

LHINformer



2009 - A Year in Review

January

- Jill Tettmann, Senior Director, Health System Performance, Measurement and Integration assumes the role of A/CEO as a result of the retirement of inaugural NSM LHIN CEO Jean Trimnell

February

- NSM LHIN Board of Directors announces the hiring of Bernie Blais as the new CEO for the LHIN

March

- New NSM LHIN CEO Bernie Blais takes the helm
- LHIN Board and staff are shocked and saddened by the tragic accident that claims the life of Board Director Carolyn Bray and her youngest daughter, Jolene Robinson
- In partnership with the District Municipality of Muskoka, Muskoka Algonquin Healthcare, NSM CCAC, and other health care providers, the Muskoka Algonquin Healthcare Alternate Level of Care Task Force is struck to begin looking at ways for patients who no longer require acute services to be cared for while they wait to go home or to another care setting (e.g., long term care, complex continuing care or other community based care)

April

- Georgian Bay Family Health Team is selected by e-Health Ontario as one of two sites to pilot an e-prescribing program
- NSM LHIN CEO Bernie Blais is introduced to providers and the public at a "meet and greet" held in Orillia
- Hospice Huntsville and Hospice Muskoka funding is transferred from the NE LHIN to the NSM LHIN
- The NSM LHIN Board approves the decision to proceed with establishing the NSM Palliative Care Network as a funded health service provider

May

- Aging at Home Year 2 kicks off with balloons and greetings at the Muskoka Seniors Congregate Dining luncheon held on May 19th

June

- Dr. Arlene Bierman, Chair, Ontario Women's Health Council presents findings from the POWER Study entitled 'Reducing Inequities in Health and Healthcare – Think Globally, Act Locally'
- Canadian Mental Health Association, Simcoe County Branch and Simcoe Outreach Services agree to merge as one organization with a single board, administration and financial department

July

- NSM LHIN begins implementation of a new organizational structure which will see the LHIN adopt a project management approach to work
- LHIN Staff and Board Chair participate in the Minister of Health's Open Minds, Healthy Minds summit in Toronto.
 - The provincial summit was an opportunity for approximately 1,000 consumers and experts from across Ontario to contribute ideas towards the development of Ontario's Mental Health and Addictions Strategy.

August

- NSM LHIN Board supports the voluntary integration of a shared Materials Management Manager between Muskoka Algonquin Healthcare and Orillia Soldiers' Memorial Hospital

September

- Physician engagement events begin which help inform the development of the Integrated Health Service Plan

October

- NSM LHIN CEO announces funding for two residential hospices in NSM – Hospice Simcoe in Barrie and Hospice Huntsville.
- The first meeting of the LHIN Leadership Council takes place. The Council represents Community Support Services, Hospitals, Primary Care, Hospital Chiefs of Staff, Mental Health & Addictions, Long-Term Care, Public Health as well as consumers and municipalities.
 - The Council's role is to provide strategic advice to the LHIN CEO on issues related to the design and realization of an integrated health services system in North Simcoe Muskoka

November

- Dr. Robert Bell, President & CEO, University Health Network and Dr. Barry McLellan, President and CEO, Sunnybrook Health Sciences Centre present information at a public information session on behalf of the Councils of Academic Hospitals of Ontario
- NSM LHIN Board of Directors approves the LHIN's second Integrated Health Service Plan entitled 'Working Together to Achieve Better Health, Better Care, Better Value'
- 'Go-live' of Eclipse Project Portfolio Management system
 - Initial wave of project management training provided to LHIN staff and health service providers pilot group

December

- Funding for six eHealth projects approved by eHealth Ontario

Behavioural Support Systems Project - Partnering for Better Health

In early January, Ken Deane, Assistant Deputy Minister, Health System Accountability and Performance, Ministry of Health and Long-Term Care and Bernie Blais, Chief Executive Officer, NSM LHIN announced the start of the Behavioural Support Systems (BSS) project. Behavioural supports assist those individuals with complex and challenging mental health, dementia or other neurological conditions live in long-term care homes or independent settings.

While both Deane and Blais are the co-sponsors of the project, the NSM LHIN will serve as the project lead in partnership with the Alzheimer Society of Ontario, Alzheimer Knowledge Exchange, and supported by the Ontario Health Quality Council.

The project will proceed in three phases. Funding has been received for the first phase which will occur over the next nine months. The first phase will focus on defining the population to be served, proposing a system model based on best practices, and establishing an appropriate measurement and evaluation framework. Subsequent phases will test the potential of specific interventions to improve outcomes and will examine how best to scale these up more broadly throughout the system.



Stay tuned to the NSM LHIN website and issues of the newsletter as we continue to bring you updates on the status of this ground-breaking project.

Community Wellness Centre – Innovation and Excitement for Muskoka!

On November 24, 2009, a group of interested individuals, representing a variety of health and other organizations, met in Bracebridge to discuss possibilities for the development of a Community Wellness Centre, to be located beside The Pines, a long-term care facility located in Bracebridge.



Among those in attendance were Bracebridge Mayor Don Coates, Cottage Country Family Health Team physician, Dr. Ken Hotson, The Pines Administrator, Janice Fox, Rotary Club of Bracebridge representative, Steve Newroch, Hospice Muskoka's Executive Director Sandra Winspear and Board Chair, Sean Usher and YWCA Muskoka Executive Director Beth Ward.



Rick Williams, Commissioner of Community Services, The District Municipality of Muskoka and Bernie Blais, NSM LHIN CEO, co-hosted the event. As noted by Rick and Heather Moore, Director of Programs "many, many excellent ideas were put forth about the state of seniors' supports, services that should be included in the Wellness Centre now and in the future, generally what the Wellness Centre might look like and how, at a

high level, it might operate. There was a great deal of energy and excitement about the project, and all present agreed to continue with the planning and, as soon as possible, the implementation process of establishing a Wellness Centre in Bracebridge."

Dr. Hotson commented that "the concept of the Wellness Centre provides a potential opportunity for the Cottage Country Family Health Team to help recruit new physicians to the region and address many of the essential non-medical needs of our community members."

Mayor Coates identified that Bracebridge has put in place a number of initiatives to help seniors and the possibility of a Wellness Centre could only increase that assistance.

To view the full report from the November 24th session, please click [here](#).

New Faces In Our NSM LHIN Family

Sandra Easson-Bruno, Senior Planner, Health System Planning and Development

Sandra comes to the LHIN with over ten years experience as an advanced practice nurse in geriatrics, most recently working at the Royal Victoria Hospital (RVH) in Barrie. Sandra has both an undergraduate and graduate degree in nursing from the University of Toronto. In North Simcoe Muskoka, she has been instrumental in establishing the Healthy Aging Services at RVH, regional Geriatric Grand Rounds, the region's Cognitive Assessment and Support Service and in laying the

Tim Berry, Senior Director, Finance & Risk Management

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7-LHIN Resource Matching & Referral

The Province has identified as a key priority the Emergency Room and Alternate Level of Care (ER/ALC) Wait Times Strategy aimed at:

- Reducing demand on ERs
- Increasing ER capacity and performance
- Moving patients who have completed their acute care phase to an alternate level of care (ALC) more quickly

A key component of this strategy is the ER/ALC Information Strategy which supports the ER/ALC Wait Times provincial strategy by providing information to support decision making for referrals to an alternate level of care.

4-LHIN Service Provider Portal

This project focuses on a client-focused program approach to clinical information access by clinicians that support community-based mental health and addictions services from across sectors. The project includes the establishment of system-to-system vertical integration via a provider portal across multiple LHINs. The project realizes and accelerates regional integration and will produce measurable clinical benefits. The first information to be shared will be mental health and addictions assessment information (Ontario Common Assessment of Needs – OCAN) along with both inpatient and outpatient (ambulatory) Mental Health (MH) information. This information will be shared among care and service providers within community mental health and addictions services, hospitals/ER/in-patient psychiatric services and community physicians.

Physician Referral System – *ufirst.cc*

The project extends child and adolescent outpatient psychiatry services to approximately 37 Family Physicians in the Georgian Bay Family Health Team (GB FHT).

