but is not limited to, CT scans ultrasounds, MRIs and x-rays acquired at partner healthcare facilities in the GTA West.

It involves a diverse set of 21 organizations, accounting for approximately 40 sites, across five LHINs. The participating LHINs are Mississauga Halton, Central West, Toronto Central, Central and North Simcoe Muskoka.

As the largest of the four Diagnostic Imaging Repositories in Ontario, it will serve a population of approximately five million, accounting for approximately three million exams annually. The repository will establish a central archive for DI in the region, incorporating the latest archive technology and disaster recovery.

The GTA West DI-r has the potential to increase efficiency, improve patient flow, reduce medical errors, reduce the amount of repeat scans and exposure to radiation, decrease patient transfer and wait times, enhance clinical collaboration and improve the quality of care in diagnosis and treatment.

RVH, OSMH, GBGH and MAHC are all part of the GTA West project in our LHIN. The initial pilot for the GTA West project includes implementation at 2 hospitals located in the CW LHIN in February 2012. OSMH, GBGH and MAHC are part of the next group of sites to implement with a deployment scheduled for the September/October timeframe. The GTA West project will send the data (daily) from the regional PACS system located in Orillia to the GTA West repository. RVH is targeted to implement the GTA West interface early in 2013.

For more information, please see: <http://www.gtawestdir.com/>

Orthopedic Patient Registries

North Simcoe Muskoka LHIN

danmeraw Logout

Orthopedic Services

Home Regional Waiting List Patient Administration Contact Us

Current Page: Patient Administration

Availability Information

Anesthetist: Available
 Bed: Available
 Operating Room: Available
 Surgeon: Available

Collingwood

Current Census

Priority	Last Name	First Name	Status	Sending	Receiving	Notes
BRADY	TOM	Diagnosis made	CGMH - Collingwood	----	[...]	
MANNING	ELI	Diagnosis made	CGMH - Collingwood	----	[...]	

New Patient

Fill out the form below to add a new patient to the waiting list:

Start Date: yyyy-mm-dd
 Start Time: 00:00
 Last Name: _____
 First Name: _____
 Date of Birth: _____

As part of the Care Connections Project, the need for cross-hospital visibility of beds and other resources such as equipment and specialists was identified by the Orthopedic Services Group under the Surgical Program working group.

The NSM LHIN recently completed the Orthopedic Patient Registry Project. This tool builds upon the design of the existing CCC and mental health bed registry to meet the needs of the Orthopedic groups in the LHIN to enhance tracking, referrals and data collection regionally. The tool is based out of Waypoint Centre for Mental Healthcare but is used by 7 hospitals across the LHIN.

This latest expansion went live on March 26, 2012.

Engaging Our Communities

Do you, your friends, colleagues or community partners want to learn more about the LHIN – Who we are? What we do? And why? Our Board members and staff can meet with you or join your event. We can set up a booth, or provide background materials for your reading tables.

If you would like a member of the NSM LHIN Board or staff to speak or set up a booth at an upcoming event, please select the “**Engaging Our Communities**” option on the NSM LHIN website (www.nsmhlin.on.ca) to access the **Speakers Bureau Request Form**. The form is available in multiple versions.



You Have Options!

The North Simcoe Muskoka Alternate Level of Care (ALC) Project Steering Committee has spent the last several months developing an ALC Messaging Campaign for health service providers and the public. The campaign has two key themes.

"I choose home first" - Public

This theme focuses on promoting the philosophy of 'home first' with hospitalized patients and their caregivers. Included is information about some of the inherent risks associated with hospitalization, the benefits of home and the role of caregivers in supporting their loved ones in exploring discharge planning options.

Information from the 'Senior Friendly Hospital Strategy' has been included to optimize

the functional abilities of seniors while hospitalized. The goal is to ensure individuals are making informed decisions and understand the variety of options that may be available to them in the community. Posters for the hospital and community, as well as information booklets for hospitalized seniors, will be available shortly to support this theme.

"A standardized approach to ALC in NSM" - Health Service Providers

This theme targets health service providers. A toolkit has been developed with standardized information regarding Alternate Level of Care and ALC destinations. The purpose is to improve data quality by ensuring all NSM health service providers are approaching ALC the same way. This toolkit also includes information regarding the availability of various ALC destinations in NSM, eligibility criteria and key contacts for referral.

