

Winter Newsletter



LHINKages

Sharing Health Care News, Stories and Developments in
Northwestern Ontario

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Mission, Vision & Values

Vision

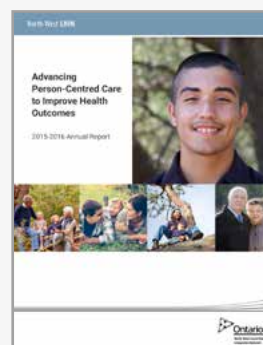
Healthier people, a strong health system - our future.

Mission

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

Values

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



The North West LHIN Annual Report for 2015-2016 is now available in print and web versions. If you would like to receive a print copy of the Annual Report, please request via email to nw.communications@lhins.on.ca.

The Annual Report can be [read online here](#), or visit our website at www.northwestlhins.on.ca/accountability.

Message From Laura Kokocinski, CEO, North West LHIN

Winter brings with it many things - holidays, cozy nights in from the cold, and of course, a chance to look back on a year of accomplishments and wonderful progress in the North West LHIN.

It is a time that I look forward to, and I am thankful for the wonderful opportunity to reach out to stakeholders and partners and thank them for their dedication, hard work, and commitment to the people of Northwestern Ontario.

Each year, the health service providers, health system planners and other stakeholders in the region play a critical role in the continued provision of high-quality health services, and the continued development of the health system. For this work, the North West LHIN passes on its gratitude and appreciation as we work to achieve our vision of healthier people, a strong system – our future.

This past year has brought with it many changes and positive developments in the North West LHIN. Through the expansion of long-term care spaces and the continued operation of Bethammi Nursing Home, the amalgamation of Wilson Memorial General Hospital in Marathon and The McCausland Hospital in Terrace Bay, and many other changes, the health system in Northwestern Ontario continues to be strengthened and sustained for years to come. We also launched the North West LHIN Integrated Health Service Plan 2016-2019 and entered year five of implementing the North West LHIN Health Services Blueprint.

Without the dedicated work of health service providers and other stakeholders, none of these positive developments would be possible. Together, countless individuals have helped to ensure that the people of Northwestern Ontario are able to get the right care, at the right time and in the right place. While there is still work to be done, there is no doubt that this work presents an opportunity to further strengthen and sustain health care across the region.

As we approach the New Year, I am excited about the new opportunities, along with the boundless potential of health



Laura Kokocinski, CEO, North West LHIN

service providers, planners and other stakeholders, who serve the people of Northwestern Ontario every day. Once again, thank you to each of you who have worked to develop an innovative, sustainable and efficient system in service to the health and wellness of the people of the North West LHIN.

Also, thank you to the North West LHIN staff and Board of Directors who have continued to support the work of health service providers, planners and stakeholders as they serve the people of Northwestern Ontario.

Wishing you and your family best wishes for a happy and healthy holiday season!

Leadership Award 2016

Recognizing Exceptional and Commendable Leadership

Leadership Takes Many Forms

Sometimes, leadership is out in the open as an individual or group facilitates change, empowers those around them, or solves an important problem. And sometimes, leadership takes place in the background, with leaders staying out of the limelight as they lay the groundwork for change and inspire those around them to achieve their best. Regardless of how it presents itself, it is always important to recognize those who take on the mantle of leadership and make a difference.

That's why the North West LHIN Board of Directors annually confers up to five awards of recognition in Leadership that fall into one of the following categories:

1. Exceptional/Commendable Approach to Collaboration/Partnership
2. Exceptional/Commendable Stakeholder Engagement
3. Exceptional/Commendable Practice in Diversity and Inclusion
4. Exceptional/Commendable Practice in Value Creation
5. Distinguished Contribution Award

This award is presented to an individual, team or organization, otherwise known as "health service providers (HSPs)," that are funded by the North West LHIN and have demonstrated exceptional leadership within the health care system. The awards provide an opportunity for the LHIN to acknowledge those individuals, teams or organizations that have contributed to the advancement of health system transformation in the North West LHIN.

This year, call for nominees for the Leadership Award were collected over the summer. Throughout the Fall, nominations were reviewed and recipients were selected. On December 12, 2016, the recipients of Leadership Award were recognized at the North West LHIN Open House event. It was a wonderful opportunity to officially recognize the winners of the award, and for health service providers to recognize their peers who have made a significant contribution to the health care system in the North West LHIN.

Turn to the next page for the profiles of the Leadership Award recipients, and see the difference they are making in the North West LHIN!



Dan Levesque

Interim Board Chair, North West LHIN

"The North West LHIN Board of Directors was pleased with this year's exemplary submissions for the Leadership Award. Through their hard work, the entrants and finalists have played a critical role in improving health care service delivery and system integration for the benefit of the people of Northwestern Ontario. We invite everyone across the North West LHIN to join us in congratulating this year's winners of the Leadership Award as we look back on yet another year of success across the health care system."

Congratulations!

Leadership Award Recipients



Fort Frances Tribal Area Health Services (FFTAHS)

North West LHIN Leadership Award Recipient 2016

Exceptional/Commendable Practice in Value Creation

Fort Frances Tribal Area Health Services (FFTAHS) is a leader in innovative health care, guided by the Seven Grandfathers of the Anishinaabe, inspiring knowledge, strength and empowerment for the purpose of lifelong Mino-ayawin (Good Health). The agency provides general health, mental health and addictions services to the 10 First Nation communities located in Southern Treaty Three (Northwestern Ontario).

As an organization, FFTAHS provides care that is tailored to the needs of the population they serve, including outstanding person-centered care through engaging, meaningful relationships, equality, trust, understanding, sharing, participation, collaboration and respect.

In May 2016, FFTAHS participated in an agency evaluation with client feedback, achieving above 80 per cent on several

fronts, including meeting or exceeding care expectations, leading in innovative health care, and meeting the health and wellness needs of respondents. This was accomplished through strong working relationships with community partners and stakeholders, client satisfaction surveys and community-based interactions.

Furthermore, through the vision of the Director of the Behavioural Health Services, FFTAHS agency staff carry traditional working bundles, bringing forward the core values of the Anishinaabe people, their agency and the people of their Nation. The 'bundle' is attributed to the knowledge carried by the people through generations of learning, listening and sharing. It is also through this process that FFTAHS staff received training and capacity building on traditional methodology and the importance of bi-cultural practice. This is reflected by workers carrying sacred items such as feathers, drums, medicines, talking sticks, stones, and various other items. The practice is now recognized as leading, with Accreditation Canada identifying 'bundles' as culturally safe practice across the country. FFTAHS has worked



Calvin Morrisseau, Executive Director, FFTAHS: North West LHIN Open House/Leadership Award 2016.

closely with their partners to continue to expand this practice, and to create safe and culturally competent service provision among agencies who work closely with First Nation people.

Finally, FFTAHS is dedicated to ensuring its mission, vision and values are upheld by the implementation of a five-year strategic plan. Developed in 2015, the plan focuses on four priorities:

1. