



LOOKING BACK AND MOVING FORWARD

Ten Years of Accomplishments



North West LHIN
LEADERSHIP AWARD

NORTH WEST LHIN QUARTERLY NEWSLETTER | WINTER EDITION 2015 | www.northwestlhin.on.ca

LHINKages

Winter Newsletter

Sharing Health Care News, Stories and Developments in Northwestern Ontario



Ontario
Local Health Integration
Network

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Mission, Vision & Values

Mission

Develop an innovative, sustainable and efficient health system in service to the health and wellness of the people of the North West LHIN.

Vision

Healthier people, a strong health system-our future.

Values

1. Person-centred
2. Culturally Sensitive
3. Sustainable
4. Accountable
5. Collaborative
6. Innovative



If you would like a digital or eCopy our Ten Years of Accomplishments document, please send your email to nw.communications@lhins.on.ca, or visit us on our website at www.northwestlhins.on.ca



Looking Back and Moving Forward: 10 Years of Accomplishments

North West LHIN Celebrates 10 Years in Service to the Residents of Northwestern Ontario

2015 marks an important milestone for the North West LHIN. Ten years ago, in June of 2005, the North West LHIN was established, and embarked on a journey like never before. Through the Local Health System Integration Act, it was acknowledged that a community's health needs and priorities are best developed by the community, its health care providers, and the people that they serve. This will be the first in a series of three articles featuring some of the highlights of the first decade of the North West LHIN. To read the full report entitled "Looking Back and Moving Forward, Ten Years of Accomplishments" please visit the North West LHIN's website: www.northwestlhin.on.ca.



A Message to Residents

Laura Kokocinski,
CEO of the North West LHIN



Looking back and moving forward – a simple and honest statement as I reflect on the North West LHIN's first 10 years in service to the residents of Northwestern Ontario. From the earliest days of the North West LHIN, there has been a steadfast commitment to hearing from the people of Northwestern Ontario. The knowledge and experiences of local residents, caregivers, government organizations, and health services providers: all are important, and all help to shape the planning and decision-making of the North West LHIN in delivering a health care system that meets the needs of this vast region that we call home. I would like to extend my sincere thank you to everyone in Northwestern Ontario for your candid insights, your willingness to share your experience and your courageous championing of challenges and solutions.

It is with great pleasure that I share with you the work of the North West LHIN and our health service provider partners over the past 10 years."



FEATURING THE FIRST 4 YEARS

Year One: 2005 - 2006

- North West LHIN incorporated on June 16, 2005
- Local Health System Integration Act (LHSIA) receives Royal Assent on March 28, 2006
- North West LHIN moves into its new home: 975 Alloy Drive, Thunder Bay, ON
- North West LHIN consults with public to determine health care priorities
- North West LHIN Board of Directors launches its inaugural Strategic Directions (2006-2009)

Year Two: 2006 - 2007

- North West LHIN negotiates its first Service Accountability Agreements (SAA) with all hospitals in the region
- North West LHIN sets its Mission, Vision and Values
- The North West LHIN releases its first Community Engagement Plan
- After extensive public consultation, North West LHIN launches its first *Integrated Health Services Plan* (IHSP)

FEATURING THE FIRST 4 YEARS

Year Three: 2007 - 2008

- North West LHIN Project Management Office launches
- First North West LHIN Aboriginal Health Forum takes place in Thunder Bay
- Ministry of Health and Long-Term Care (MOHLTC) announces Aging at Home Strategy
- MOHLTC transfers responsibility for existing SAAs to LHINs
- Wait Time Strategy initiated
- Centre of Excellence for Integrated Seniors' Services announced
- Emergency Department (ED) Pay for Results launches at Thunder Bay Regional Health Sciences Centre

Year Four: 2008 - 2009

- Share Your Story, Shape Your Care! campaign launches to inform the second IHSP
- North West LHIN launches Chronic Disease Self-Management
- North West LHIN-wide Falls Injury Prevention Collaborative is formed
- Geriatric Mobile Unit (Mary Berglund CHC) brings care in the community to seniors in Ignace and surrounding area

Community Engagement Supports Planning



North West LHIN Board of Directors, Manitowadge – November, 2013



Governance to Governance, Kenora - May, 2015



Value Stream Mapping - Mapping the Patient Journey - Kenora, 2013



Exercise and Falls Prevention Class - Thunder Bay, 2014

When the North West LHIN was formed, the very first activities were about engagement and relationship-building, and this focus has continued through to this day. The knowledge and experiences of local residents, caregivers, government organizations and health service providers inform North West LHIN's planning and decision-making, ensuring that the needs and priorities of local communities are a prominent voice in shaping the health care system in Northwestern Ontario. The North West LHIN remains committed to ongoing engagement and planning with Aboriginal and Francophone stakeholders, communities and health service providers to improve access to services across the continuum of care in a way that is both culturally and linguistically appropriate.

To inform plans for service delivery and validate directions for health system improvements, the North West LHIN convenes a number of broad stakeholder

Advisory Teams, Committees, and Working Groups consisting of both LHIN-funded and non-LHIN funded health sector partners who contribute diverse perspectives and knowledge through the lens of their experiences in the community. The North West LHIN staff and board travel far and wide, hosting meetings and engagement sessions in communities across the region.

Engagement does not have a beginning or end – it's really a conversation and a relationship that continues. The North West LHIN thanks the residents and every person who has contributed to making the health care system stronger, better, and more responsive to individual needs.

Those who are not able to join the North West LHIN in person are encouraged to join the conversation online at any time through the www.northwestlhin.on.ca website or on **Facebook** and **Twitter** social media sites.

North West LHIN Leadership Award

On December 14, 2015, the North West LHIN presented the inaugural North West LHIN Leadership Award to the City of Thunder Bay Integrated District Network (IDN) Health Link Steering Committee, which was recognized for its Commendable Approach to Collaboration/Partnership.

The IDN Health Link Steering Committee, whose membership reflects a broad spectrum of health care providers and related organizations, oversees the Health Link program in the City of Thunder Bay. Health Links bring providers from numerous organizations and sectors together, such as primary care, emergency services, mental health and addictions, long-term care, and housing, to better coordinate care for individuals with the greatest health care needs.

The Steering Committee's approach has been successful for a number of reasons. For example, Health Link clients drive their own care through the development of a Coordinated Care Plan, which outlines the goals they consider to be most important to their health. The Coordinated Care Plan is followed by every member of the Health Link team to ensure those goals remain at the forefront of all care decisions. Another reason for success has been the creation of Health Coach position to assist a client in implementing their Coordinated Care Plan.

In addition, the Health Link has also produced significant cost savings for the health care system in the City of Thunder Bay, most notably through reductions in visits to the Emergency Department, hospital admissions, and avoidable ambulance trips.

Joy Warkentin, North West LHIN Board Chair, was thrilled to present the Steering Committee with the award on behalf of the North West LHIN. "The Steering Committee's efforts to bring the Health Link program to life serve as an inspiration to others, and are a shining example of the person-centred, sustainable, and collaborative transformation that the North West LHIN and its partners are working to achieve," she said.

Also nominated was Arlene Thomson, Director of the Cardiovascular and Stroke Program at Thunder Bay Regional Health Sciences Centre. Recognized as a finalist for the Leadership Award, Arlene worked tirelessly over the course of over two decades to establish a comprehensive cardiovascular program in Northwestern Ontario.

Hats off to the finalists from the North West LHIN Board and staff - we look forward to next year's submissions!

For more information on the North West Leadership Award or on Health Links, visit www.northwestlhin.on.ca



Leadership Award Recipient: City of Thunder Bay Integrated District Network Health Link Steering Committee. Nominated for their achievement of significant system cost savings, their commitment to a person-centred philosophy, and their collaboration with system partners as the Health Link program was implemented in the City of Thunder Bay.



Leadership Award Finalist: Arlene Thomson, Director, Cardiovascular & Stroke Program, Thunder Bay Regional Health Sciences Centre. Nominated for the partnerships she fostered and the passion she exuded as she worked tirelessly over the course of over two decades to establish a comprehensive cardiovascular program in Northwestern Ontario.



North West LHIN
LEADERSHIP AWARD

Health service providers across the region were invited to nominate individuals, teams, or organizations for the Leadership Award, introduced this year as part of the North West LHIN's 10th Anniversary celebrations and awarded at the North West LHIN's annual Open House event.

Meet Joy Warkentin, Chair of the North West LHIN Board of Directors

CHANGE. INSPIRATION. LEADERSHIP.

JOY WARKENTIN IS THE CHAIR OF THE NORTH WEST LHIN BOARD OF DIRECTORS. SHE IS A PASSIONATE LEADER, COMMITTED TO THE HEALTH AND WELLNESS OF THE RESIDENTS OF NORTHWESTERN ONTARIO, A REGION SHE CALLS HOME. DRIVEN BY A STRONG DESIRE TO GIVE BACK TO THE COMMUNITY, JOY'S CAREER HAS BEEN ONE OF GROWTH, LIFELONG LEARNING, AND LEADERSHIP. JOY IS A NATURAL COACH, AND HER WILLINGNESS TO SHARE HER WISDOM GAINED THROUGH EXPERIENCE TO ASSIST FUTURE LEADERS IN FINDING THEIR OWN PATH IS COMMENDABLE.



When asked what advice she would give to someone setting out in the workforce today, Joy Warkentin's response was candid: "My advice to students that I worked with in my life was always that they should have a career path that looks forward five to ten years, and work steadfastly towards that goal. That was not the advice I followed."

On graduation from high school, Joy asked a friend a serendipitous question: what are you going to do when you finish school? The friend said, "I'm going into nursing," and to Joy, it sounded like a good idea. Joy completed a nursing diploma at St. Boniface Hospital in Winnipeg, but early on she began a journey to do more. For several years, Joy worked as a nurse at St. Boniface Hospital, and then at Lake of the Woods District Hospital in Kenora. Enrolling at the University of Manitoba, Joy pursued a degree in nursing, but life has a way of bringing about change. She became pregnant with her first child, and following maternity leave, began teaching nursing at Miseracordia Hospital in Winnipeg.

After a few years, life once again brought about change, this time in a move to Thunder Bay. Every change presents an opportunity for Joy: "I enrolled at Lakehead University, and completed my degree in sociology." Joy's career evolved from nursing instructor to

Chair of Health Sciences then Associate Dean, Academic at Confederation College. "Every four to five years of my career, I would ask myself what more can I do?" said Joy, who took to heart the advice of an anatomy instructor who inspired her early on to explore the things that resonated with Joy, things Joy could be passionate about.

Along with the learning that comes with an evolving career, Joy continued her formal learning, and obtained her Master of Education in Curriculum, and held a number of volunteer positions that allowed her to give back to the community. The culmination of her formal career was with Fanshawe College in London, Ontario, where she put policies in place that led to improvements in academic success. "When you set higher expectations for people, they will usually rise to meet those expectations," said Joy of the rise in graduation rates after raising the grade point average for eligibility. Joy retired as Senior Vice-President of Academics, and shortly thereafter was named its first Vice-President Emeritus by Fanshawe College's Board of Directors. She was the 2009 recipient of the Minister's Lifetime Achievement Award, presented by the Minister of Training, Colleges, and Universities.

First as a Board Director, and now as Chair of the North West LHIN Board of Directors, Joy

continues to set high expectations for herself and her colleagues in service to the residents of Northwestern Ontario. "I think the LHIN is an important agency, and the work they do is incredible. I think it's the only way for the North to have a sustainable health care system. The entire transformation agenda, and what is trying to be accomplished inspires me. It requires influencing a really complex, challenging and expansive system so that it can be sustainable in terms of equitable access as well as managing costs now and in future. True collaboration between and amongst health service providers can lead us to very good results."

Joy is an active member of the Board of Management of the Ontario College Quality Assurance Service, a Board that she has chaired for six years. When Joy is not working steadfastly as a community leader, she can be found spending family time with her children and grandchildren. Joy is an avid bridge player, voracious reader, traveller, and – believe it or not – an avid sailor whose adventures took her to Bahamas and back.

Joy's term on the North West LHIN Board of Directors will be finished at the end of January, 2016. We can't thank her enough for her leadership and dedication to improve healthcare in Northwestern Ontario.



Closing the Loop

Guide Your Health: Your Story, Your Future and The North West LHIN's Fourth *Integrated Health Services Plan*



One of the best parts of a journey is coming back to where you started. The North West LHIN's journey began in 2005 with a promise to continue the conversation with residents about the priorities they considered most important for their health and that of their communities, both in the near future and further down the road.

Between April and June 2015, the North West LHIN collected ideas and stories from residents region-wide to support the development of the next *Integrated Health Services Plan (IHSP)*, which will come into effect on April 1, 2016. Appropriately entitled

Guide Your Health: Your Story, Your Future, the campaign offered residents the opportunity to leave their footprint on health care in their communities visiting the North West LHIN's booth at community events across the region, in person during LHIN-led community workshops, and online through the campaign website and social media.

Thank you to all for your enthusiasm in sharing your experiences and insights on behalf of your communities. The North West LHIN looks forward to your continued guidance as we journey together toward better health in the Northwest.

The Making of an IHSP

COMMUNITY ENGAGEMENT

April-June, 2015



IHSP DRAFTING

July-January, 2015



IHSP RELEASE

February 1, 2016



ONGOING ENGAGEMENT

2016-2019

- Community events and health expos
- Community workshops
- Online engagement

- North West LHIN Board approval of IHSP Draft: October 28
- North West LHIN submission of IHSP Draft to Ministry of Health and Long-Term Care: October 30

- Public distribution of LHIN Board and Ministry-approved IHSP

- Continued community engagement
- Validate the existing IHSP, and inform the next IHSP

Launched in 2012, the North West LHIN Health Services Blueprint is a 10-year plan to reshape, strengthen and sustain the health care system in Northwestern Ontario – today, tomorrow and for the future. What's important to know is that the Health Services Blueprint is a plan designed by Northwestern Ontario for Northwestern Ontario. Read on to learn about recent activities and initiatives.

NORTH WEST LHIN HEALTH SERVICES BLUEPRINT – KEEPING YOU INFORMED

Year four of the Health Services Blueprint will be one of integration and progress, and will see the North West LHIN collaborating with a number of health service providers from across the region to pilot forward-looking scenarios developed last year to improve how health care is organized and delivered. The measure of success is that the pilot programs must demonstrate value: they must help people to achieve the health outcomes that are important to them in a way that is sustainable now and for generations to come.

The North West LHIN is very pleased to share that the Board of Directors for Wilson Memorial General Hospital in Marathon and The McCausland Hospital in Terrace Bay issued a resolution to proceed with becoming a pilot site. The next step will be for these hospitals to develop a business case to change the way that health care is organized

between the two sites through increased integration. According to Adam Brown, CEO of Wilson Memorial and The McCausland Hospital, "This is about re-thinking our approach, about planning to the needs of the people of our region and building services and programs around that."

Over the weeks to come, residents of Northwestern Ontario can expect to see more health service providers across the region identified as project sites. The pilot sites will then begin the work of developing implementation plans to validate these innovative and exciting ways of delivering more seamless, more integrated care.

"This is not about finding ways to work more efficiently within the system as it exists right now; this is about transformation," said Laura Kokocinski, CEO of the North West LHIN. "We've been talking about and planning for

the delivery of integrated care for many years. We've formalized it in the North West LHIN's Health Services Blueprint. Now we're making it a reality through pilot programs where care is better coordinated, easier to navigate, and supports residents in achieving the health goals that matter to them."

Visit our website www.northwestlhin.on.ca to read more about the Health Services Blueprint.



Board in Brief – Selected Highlights from the North West LHIN Board of Directors

Do you know that the meetings of the North West LHIN Board of Directors are open to the public? To learn more, visit the **North West LHIN's website**. The following are selected highlights of the past three months.



Advancing the Regional Palliative Care Plan

AN INNOVATIVE VIRTUAL APPROACH TO CARE

Health service providers across the North West LHIN are actively involved in the implementation of the North West LHIN Regional Palliative Care Plan. Integrated approaches are in the developmental phase in five local health hubs including: Dryden, Sioux Lookout, Nipigon, Red Lake and Geraldton with remaining communities to follow in the coming year. An innovative virtual approach to care is expanding across the LHIN connecting specialists with their patients in their homes through the telepalliation program. Many First Nations communities are involved in this virtual initiative.



