

North Simcoe Muskoka **LHIN**

LHINformer

Meet and Greet for NSM LHIN new CEO



On Monday, April 27th the NSM LHIN Board of Directors held a 'Meet and Greet' for new Chief Executive Officer, Bernie Blais. The event was held at the Best Western Mariposa Inn in Orillia and was a resounding success! Over 100 people were in attendance to hear Board Chair Ruben Rosen kick off the event with a brief overview of Bernie's qualifications, some humorous anecdotes about the new CEO and finally, an introduction of Bernie himself.



Bernie began by stating in his first 59 days on the job he has garnered an appreciation of the work that is being done across the NSM LHIN. He's held one on one sessions with staff, using the information gathered at those sessions to assist with his plans to develop an effective and seamless organizational structure. Once completed, this structure will aid LHIN staff in, as Bernie states it, "to get on with it, though 'IT' still needs to be clearly defined".

Bernie has started meeting with NSM LHIN health service providers and intends to, within



his first 90 days, meet with all of our HSPs. He's also experienced the joys of up and down the 400 to meetings in Toronto. And, in the midst of all that, he managed to sell a house, buy a new one and move his wife Barbara and himself from Fort McMurray, Alberta.

Bernie closed by stating that "we all need to have the courage to change. Many of our solutions are not in hospitals but in the community, public health and other non-health care sectors like housing and transportation. We need to recognize these important segments of our health system."

Integrated Health Service Plan 2010-2013

"Working Together for an Improved Health System"

The Integrated Health Service Plan or IHSP is a three-year strategic plan that is required to be consistent with provincial Ministry of Health and Long-Term Care strategic directions. The IHSP will describe the future vision, priorities for action, strategies to achieve and the proposed outcomes for the local health system. It will establish the framework in which to align planning initiatives, integration activities and implementation plans to create an accessible, coordinated and integrated local health system. The IHSP will be a public document that is to be delivered to the Ministry in the fall of 2009.

In 2006, the North Simcoe Muskoka Local Health Integration Network (NSM LHIN) collected feedback from the public, patients, clients and health service providers to set the initial priorities. The result was the Integrated Health Service Plan (IHSP) 2007-2010 - Imagine a Better Health Care System: A Plan to Make it Real!

Knowing that 2010 is fast approaching, it is time to recognize the initiatives from the first IHSP that support a comprehensive integrated health system and look at the next three years (2010-2013) to design and begin building this system at the local level. The NSM LHIN is committed to effective community engagement and will provide several ways to engage our communities in this process.

Updates on our progress as we develop the next IHSP will be posted on our website over the coming months, so please check back regularly to stay informed and to learn more about how to get involved!

eHealth

On April 1, 2009, eHealth Ontario took the lead role as the single point of accountability in Ontario to harness information technology and innovation to improve patient safety and access in support of the Ontario eHealth Strategy, 2009-2012.

The eHealth Strategy has two core priorities:

1. Clinical Priorities:

- Chronic Disease Management - Diabetes: control and manage diabetes more effectively and reduce associated complications and costs;
- Medication Management: to implement on-line management of prescription medication to minimize preventable adverse drug events;
- Wait Times: to reduce wait times in Ontario emergency departments and the incidence of inpatients in acute care waiting for alternate levels of care.

2. Four Foundational Priorities:

- Cornerstone Information Systems: these systems are building block: information tools, services and registries that will capture and share clinical information effectively and securely;
- Client Activity Information Systems: these systems will help clinicians manage care at various points along the service continuum;
- Technology Services: eHealth Ontario provides a number of technology services;
- Enabling Practices and Talent Management: these will help eHealth Ontario to deliver the eHealth Strategy.

eHealth Ontario will successfully execute the Strategy by:

- leveraging and partnering with others to execute the strategy
- engaging thought and delivery leaders
- using the most appropriate delivery model for each initiative, and
- identifying and mitigating the risks to the Strategy (e.g.: ensure adequate human resources to execute the Strategy and effect clinician adoption of eHealth solutions)

In May 2008, Cabinet approved a three-year (2009-2012) eHealth budget of \$2.133 billion. eHealth Ontario is focused on achieving its goals and the true measure of success will be the improved health and healthcare for Ontarians. A focus on early benefits will generate momentum for eHealth and will encourage clinicians and the public to work together to improve healthcare.

ePrescribing Demonstration Project



In April 2009, as part of Ontario's eHealth Strategy, a demonstration project was funded for The Georgian Bay Family Health Team to work with local area retail pharmacies to enable electronic prescribing of medications. This initiative is testing the viability of allowing prescriptions to be sent over encrypted internet lines from GBFHT Physicians' offices directly to participating area pharmacies.

