

LHINKages

Spring Newsletter

**Sharing Health Care News, Stories and Developments
in Northwestern Ontario**



Ontario

North West Local Health
Integration Network

Table of Contents

P1	Feature Story: Telehomecare – Lesley Read’s Journey
P2	Do You Know? Five Questions and Answers about Managing Chronic Disease Through Telehomecare
P3	10 Years of Accomplishments (Years 5-8)
P3	New Integrated Health Service Plan in Action
P4	Integrated Health Service Plan in Action: Four Priorities
P7	Thank You to Northwestern Ontario for your Feedback on <i>Patients First: A Proposal to Strengthen Patient-Centred Health Care in Ontario</i>
P8	North West LHIN Health Services Blueprint – Keeping You Informed
P9	Board in Brief – Selected Highlights from the North West LHIN Board of Directors Meetings
	→ Governance-to-Governance Videoconference
	→ North West LHIN Announces Interim Board Chair
	→ Tina Copenace Reappointed
	→ The North West LHIN Board Approves the Long-Term Care Home Service Accountability Agreement 2016-2019 Template
	→ The North West LHIN Board Endorses Geraldton District Hospital’s Capital Redevelopment Project Initial Stage
	→ Introducing Primary Care Memory Clinic Model to Support Vulnerable Residents
P11	Welcome Home! A Comfortable Move to New Hogarth Riverview Manor
P12	Upcoming Events, Getting in touch!

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 receive a digital eCopy of our Ten Years of Accomplishments document or our Integrated Health Service Plan (IHSP) 2016-2019, please send your email to:

nw.communications@lhins.on.ca, or visit us on our website at www.northwestlhlin.on.ca



Telehomecare – Lesley Read's Journey

Lesley Read will tell you first and foremost that she is a family person. What she may not share is that she is a passionate volunteer, and is committed to bringing about positive changes in the community. A few years ago, sudden changes in Lesley's health marked the beginning of a journey that would jeopardize the activities and interactions that mean the most to a spirited, active, and independent person.

In her early 30s, Lesley developed serious asthma and allergies. The medications to control those conditions led to a rapid weight gain, and in a short span of time, this former lifeguard, swimmer, and professional ski instructor went from healthy and active to not having the energy to do the activities that she so loved. Then, about three years ago, Lesley became very ill and wound up in hospital. She was on life support twice, and spent time recovering in the Intensive Care Unit. Life had changed. Lesley returned home with complicated instructions and new medical equipment, and she felt adrift, begrudgingly admitting that, "I was worried that I would not use the equipment correctly. It's scary to come home with no support."

In 2014, Lesley contracted pneumonia, and was readmitted to hospital. Living with a disease called Chronic Obstructive Pulmonary Disease, or COPD, Lesley once again prepared herself to return home. But this time, there was a change. Lesley was supported by the COPD Telehomecare Program, a free service offered through the North West Community Care Access Centre (CCAC).

A technician visited Lesley in her home, and showed her how to use the equipment to monitor her health. Lesley received a blood pressure

cuff, oxygen saturation monitor, a weigh scale and an electronic tablet (computer) to enter her values on a daily basis. A Telehomecare Nurse monitors the values, and connects with clients if their readings are outside of normal as well as when clients have questions. The program lasts about six months, and it supports people in learning to live well with chronic disease.

"If I had a question, it was answered. I didn't have to worry about forgetting to take my medication because someone was checking on me," said Lesley about how the Telehomecare Program supported her in learning how to live with and manage her COPD. "It became part of my routine, and if I didn't enter my readings online, someone would phone and remind me."

The benefits of the program have been far-reaching. "Telehomecare isn't just about the client: it's about families and caregivers as well. I could say to my family, I have support, and I'm going to be alright. It reassured my family that I would be able to live on my own and thrive." As a recent graduate of the Telehomecare Program, Lesley had this to say: "I know so much more about COPD and how to manage it. When I thought there might be something wrong with my COPD equipment, I knew exactly what to do. Without the Telehomecare Program, I wouldn't have had the knowledge to recognize the problem or know what to do. It gave me confidence."

More information on the North West CCAC's Telehomecare Program can be found in the "Do You Know?" section of this newsletter, or by visiting www.healthychange.ca.

DO YOU KNOW?



Five questions and answers about managing mild to moderate COPD or CHF Telehomecare

Offered through the North West Community Care Access Centre, Telehomecare is a self-management program with supports for people living with mild to moderate Chronic Obstructive Pulmonary Disease (COPD) or Congestive Heart Failure (CHF). Through the use of simple equipment (a blood pressure cuff, oxygen saturation monitor, weigh scale, and electronic tablet connected by internet or phone line), Telehomecare provides daily monitoring and coaching to encourage and empower people living with chronic disease to better manage their health from home.

QUESTION ONE: WHO CAN ACCESS TELEHOMECARE?

Anyone over the age of 18 with an established diagnosis of mild to moderate COPD or CHF living in any community in Northwestern Ontario with road access. The individual must live in a residential setting with an active phone line, internet connection or cellular capabilities, and must be able to provide informed consent either themselves or through their caregiver. Following training in the home, the individual or caregiver must be able to operate basic equipment and enter the readings daily.

QUESTION TWO: DO I NEED A DOCTOR'S REFERRAL TO GET TELEHOMECARE?

Absolutely not. Referrals can be received through a number of places including from pharmacists, specialists, nurses, therapists, or even self-referral or referral by a family member or caregiver.

QUESTION THREE: HOW MUCH DOES THIS PROGRAM COST?

This six-month program is free to clients, and is funded by the North West Local Health Integration Network.

QUESTION FOUR: I'M NERVOUS ABOUT COMPUTERS. IS IT HARD TO USE THE EQUIPMENT?

People who have been on the program describe it as no more difficult than operating a television or microwave. Training is provided in-person in the client's home, and support is just a phone call away.

QUESTION FIVE: DOES THIS REPLACE WORKING WITH MY PRIMARY CARE PROVIDER?

The Telehomecare Program works in harmony with your primary care doctor or nurse-practitioner, providing them with reports containing the information entered by clients, giving the primary care provider a snapshot of the client's health over the past few weeks.

To learn more about Telehomecare, contact:

North West CCAC's Telehomecare Program office by:

Telephone: 1-855-272-5350 or Email: telehomecare@nw.ccac-ont.ca | Website: www.healthychange.ca

(do not send personal health information)



THE NEXT FOUR YEARS!

In our previous winter LHINKages Newsletter we featured the first four years as part of our Ten Year Accomplishments celebration. We're continuing the journey as we highlight the next four years from a decade of celebration at the North West LHIN!

Year Five: 2009 - 2010

- 2nd IHSP (2010-2013) launched
- Aboriginal Health Services Advisory Committee established
- North West LHIN ED Study launched innovative regional locum pilot project, eliminating regional ED closures
- North West LHIN recognized for leadership in community engagement (International Association for Public Participation award)
- New CEO appointed, Laura Kokocinski
- Regional self-directed respite services initiated
- Critical Care Moderate Surge Plan launched

Year Six: 2010 - 2011

- North West LHIN Board of Directors issues its 2010-2013 Strategic Plan
- Care closer to home through expanded mobile services with new Diabetes Mobile Unit (NorWest CHC)
- Sioux Lookout Meno Ya Win Health Centre officially opens in partnership with federal, provincial, municipal and First Nations government
- Réseau du mieux-être francophone du Nord de l'Ontario is announced as the French Language entity
- North West LHIN Integration Leadership Council formed
- First LHInfo Minute publication issued

The North West LHIN engages residents on an ongoing basis. We encourage you to share your ideas or feedback with us at your convenience.



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New Integrated Health Service Plan in Action

Focusing on Improving Health Outcomes for Residents of Northwest

Improving the Patient Care Experience - After Mr. Snow was diagnosed with rapid onset dementia, he and his son knew they needed additional support to stay at home. Mr. Snow's doctor referred the family to the North West Community Care Access Centre to arrange for community support services. A CCAC caseworker assessed and recommended day programs for Mr. Snow, respite services for his son, and some assistance with personal care activities. Mr. Snow's caseworker also reviewed options for assisted living. Within several weeks a space opened up in this setting and Mr. Snow moved in. He now receives the comprehensive care he needs at home in the community.