Endorsing Initial Stage of Capital Submission for Red Lake Margaret Cochenour Memorial Hospital

The North West LHIN Board of Directors endorsed the initial stage of a capital submission from Red Lake Margaret Cochenour Memorial Hospital for the replacement of the air handling unit. A new air conditioning system on the patient care wing will help the hospital to continue meeting current standards of care and/or best practices for infection control, patient and staff safety, and air quality. The new unit will take advantage of the newly available supply of natural gas to the community and to the hospital, which is expected to save annual operating costs for the hospital. The capital planning process is a joint review process between the Ministry of Health and Long-Term Care (MOHLTC) and the Local Health Integration Networks (LHIN).

Connecting Northern Eastern Ontario (cNEO) Community Expansion

Building on recent pilots of electronic notifications between the Community Care Access Centres (CCAC) and hospitals within the North West and North East LHINs, the Connecting Northern and Eastern Ontario (cNEO) Community Expansion project expanded this feature to 37 hospitals in the North West and North East. Now, when a patient receiving CCAC services presents at a hospital in either LHIN, an electronic notification will be provided back to the CCAC in real-time. Fully-implemented in

April 2015, the electronic notifications have enabled CCAC care coordination staff to inform service providers much more quickly when patients are in hospital, thus allowing resources to be reallocated to other patients in the community rather than searching for a patient who is in the hospital receiving care. The project is in alignment with the overall cNEO program to accelerate the delivery of the Electronic Health Record in northern and eastern Ontario.



How Tweet It Is!

What people are saying on the North West LHIN Social Media hub.

“Healthy Workplace Month Challenge! Educate. Engage. Empower. #HealthyLiving”

Entering the Home Stretch – Opening the New Hogarth Riverview Manor

This has been an exciting year for the advancement Centre of Excellence for Integrated Seniors’ Services (CEISS). Construction of the new Hogarth Riverview Manor (HRM) is nearly complete, with residents set to move in early 2016.

North West LHIN CEO Laura Kokocinski reflects on the realization of this complex, multi-year project. “The HRM Expansion has been a remarkable undertaking,” she said. “The North West LHIN is grateful for the support of all partners involved in the planning and construction processes, as well as the transition of residents to their new home.”

“The CEISS Project helps to address an urgent need in our system for more options to support seniors as they age, from those living independently to those requiring mild or moderate support at home, to the frail elderly requiring long-term care,” she added. “The programs, services, and care that will be available at HRM will certainly go a long way to help residents maintain their health and independence. We’d like to say to all of the residents and families who have eagerly awaited HRM’s opening – welcome home.”



Patients First: Proposal to Strengthen Patient-Centred Health Care in Ontario

On December 17, 2015, Eric Hoskins, Minister of Health and Long-Term Care, announced the next stage of the Patients First: Action Plan for Health Care, the “Proposal to Strengthen Patient-Centred Health Care in Ontario.” The Proposal outlines an expanded role for local health integration networks (LHINs) including primary care, home and community care, and public health.

The province is seeking feedback on the Proposal from the public and the health care sector. To learn more, [click here](#).

Improved Access to Surgical Care at Lake of the Woods District Hospital

Improving patient safety and planning through the future – that is what’s happening at Lake of the Woods District Hospital (LWDH) in Kenora. Thanks to an investment of up to \$8.7 million by the Ministry of Health and Long-Term Care, construction will soon be underway to redevelop the central sterilization room and operating theatres at LWDH.

Laura Kokocinski, CEO of the North West LHIN, is excited about the changes. “We welcome this investment from the Ministry of Health and Long-Term Care to improve the operating theatres and sterilizing rooms at Lake of the Woods District Hospital, which will contribute to patient safety and provide quality care to the residents of Kenora.”



“Dryden RHC - Providers practicing across sectors to improve integration of care & reach underserved communities #HQT2015”



HOME SWEET HOME FOR THE RÉSEAU DU MIEUX-ÊTRE FRANCOPHONE DU NORD DE L'ONTARIO

Diane Quintas, Executive Director and **Chantal Bohémier**, Community Engagement and Planning Officer, enjoying a new meeting space.

Congratulations to the Réseau du mieux-être francophone du Nord de l'Ontario, or Réseau for short, on their warm and welcoming new office space. Located at 234 Van Norman Street in Thunder Bay, the Réseau can be found at the heart of a vibrant Francophone cooperative building that houses a wide range of services to the Francophone community.