Seventeen pharmacies in Collingwood, Wasaga Beach, The Blue Mountains, and Clearview (including Stayner, Nottawa, Duntroon and Creemore) are participating with 24 family physicians and 4 nurse practitioners from the Georgian Bay Family Health Team. Patient agreement to participate will be handled as part of the normal agreement process.

Essentially what will happen is this: a person will see his or her Family Physician or Nurse Practitioner and instead of handing them a piece of paper with a prescription (if necessary), the Physician will send an electronic prescription to the patient's pharmacy of choice. The Pharmacist receives a secure, encrypted message advising that a prescription has been received and checks the patient's electronic medical record (EMR) for possible unwanted drug effects, allergies to particular drugs and ensures that the medication is the most effective available for the condition. The prescription is filled and waiting when the person arrives at the pharmacy. The pharmacy confirms the prescription was filled back to the doctor or nurse practitioner that wrote the prescription; closing the communication loop between the providers.

Frozen meals offer easy, healthy alternative for people at home

Muskoka Seniors delivers nutrition and varied foods right to the front door

By Gillian Brunette, Huntsville Forester

For the past eight years, Muskoka Seniors have been ensuring the well-being of their members by offering balanced, nutritional food in the form of

individual frozen meals.

Called Frozen Meals on Wheels, it's a popular program that is currently accessed by about 60 people, with more signing up each month.

The meals can be ordered in advance and then delivered right to the home. They are easily prepared by cooking in a microwave or household oven.

The frozen foods are prepared by Apetito (formerly known as Private Recipe Frozen Meals), an international company that operates in Canada out of Brampton, Ont.

"We chose this company because they offered the most homemade taste of all those we tried," explained Laurene Armstrong, Muskoka Seniors executive director.

To better acquaint its members with the company and what it has to offer, Apetito representative Pam Caswell was invited to speak at the weekly Muskoka Seniors' friendship luncheon last week, which also coincided with National Volunteer Week.

Caswell told those gathered that all the food is prepared fresh from scratch and then flash frozen. "We follow healthy nutritional recipes with controlled sodium and fat, and portioned according to Canada's food guide for men and women over 51. We make the meals as tasty as possible," she said.

Portions are based on their nutritional content, said Caswell. "A soup, entree and dessert provides 50 per cent of the required calories and 40 per cent of the protein in a day. The idea is to get people to eat nutritional and varied foods that are flexible."

An environmentally conscientious company, the entrees are all packaged in compostable trays that can go in the green bin. Soups and desserts are packaged in recyclable containers, said Caswell.

Safety is also of paramount importance, she added: "Our plants are federally inspected on an ongoing basis."

The frozen meals program is administered by Deb Smith, Muskoka Seniors co-ordinator, who oversees the orders and deliveries. "We keep a stock of the more popular dishes at the office and people can pick them up or order them to be delivered on Wednesdays," she said.

Apetito puts out a brochure listing all the foods available and orders are taken once a month, said Smith. "People can order as much, or as little as they want."

The company offers about 50 different meals, which include special needs, such as vegetarian, vegan, pureed and minced dishes. "We try and add a couple of new meals each year," Caswell said.

The bulk orders are delivered on the first Monday of every month, said Smith. "Some people only have a small freezer at home, so we will house their large order and deliver it weekly on a Wednesday. There is no charge for delivery."

The meals are sold individually, or there are packages from which to choose. "Seven entrees cost \$35, or they are sold separately for \$6 a piece. Another package of five entrees, plus five soups or desserts, is the same price, while soups and desserts are \$1.30 each," said Smith.

All the entrees come complete with vegetables and/or rice and pasta.

The most popular of the meals are a macaroni and meat casserole, chicken a la king, pot roast and liver and onions.

"They love the liver and onions," said Smith, adding that she also orders two large cases of cinnamon rolls every month and they always sell out.

The Frozen Meals on Wheels program is not just for Muskoka Seniors' members, said Armstrong. "Anyone can buy these meals from us. We cater to our seniors, but this would be something perhaps new moms or people just home from the hospital could access."