Improving patient care experience is one of the priorities in the North West LHIN's new Integrated Health Service Plan. Under this new Plan, the North West LHIN is continuing to build an integrated health care system through four priorities:

1. Improving the Patient Care Experience
2. Improving Access to Care and Reducing Inequities
3. Building an Integrated eHealth Framework, and
4. Ensuring Health System Accountability and Sustainability

What are the priorities identified in the Integrated Health Service Plan 2016-2019?

1 Priority 1: Improving the Patient Care Experience

The goal is to foster a culture of continuous quality improvement across the North West LHIN region. The North West LHIN Integrated Health Service Plan 2016-2019 lists a number of strategies to advance this work over the next three years by:

- Transforming the home and community care delivery system in alignment with the provincial model
 - Advancing virtual care for management of chronic conditions (e.g. congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), and diabetes)
 - Implementing an integrated rehabilitation, complex continuing care, and long-term care service delivery model at the local, district and regional level including bundled care and,
 - Implementing the provincial integrated palliative care service delivery model at the local, district and regional level
-

2 Priority 2: Improving Access to Care and Reducing Inequalities

The goal is to ensure equitable access to health care services that are appropriate, timely, and meet the needs of the population. The North West LHIN Integrated Health Service Plan 2016-2019 includes a number of strategies to advance this work over the next three years by:

- Identifying and supporting the implementation of innovative and integrated primary care models
- Collaborating with primary care providers to implement advanced appropriate access for individuals with chronic conditions
- Improving timely and appropriate access to specialist care
- Identifying and implementing strategies with primary care providers that promote the use of clinical practice guidelines
- Collaborating with primary care providers in the recruitment of health care professionals
- Developing and implementing an integrated regional surgical service model
- Support application of clinical processes that improve the flow of patients through the continuum of specialty care
- Implementing innovative models to enable access to specialty care closer to home
- Improving access and appropriateness with diagnostic services
- Supporting the integrated pregnancy program at Sioux Lookout Meno Ya Win Health Centre including adoption of this service model across the LHIN
- Collaborating with key stakeholders to address maternal/child health issues such as Neonatal Abstinence Syndrome (NAS) and Fetal Alcohol Spectrum Disorder (FASD)
- Collaborating with key stakeholders on strategies to reduce diabetes in youth
- Defining and implementing an integrated model of care for mental health and addictions in the North West LHIN
- Implementing data quality improvement strategies in the sector
- Implementing quality-based procedures in the mental health and addictions sector
- Expanding shared care models in primary care to address mental health and addictions issues
- Supporting development of mental health initiatives in partnership with Aboriginal, provincial and federal stakeholders



3 Priority 3: Building an Integrated Electronic Health Framework

The goal is to leverage the adoption of eHealth systems and the use of innovative technology that improve access to care and health outcomes. The North West LHIN Integrated Health Service Plan 2016-2019 includes a number of strategies to advance this work over the next three years by:

- Implementing the Connecting North East Ontario (cNEO) clinical viewer for viewing patient clinical information
 - Establishing a patient portal enabling patients to participate in their health care decisions
 - Expanding usage of electronic referrals to more health care providers
 - Advancing an eHealth shared service offering that will allow all regional health service providers access to needed eHealth resources
 - Utilizing eHealth solutions to enable the achievement of clinical priorities in the region
 - Implementing initiatives aimed at advancing the goals of Ontario's eHealth Strategy
 - Expanding access to virtual services
-

4 Priority 4: Ensuring Health System Accountability and Sustainability

The goal is to ensure sustainability of the health care system through efficient and effective use of resources. The North West LHIN Integrated Health Service Plan 2016-2019 includes a number of strategies to advance this work over the next three years by:

- Implementing redesign of the system to shift care from hospital to community care within existing resources
- Equalizing distribution of health care resources across districts
- Standardizing quality-based care pathways for high impact programs and standardize costing models for programs and services
- Implementing identified succession plan at the governance and operational levels in the North West LHIN
- Formalizing evaluation of system change to assess system sustainability
- Implementing strategies to achieve Ministry-LHIN Accountability Agreement (MLAA) targets
- Ensuring deliverables in accountability agreements are met
- Increasing the number of programs delivering services at or below the North West LHIN benchmarks for cost per unit of service and administration