Connected Space – Novocentre multifunction room that can be used for engagement and as a classroom.

"We are thrilled to be in a space of growth and collaboration," said Diane Quintas, Executive Director of the Réseau. "This space brings to life our mission, which is to ensure that Francophones of the vast region of Northwestern Ontario have access to a continuum of quality French language health care programs and services that meet their need."

Appointments and Accolades

Fall proved to be a rewarding time for numerous health care providers in the North West LHIN! Taking home awards in multiple categories including outstanding leadership, community engagement, and teaching, each recipient is a testament to the strong collaboration, innovation, and dedication for which Northwestern Ontario is known and respected.



Dr. Sarah Newbery Announced as New President of the Ontario College of Family Physicians

The North West LHIN extends its sincere congratulations to Dr. Sarah Newbery, who was appointed as the 60th President of the Ontario College of Family Physicians on Thursday, November 12, 2015.

Dr. Newbery is an avid champion of rural medicine, and a well-known family physician in Northwestern Ontario. For the past 19 years, Dr. Newbery has been a family physician with the Marathon Family Health Team, and Chief of Staff at Wilson Memorial General Hospital for the past 12 years. She is an associate professor in the Division of Clinical Sciences at the Northern Ontario School of Medicine, and is actively involved in curriculum development and teaching.

Local Physicians Honoured by the Ontario College of Family Physicians



Dr. Robert Algie

**Recipient of the Reg L. Perkin
Ontario Family Physician of the
Year Award**

The Reg L. Perkin Ontario Physician of the Year Award is given to a family physician, nominated by his or her peers and colleagues, who has demonstrated exceptional contributions to patient care, education, research, and community wellbeing. This year's recipient, Dr. Robert Algie, certainly meets this criteria as a result of the many hats he has worn both in the medical community and in the community of Fort Frances where he practices. Among his many notable career highlights, Dr. Algie was instrumental in establishing the Family Health Team in Fort Frances, has served on the executive of the Ontario College of Family Physicians, provided primary care to Aboriginal communities through the Gizhewaadiziwin Health Access Centre, and works closely with medical students and residents in his role as a preceptor with the Northern Ontario School of Medicine.



Dr. Michael Kirlew

**Recipient of the Community
Teacher of the Year**

As a practicing physician in Wapekeka First Nation, an assistant professor at the Northern Ontario School of Medicine, and a mentor to medical students at Sioux Lookout Meno Ya Win Health Centre, Dr. Michael Kirlew is the recipient of the Community Teacher of the Year Award. The Community Teacher of the Year Award acknowledges exceptional efforts by a physician to mentor medical students and residents, who also nominate recipients for the award.

Many thanks to Drs. Kirlew and Algie for sharing their passions for rural and First Nation medicine, teaching, and community development with both students and residents of the North West LHIN.



Pikangikum First Nation Health Authority

Congratulations are in order for Pikangikum First Nation and Beringia Community Planning Inc., who received awards in two categories at the 2015 International Association for Public Participation (IAP2) Canada Core Values Awards in September.

Recognizing the need to involve everyone in the healing process following a series of mental health crises that gripped the community, Pikangikum Health Authority teamed up with Vancouver-based firm Beringia Community Planning to implement a community-based engagement project that encouraged all members of the First Nation to share their vision of a healthier community.

Nearly 900 people of all ages participated over the course of the two-year project, which involved culturally-appropriate and inclusive techniques such as community feasts, open houses, art and collage, and many more.

At the end of the process, a Comprehensive Community Health Plan was developed complete with recommendations, an implementation strategy, and a resource toolkit should community members wish to conduct similar engagements in the future.

Because of the planners' efforts to empower participants with ownership of the decision-making process, the "Working it Out Together" Project netted the partnership an IAP2 Canada Core Values Award for both Project of the Year and Award for Indigenous Engagement.

Sioux Lookout Meno Ya Win Health Centre Wins Quality Healthcare Workplace Award

Congratulations to Sioux Lookout Meno Ya Win Health Centre (SLMHC), recipient of a Silver Level Quality Healthcare Workplace Award in November 2015. The award, which is jointly issued by the Ontario Hospital Association and the Ministry of Health and Long-Term Care, recognizes organizations that go beyond employee wellness, exhibiting characteristics of a healthy, high-performing healthcare workplace.