OntarioMD Report Manager Expansion – *pending approval*

The Expansion of the Report Manager project will complete the roll-out across the NSM LHIN that enables physicians to receive patient discharge summary reports generated by any hospital within the LHIN.

eHealth will continue to enable the development of an integrated health system and is one way of further informing and empowering people in their own health care as well as dampening the rising costs of health service delivery. Success is not possible without collaboration between eHealth Ontario, the NSM LHIN, Health Service Providers and community partners. Our common goal is implementing the sharing of health information to improve patient safety and save lives.

First Link™ Program Responds to Rising Tide of Dementia in North Simcoe Muskoka

A new report released in January by the Alzheimer Society of Canada to mark Alzheimer Awareness Month reveals alarming new data about the projected economic and social costs of dementia in Canada. According to *Rising Tide: The Impact of Dementia on Canadian Society*, if current demographic trends continue, the prevalence of dementia will more than double in 30 years from 500,000 Canadians to 1.1 million, with the costs increasing tenfold.

The report suggests that by 2038, someone in Canada will develop dementia every two minutes, up from one every five minutes. That means the associated health care costs will soar to \$153 billion a year from the current \$15 billion a year, and the total cumulative costs will skyrocket to \$872 billion over the next 30 years.

In Ontario during the same time period, the number of individuals living with dementia will reach 395,540, and the number of new annual cases will triple to 98,620.

At the present time, there are over 6,000 people with dementia in North Simcoe Muskoka. The prevalence of dementia in this region is expected to reach 8,175 cases by 2016, an increase of nearly 36% compared to 2008.

The *Rising Tide* report demonstrates that this picture can change. Four research-based



Alzheimer Society

scenarios are presented that detail the number of cases that can be prevented and the money that can be saved if we are able to prevent dementia, delay its onset and/or better support caregivers in their role. It also proposes high-priority recommendations for a pan-Canadian response to the dementia epidemic.

The introduction of First Link™ in Simcoe County and Muskoka is a local intervention that has the potential to reduce the burden of dementia in this region. First Link™ is an innovative direct referral and early intervention program that links the person with Alzheimer's disease or a related dementia and their family members and caregivers to coordinated learning, services and support from the point of diagnosis and throughout the continuum of the disease. This best practice initiative was funded as part of the North Simcoe Muskoka LHIN's Aging at Home Strategy (Years 1 & 2) and is a partnership of the Alzheimer Societies of Greater Simcoe County, Muskoka and North East Simcoe County.

First Link™ has met with considerable early success in North Simcoe Muskoka. Response to this program has greatly exceeded initial targets, with the First Link Coordinator receiving 290 referrals from family physicians, the North Simcoe Muskoka CCAC, allied health professionals and other health and community support service providers during the first 12 months. After initial intake, First Link™ clients and their caregivers are connected immediately to their local Alzheimer Society chapter for information, supportive counselling, support groups, and education opportunities through the comprehensive First Link™ Learning Series. The Support Counsellors now available in each chapter assist these individuals to navigate the health care system and manage their challenging journey.

The *Rising Tide* study demonstrated that support programs such as First Link™, provide a significant reduction in the economic burden related to dementia by delaying admissions to care facilities. Beyond the reduction in demand placed on long-term care resources, there are additional emotional and quality of life benefits, as well as economic benefits due to the decrease in informal caregiver burden.

The key to the success of First Link™ has been the spirit of cooperation and collaboration amongst all partners in care, and the support of the North Simcoe Muskoka LHIN. Many care providers have already witnessed the positive impact of First Link™ on the lives of their clients and family members, as they receive reports of the benefits of the First Link™ Learning Series and early supportive counselling. Over time, the First Link™ program has the potential to meet the growing need for dementia care services, while reducing the health, economic and social impacts of dementia in our local community.

For more information on the First Link™ program, contact Mary Perry White, First Link Coordinator at 1-866-971-2462 or firstlink@alzheimersociety.ca.

The complete *Rising Tide* report can be found on the Alzheimer Society of Canada's website at www.alzheimer.ca.