FEATURING THE NEXT 4 YEARS

Year Seven: 2011 - 2012

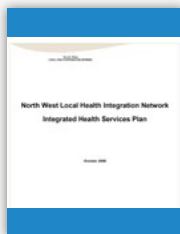
- Introduced the North West LHIN Health Services Blueprint following 18 months of research and engagement
- First Primary Care Physician Lead announced
- North West LHIN named best performer in Ontario for Cancer and Cataract Surgery
- MOHLTC introduces Integrated Provincial Falls Prevention as a direct outcome of the North West LHIN-wide Falls Injury Prevention Collaborative
- North West LHIN introduces its Cultural Competency Toolkit and specific indicators to measure diversity within organizations

Year Eight: 2012 - 2013

- Regional care enhanced through new telewoundcare service
- LHIN takes the lead as the Regional Coordination Centre for diabetes care
- Regional Behavioural Supports, including psychogeriatric resource mobile teams launched
- 132-bed Sister Leila Greco Senior Supportive Housing opens
- MOHLTC announces Health Links

The Local Health System Integration Act, 2006, requires all of Ontario's 14 LHINs to develop and publish Integrated Health Service Plans every three years. This Integrated Health Service Plan is the North West's LHIN fourth, for the period April 1, 2016 to March 31, 2019. It builds upon earlier planning work and strategies implemented in the previous North West LHIN Integrated Health Service Plans. The IHSP is a plan that the North West LHIN relies on to make decisions about health system transformation and service delivery. It also guides the North West LHIN's Board of Directors in decision-making regarding funding allocations and it directs the LHIN's operations in Northwestern Ontario for each three-year span.

IHSP I



IHSP II



IHSP III



IHSP IV



"The IHSP IV is a reflection of what the residents and health service providers in this region have told us they value in their health system – better quality, improved access, and sustainability into the future. We look forward to working with health system partners, communities, and residents in the North West LHIN to bring the priorities in the IHSP IV to life over the next three years."

Laura Kokocinski, CEO, North West LHIN

@TBDHealthUnit
Congrats to our friends @NorthWestLHIN on releasing their new Service Plan for 2016-19!

@895TheLakeNews
New 3 year plan released by the @North-WestLHIN

@OCSAtweets
New @NorthWestLHIN plan focuses on improving health outcomes for residents of Northwestern Ontario.

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



Your Voice Matters: Join the conversation!

Thank you for your feedback in response to the Patients First Proposal to Strengthen Patient-Centred Health Care in Ontario.

YOUR VOICE HAS BEEN HEARD!

Thank You to Northwestern Ontario for your Feedback on Patients First: A Proposal to Strengthen Patient-Centred Health Care in Ontario

The North West LHIN would like to thank the people of Northwestern Ontario for their candid feedback on the Ministry of Health and Long-Term Care's ***Patients First: A Proposal to Strengthen Patient-Centred Health Care in Ontario***.

On January 18, 2016, the North West LHIN launched ***Your Voice Matters: Join the Conversation!*** It organized engagement sessions in each Integrated District Network between January and February, 2016 giving an opportunity to health service providers, system partners, patients and caregivers, council/committees, physicians, and residents among others to share their thoughts on the proposed changes to health care, and provided commentary on local opportunities and impacts.

Some people opted to give feedback online through the North West LHIN's survey, accessible through its website, on the four main components of the Proposal:



Consultation on Discussion Paper in Kenora.

1. More effective integration of service and greater equity.
2. Timely access to primary care, and seamless links between primary care and other services.
3. More consistent and accessible home and community care.
4. Stronger links between population and public health and other health services.

Because of the willingness of people to share their thoughts and input, the North West LHIN's ***Your Voice Matters: Join the Conversation*** campaign enabled 253 people to participate both online and offline, leading to 1'241 comments in response to the Discussion Paper. Major themes emerging included:

- Need for consistency and equitable access to health care including home and community care;
- Significant transportation and geographic constraints exist in Northwestern Ontario;
- Aboriginal and First Nations concerns around multijurisdictional accountabilities and the impact of the proposed changes on funding
- Recruitment and retention of health professionals and specialists;
- Wellness promotion; and
- Development or expansion of technological solutions including electronic medical records, telemedicine, and telehomecare.



Consultation on Discussion Paper in Thunder Bay.

To learn more about ***Patients First: A Proposal to Strengthen Patient-Centred Care in Ontario***, please visit www.health.gov.on.ca.