SLMHC received specific recognition for its focus on health and performance, including cross-cultural training, ongoing professional development, its health and wellness committee, and for employee recognition including long-service and outstanding performance, and its annual departmental weeks which acknowledge staff and the work that they do.



DO YOU KNOW?

Flu Season is Coming: Know Your Health Care Options!



North West LHIN

KNOW YOUR HEALTH CARE OPTIONS



IN THE EVENT OF AN EMERGENCY,
ALWAYS DIAL **911**.

FAMILY HEALTH CARE PROVIDER

Contact your family health care provider (physician or nurse practitioner) for office hours over the holidays.

COMMUNITY AFTER-HOURS CLINICS / WALK-IN CLINICS

At an after-hours clinic or walk-in clinic, patients can see a nurse or doctor without appointment. Many medical clinics, family health teams, nurse practitioner-led clinics, and pharmacies operate walk-in clinics.

To find out about your provider's clinic hours, contact your family health care provider.

Walk-in clinic information can also be found by:

- Calling **211**
- Visiting www.211north.ca
- Visiting www.northwesthealthline.ca

PHARMACIES

Pharmacists now have the authority to prescribe some drugs, renew non-narcotic prescriptions for up to six months, administer the flu vaccine, and provide advice to people with chronic conditions.

FLU VACCINATIONS

Flu vaccinations are available by appointment at Thunder Bay District Health Unit's immunization clinic.

- Visit www.thunderbayflu.ca for more information.

TELEHEALTH ONTARIO*

Talk to a registered nurse 24 hours a day, seven days a week at 1-866-797-0000.

*Telehealth does not replace 911. You should always call 911 in an emergency.

HEALTH CARE CONNECT

Health Care Connect helps people who are without a doctor find one. Call 1-800-445-1822 for more information.



"Meeting with the @NorthWestLHIN today to discuss the progress and successes of the @SWRWCP #collaboration #DonReinventTheWheel"

The North West LHIN's Guide to Snow Day Streaming

As cooler temperatures and blankets of snow close in, nothing sounds more inviting than curling up with a warm cup of tea and a movie marathon. The North West LHIN invites you to add these recommended titles to your snow day queue, featuring compelling stories about health care in the Northwest.

Rings of Fire - [Watch video](#)

Follow Nurse Practitioner Mae Katt as she travels to deliver a mobile opiate addiction treatment program in remote First Nation Marten Falls. As its members journey from the throes of addiction to healing, the community is poised to be an integral partner as plans for the Ring of Fire mining operations move ahead.

Forgetful, Not Forgotten - Watch the video series - [Part 1](#), [Part 2](#) and [Part 3](#)

In this moving documentary, filmmaker Chris Wynn chronicles the progression of his father's early onset Alzheimer's disease, the stressors involved in taking care of a loved one, his personal fears about inheriting the disease, and the importance of relying on each other for support.

Eyes on the North - [Season 2, Ep. 4](#)

This Accessible Media Inc. special highlights a unique solution that Northern Ontario residents depend on to access complete eye care in small communities where services may not be readily available – the Canadian National Institute for the Blind's (CNIB) mobile eye care unit. This fully-equipped mobile clinic, staffed by an ophthalmologist and ophthalmological nurses, is certainly a welcome sight to residents of the over 30 communities that it visits each year along its 6,000 kilometre route.

Events

Alzheimer Awareness Month	January 2016
National Non-Smoking Week	January 17-23, 2016
North West LHIN Board Meeting	January 26, 2016
Heart Month	February 2016
Pink Shirt Day	February 24, 2016
North West LHIN Board Meeting	No Board meeting is scheduled for February
Childhood Arthritis Month	March 2016
Red Cross Month	March 2016
North West LHIN Board Meeting	March 29, 2016



Want to stay connected?

If you would like to receive our quarterly LHINKages Newsletter, please send your email to nw.communications@lhins.on.ca

If you would like to learn more or have a story to share, please contact our Corporate Communications and Community Engagement team, we would love to hear from you!

Contact details here:

Email: nw.communications@lhins.on.ca

Online: www.northwestlhins.on.ca

Toll Free: 1 866-907-5446



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Please contact nw.communications@lhins.on.ca or toll free at 1 866-907-5446.*