For more information on Frozen Meals on Wheels, call the Muskoka Seniors office at 789-6676.

Note: This article appears courtesy of the Huntsville Forester and Gillian Brunette.



Online Community Engagement Tools for Health Service Providers

Engaging People Improving Care, or EPIC, is a website that provides easily accessible leading practices in community engagement organized in a manner most beneficial to the user. This "one-stop-shop" includes over 60 resources and leading practices in the field for the user to search according to their specific needs and challenges.

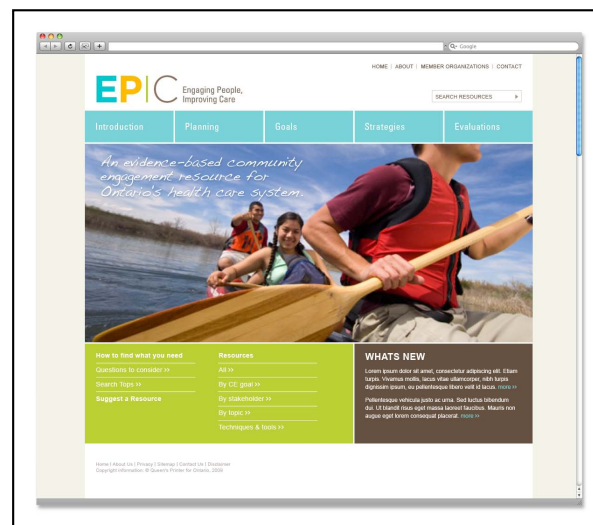
The resources featured on EPIC cover the gamut of issues associated with community engagement – how to plan for it, how to do it and how to evaluate it. They include overall guides and frameworks for community engagement; tools and techniques; case studies; and resources on specific issues. All of the resources have been reviewed and annotated so you can scan or search them quickly to find the ones that should best meet your needs. The resources featured on EPIC are "evidence-informed" (in other words, developed based on a combination of best available evidence and leading practices from the field); easily accessible on the Internet; user-friendly; and tested, piloted or evaluated (whenever possible).

Unlike traditional "toolkits", this e-based approach will permit the website operators to continually update materials, present leading practices and case studies using more interactive mediums, and avoid duplication of efforts by linking directly to work previously created by other organizations.

The primary audience for EPIC is community engagement staff of health service provider organizations under the mandate of the LHINs. However, it is expected that many resources highlighted on the website will also be useful to association and health service provider staff and boards, LHIN staff and boards, and Ministry staff.

EPIC was developed collaboratively by a Project Steering Committee with representatives including those with expertise in community engagement from the following associations and organizations:

- Canadian Mental Health Association, Ontario
- Local Health Integration Networks (Central East, Mississauga Halton, North West, North Simcoe Muskoka, Toronto Central)
- Ontario Association of Community Care Access Centres
- Ontario Association of Non-Profit Homes and Services for Seniors
- Ontario Community Support Association
- Ontario Federation of Community Mental Health and Addiction Programs
- Ontario Hospital Association
- Ontario Long Term Care Association
- Ontario Medical Association
- Peel Addiction Assessment and Referral Centre
- The Change Foundation



There is a growing expectation for more accountability and transparency across the health care sector. Further, legislation (*Local Health System Integration Act, 2006*) requires health service providers and LHINs to perform community engagement in certain situations. While this legislated requirement is seen by some organizations as the principle reason for conducting community engagement, others believe that the practice of community engagement has other, worthy benefits.

Community Health Centre Development in NSM

On April 27, 2009 the NSM LHIN Board approved the staffing and service plans for the two developing community health centres (CHCs) in North Simcoe Muskoka (NSM) – Centre de santé communautaire CHIGAMIK CHC and The South Georgian Bay CHCs. As a result, both are transitioning into the operational phase of development and are projected to attain formal health service provider status of July, 2009.

Concurrently, both CHCs will proceed to work with the ministry and the LHIN in preparation for site location proposals to be submitted, for approval, to the LHIN in the coming months. While formal locations are pending, interim sites may be established for the provision of services.

Congratulations to both on the success of their proposals. For further inquiries please contact Ann-Marie Kungl-Baker at annmarie.kungl@lhins.on.ca.