Health Services Blueprint – Keeping You Informed

In the North West LHIN's Winter 2015 LHIinkages Health Services Blueprint update, residents of Northwestern Ontario were told to expect to see more health service providers from across the region step forward as early adopters to improve how health care is organized and delivered all with the goal of creating value – helping people 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 pleased to say that as of February 2016, a diverse range of health service providers in Dryden announced that they will pursue designing a new way of delivering care that centres around the patient experience as they move within and between health service providers.

The partners that form the Dryden Integrated Health Care Organization (IHCO) Working Group include the Dryden Regional Health Centre, Patricia Region Senior Services, Mary Berglund Community Health

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.

Centre, the Canadian Mental Health Association's Fort Frances Branch, the Alzheimer Society, Northwestern Independent Living Services Incorporated, Canadian Red Cross, North West Community Care Access Centre and the North West Local Health Integration Network. Wade Petranik, Chair of the Dryden IHCO Working Group, said that: "The health care providers that form the IHCO Working Group are excited to begin exploring new ways of collaborating and working together to create more seamless, more integrated care for people navigating the health care system."

This agreement marks the very beginning of the journey for the Dryden IHCO Working Group. Over the weeks and months to come, the Working Group will begin to define the "how" portion – how services can be better integrated, and how the partners can reshape and re-organize how people experience the health care system.

The North West LHIN will continue to keep you informed of the work of the Health Services Blueprint, and of the innovative transformational changes underway right here in Northwestern Ontario.

Visit the North West LHIN website at:
www.northwestlhlin.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.



Governance to Governance Videoconference

On January 25, 2016, the North West LHIN Board of Directors engaged LHIN-funded health service provider Boards and senior leadership in building capacity among board members and increasing board effectiveness. The session was led by Dr. Richard LeBlanc who made a presentation on *Board Competencies, Behaviours, Dynamics and other Best Practices – that Can Make or Break Your Board*.

North West LHIN Announces Interim Board Chair

Dan Levesque has been appointed as the Interim Chair of the Board of Directors of the North West LHIN effective January 27, 2016. His appointment comes following the departure of Joy Warkentin who completed her term with the North West LHIN Board of Directors on January 26, 2016. The Public Appointments Secretariat of the Province of Ontario, through the Order-in-Council initially appointed Dan as a member of the North West LHIN Board of Directors on April 18, 2011, for a three-year term. Dan was re-appointed to his second three-year term on April 18, 2014, and appointed as Vice Chair of the Board of Directors on November 4, 2015. Dan, a resident of Greenstone, Ontario brings 31 years of service with the Ontario Provincial Police and an impressive community perspective. His dedication to the community is evident through his work as the Chairperson of the Board for both Greenstone Victim Services and the Superior Greenstone Association for Community Living.



Tina Copenace Reappointed

Tina Copenace has been reappointed for a second three-year term, which expires on October 17, 2018. Tina was first appointed to the Board as Director on October 18, 2012. She has served on various boards and committees including; Amikkwish Housing, Child Find Canada, Thomas Aquinas High School Parent Council, Triple Play and many grassroots First Nation committees in Ontario. She is past President of Four Directions Toastmasters and past Area Governor for Toastmasters International Area 22.

The North West LHIN Board Approves the Long-Term Care Home Service Accountability Agreement 2016-2019 Template

The North West LHIN Board of Directors approved the template for the Long-Term Care Home Service Accountability Agreement (LSAA) for the period April 1, 2016 to March 31, 2019. The LSAA is the service accountability agreement between a long-term care home licensee and the LHIN that is required by LHSIA, the Local Health System Integration Act. The 2016-2019 LSAA is the third LSAA that the LHINs will enter into with LTCH licensees and will replace the current 2013-2016 LSAA. There are currently 13 long-term care homes that are funded by the North West LHIN.



The North West LHIN Board Endorses Geraldton District Hospital's Capital Redevelopment Project Initial Stage

The North West LHIN Board of Directors endorsed the initial stage of a capital submission from Geraldton District Hospital for redeveloping and relocating the Emergency Department. The current Emergency Department is physically located on the lower level, creating clinical safety issues and the need to provide security services at night. The completion of this project will co-locate all clinical services on one level which will result in the hospital realizing operational efficiencies. The capital planning process is a joint review process between the Ministry of Health and Long-Term Care and the Local Health Integration Networks.