For any questions related to Alternate Level of Care or for a copy of the ALC toolkit, please contact Sandra Easson-Bruno sandra.easson-bruno@lhins.on.ca or call (705) 326-7750 ext.222. If you would like copies of the information booklet for hospitalized seniors, please contact Susan French at susan.french@lhins.on.ca or call (705-326-7750 x234.

Short-Stay Long-Term Care Beds in Barrie

In June 2010 the North Simcoe Muskoka LHIN (NSM LHIN) opened 26 short stay long-term care beds at IOOF in Barrie for a two year period. The purpose of the beds was to ease Alternate Level of Care pressures by supporting area residents at a time when new community programs were being started and other programs expanded. In this period the following has been put in place in NSM:



- Millcreek Care Centre, a 160-bed long-term care home opened in Barrie.
- The Palliative Care Resource Team was established to better support palliative and end-of-life clients in the community.
- Additional funding was provided to NSM CCAC to support the Home First philosophy.
- NSM CCAC expanded role in the coordination of placement for Residential Hospice and Adult Day Programs has been implemented.
- Lower needs NSM CCAC clients are now being supported by Canadian Red Cross and Helping Hands to enable the NSM CCAC to focus their resources on higher needs clients – 200 have been transitioned to date.
- The Nurse-Led Outreach Team at OSMH was established to support the care of residents in long-term care homes.
- Algonquin Grace, a 5-bed residential hospice in Huntsville, opened in January 2012.

- Senior Friendly Hospital Strategy planning is well underway with each hospital now implementing a plan to reduce the functional decline of hospitalized seniors.
- Complex Continuing Care (CCC) has evolved significantly with a more standardized approach to care across the region, including implementation of a bed registry to improve utilization of CCC beds.
- Provincial and local planning related to behaviours is moving quickly. Local Mobile Support Teams are being implemented to provide better in-home (long-term care and community) support for clients with behaviours and their caregivers.

With this programming in place the time has come to close the beds at IOOF Home as originally planned. The closure of the beds scheduled for **September 30, 2012**, is being coordinated by the NSM CCAC in collaboration with the IOOF Home and the NSM LHIN.

Process for Closure

The NSM CCAC will be assisting residents and their families to investigate choices for alternate long-term care placement and assist in the placement process. Residents of the short stay interim beds already have an active long-term care file. NSM CCAC client care coordinators will meet with clients to review their current long-term care home choices and expand their choice selection where possible.

Over the next five months, residents will be offered a bed in a long-term care home of their choice as suitable beds become available. Where more than one resident has chosen the same home, the resident with the earliest date on the waiting list will be offered the bed first. As of **July 1, 2012**, three months prior to the closure of the short stay beds, residents who are remaining at IOOF Home will be designated a crisis priority for placement. Their name will be moved to the top of the long-term care home waiting lists of their choice and prioritized with others who are also a crisis priority. Once the resident is made a crisis priority, as per long-term care regulations, they may add as many long-term care home choices as they wish.

Should September 30th approach and a resident not had a bed offer in one of their chosen homes, other available beds in Barrie and other areas of North Simcoe Muskoka will be discussed with the resident. Residents may choose to look at other community-based options such as home or retirement home with services provided through the NSM CCAC while they wait for a placement in their preferred choice.

On **March 29, 2012** IOOF, NSM CCAC and NSM LHIN held an information evening for residents and their families to address any questions or concerns arising from the process of closure of the.

All parties are working together to ensure the supports are available to these residents and their families during this difficult time of transition. IOOF has done excellent work in supporting these short-stay beds and for the care they provided to the residents over the past two years. As well, the NSM CCAC has demonstrated exceptional leadership in facilitating a smooth and timely transition of residents to alternate locations to support the scheduled September 30th closure date.

For any questions related to the closure of the IOOF beds please contact Susan French at the NSM LHIN at (705) 326-7750 ext.234. For questions regarding the placement process, please contact the NSM CCAC at 705 721 8010 or 1 888 721 2222 and speak to a client care coordinator.