Health Force Ontario Names New North Simcoe Muskoka Partnership Coordinator

On behalf of the HealthForceOntario Marketing and Recruitment Agency, I am pleased to introduce you to Alison Braun, North Simcoe Muskoka's very first Partnership Coordinator.

This new position is part of the Community Partnership Program, an Agency initiative designed to help improve the supply of physicians in Ontario. The Agency is presently hiring a partnership coordinator to work in each Local Health Integration Network (LHIN) area to support and augment the work of the community recruiters and health care organizations, the local LHIN, and other health care providers in physician recruitment and health human resources planning. Alison will work as part of this team to support the Agency's recruitment efforts province-wide and will be working in the North Simcoe Muskoka LHIN area.

As an Agency employee, Alison will enjoy full access to the Agency's broad base of recruitment and retention resources. These include marketing expertise, the HFOJobs online job portal, the Ontario Physician Locum Programs, community promotion resources, as well as physician recruitment and relocation advice and support. Alison will also help to develop "best practices" policies and procedures for recruitment and retention use across the province.

Alison brings a diverse background in Health Human Resources to her position as Partnership Coordinator. Two and a half years ago she joined the North Simcoe Muskoka LHIN as its first Community Engagement Consultant. In her role, Alison developed a strong network of community relationships and an in depth understanding of the region's health system. Alison is a graduate of the University of Guelph and was born and raised in Thunder Bay, Ontario.

"I am very pleased Alison will continue to work closely with our LHIN team in her new role," says Bernie Blais, Chief Executive Officer, North Simcoe Muskoka LHIN. "With her varied professional experience in the health care and community sector, we are confident our area's physician recruitment efforts will receive a huge boost. I commend the Agency for launching this ambitious new chapter in Ontario-wide physician recruitment."

Please join me in welcoming Alison to her new role as Partnership Coordinator serving North Simcoe Muskoka. You can reach Alison at a.braun@healthforceontario.ca or (705) 323-3490.

Lynn Bury

Director, Marketing and Recruitment

HealthForceOntario Marketing and Recruitment Agency

New NSM LHIN Faces

The North Simcoe Muskoka LHIN would like to welcome three new staff members



Rodney Burns, Chief Information Officer and eHealth Lead

We are pleased to announce the addition of Rodney Burns as the NSM LHIN Chief Information Officer and eHealth Lead. Rod most recently supported the LHIN eHealth Lead role for two years on a part-time basis during his tenure as the Regional CIO for the NSM LHIN hospitals and CCAC. Rod has transitioned into this full-time role given the top priority the Ministry of Health and Long-Term Care has placed on the provincial eHealth Strategy and its aggressive implementation schedule. Rod will provide strategic advice and guidance to Health Service Providers for IT/eHealth strategic planning to assist with as smooth a transition as possible into the fully integrated eHealth-enabled health service delivery system that improves the health status of the NSM LHIN population.

Rod brings over 15 years of senior health service information technology and information management strategic planning and implementation leadership.



Melissa Harrison, ER/ALC Performance Lead

We are pleased to announce the addition of Melissa Harrison to the position of ER/ALC Performance Lead. Melissa is a passionate individual who

brings with her nearly 11 years of public sector experience, including six years with the Ministry of Health and Long-Term Care.

What's unique about Melissa's career is that she joined the public service right out of high school and rapidly progressed from Program Assistant to being the youngest ever in several senior roles. Melissa has had the honour of being recognized for such prestigious awards as Ontera's Leadership Award, as well as being nominated for Outstanding Canadian Woman Volunteer of the Year in Flare Magazine. Most recently, she held the position of Acting Chief Administrative Officer with the District of Timiskaming Social Services Administration Board, responsible for a \$40M gross budget and nearly 100 staff.



Neman Khokhar, Senior Data and Health Information Specialist

We are pleased to announce the arrival of Neman Khokhar in the position of Senior Data and Health Information Specialist. Neman has more than 15 years experience in health care management and holds an undergraduate degree in Biology/Psychology and an MBA in Health Services Management, both from McMaster University in Hamilton, Ontario. He has served in various senior capacities in the areas of health information management, utilization management, quality improvement, risk management, patient safety and health planning. He has gained not only local but regional, national and international experience in healthcare by working in several community hospitals in Ontario including Woodstock and Kitchener, a health authority and referral hospital in British Columbia and more than three years in Saudi Arabia during the building, commissioning, operation and expansion of the largest private hospital in their Eastern Province.