Introducing Primary Care Memory Clinic Model to Support Vulnerable Residents



The Sunset Country Family Health Team.



In the North West LHIN, a 19 percent increase is projected in the number of people with dementia by 2020. In order to meet this growing need, primary care based memory clinics are being established in the region to support vulnerable residents and their families. Early detection of dementia is critical to ensuring that persons with dementia and their caregivers have access to services that can delay cognitive decline, prevent crisis, ease burden of care, and delay institutionalization. The Primary Care Memory Clinic Initiative is facilitated by a multidisciplinary team, and functions to increase the capacity of care provided for these clients at a primary care level, reducing wait time for assessment, ensuring timely access to cognitive enhancing medications, and reducing the need for referrals to specialists for cases that could be managed effectively within primary care and closer to home. The Sunset Country Family Health Team in Kenora was the first site in the North West LHIN to participate in the memory clinic training in February, 2016.



A Comfortable Move to New Hogarth Riverview Manor

There has been a successful transition of 96 residents at the existing Hogarth Riverview Manor to the new site. In the same breadth, about 272 residents from two City owned homes, Dawson Court and Grandview Lodge were successfully moved to the new Hogarth Riverview Manor. HRM will be home to 544 seniors once the HRM Expansion Project is fully complete.

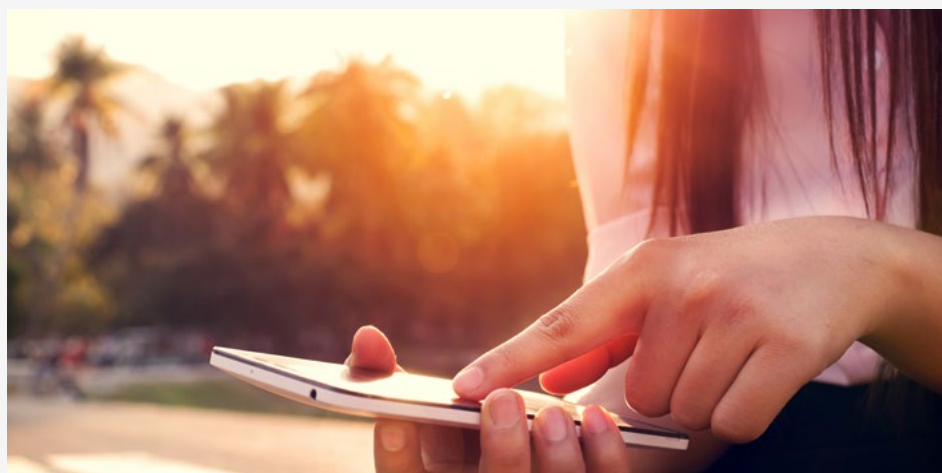
Knowing that seniors prefer to continue living independently at home or in the community, the North West LHIN saw an opportunity to build a system of integrated seniors' services on a single campus. When complete, residents and their families will have access to services that meet a broad spectrum of needs, from mild to moderate supports, to long-term care, to specialized care for responsive behaviours – in short, the right care, at the right time, in the right place.

The North West LHIN wishes to thank all partners involved in the planning and construction of the HRM Expansion and the transition of residents to their new homes.



Upcoming Events

MARCH		
Purple Day - The Global Day of Epilepsy Awareness		March 26th, 2016
North West LHIN Board Meeting		March 29th, 2016
APRIL		
World Health Day		April 7th, 2016
Daffodil Days: Cancer Awareness		April 2016
National Immunization Awareness Week		April 25th - 29th, 2016
Parkinson's Awareness Month		April 2016
North West LHIN Board Meeting		April 26th, 2016
MAY		
World Pulmonary Hypertension Day		May 5th, 2016
National Hospice Palliative Care Week		May 1st - 7th, 2016
Mental Health Week		May 2nd - May 8th, 2016
Vision Health Month		May 2016
North West LHIN Board Meeting		May 31st, 2016
JUNE		
Stroke Awareness Month		June 2016
Brain Injury Awareness Month		June 2016
ALS Awareness Month (Lou Gehrig's Disease)		June 2016
National Aboriginal Day		June 21, 2016
North West LHIN Board Meeting		June 28th, 2016



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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