South Georgian Bay Community Health Centre

While it has taken longer than anticipated, the Board of Directors is beginning to see a number of the implementation puzzle pieces falling into place:

- operating dollars have begun to flow from the LHIN, which has allowed the Board to begin hiring staff, the first one being

Jackie Walker, Administrative Assistant, who was transitioned from her pre-operational support role into a permanent position;

- a Multi-Sector Accountability Agreement is in the final stages of development and will soon be signed;
- determination of a preferred permanent site in Wasaga Beach is imminent, which will then trigger the formal launch of a capital development approval process with the Ministry of Health and Long Term Care;
- a functional plan has been prepared, showing space requirements and relationships, along with cost estimates for construction, furnishings and equipment; and
- recruitment of an Executive Director is well underway, with a decision likely sometime in February.

South Georgian Bay Community Health Centre - Board of Directors



BACK ROW FROM LEFT: Bob Creary, Robyn Knight, Dave Canfor, Wayne Coghlan, James Koehle

FRONT ROW FROM LEFT: Linda Mercieca, Karen Mackay-Young, Alice Grottoli, Susan Hanna, Roberta McComb, Corinna McFarlane, Beverley Lee.

The Board has also completed work on a number of other key tasks in preparation for operations, including governance bylaws, personnel policies, partnership development, and communication strategies, including the development of a newsletter and website (www.southgeorgianbaychc.ca).

Currently, the pre-operational administrative functions are located at 275 First Street in Collingwood. Once a decision has been made on the likely permanent site, the Board hopes to move quickly to establish an interim site and transitional service offerings and programming in Wasaga Beach. If all goes well, some services will be available this spring.

The decision to base the main facility in the Town of Wasaga Beach reflects what the Board heard through its extensive community engagement process. While the initial main site will be located in Wasaga Beach, the catchment area will include the communities of Collingwood, Clearview Township, Elmvale, and the Town of the Blue Mountains. The Board's vision is to eventually establish additional centres or service access points throughout the area.

Also, consistent with what was heard during the community engagement process, the priority populations for receiving primary care services will include those residents who don't currently have a family doctor or other primary health care provider and who fall within one of five sub-populations:

- at risk youth,
- frail and isolated seniors,
- individuals living with a disability,
- those living in poverty
- Individuals with mental health or addictions issues.

Programs and services will be delivered in accordance with the CHC "Model of Care", which emphasizes such things as community and individual approaches to prevention, comprehensiveness of service, ease of access, inter-professional team-based care, and integration and collaboration with other services. The CHC also looks forward to joining the LHIN and local and regional health care providers to support the roll-out of the LHIN's new Integrated Health Services Plan and promote the development of integrated service delivery strategies in the South Georgian Bay area.

Improving Quality of Life Through Standardized Research Based Wound Care



Wound care continues to be a challenging and expensive enterprise both in Ontario and across the country.

The North Simcoe Muskoka Local Health Integration Network (LHIN) is committed to innovation and collaboration that improves health outcomes for its population. Health Outcomes Worldwide (HOW) has partnered with the North Simcoe Muskoka LHIN to assist in providing an efficient, cost-effective and sustainable integrated approach to wound care that will achieve excellence in patient outcomes, as well as considering the best use of the available resources.

Health Outcomes Worldwide will assist the North Simcoe Muskoka LHIN gain a deeper awareness of the current health system and whom it serves, as well as a greater understanding of the distribution of wounds in relation to the client population. Sector specific tools may be employed to track key indicators that will demonstrate achievement of patient, system and economic outcomes, all the while increasing the accountability for all stakeholder/partners within the North Simcoe Muskoka LHIN.

The Senior Lead for all aspects of this project is Corrine McIsaac. Corrine will provide senior management and support to all project milestones and deliverables.



Locally, the Wound Care Strategy Project Manager will be Joanne vanRennes. As Project Manager, Joanne will be the link for all stakeholders, ensuring all phases of the project are achieved, and will be responsible for planning and coordinating all project activities.

Any questions regarding this initiative may be directed to Joanne vanRennes at 705-721-8010 ext 2433.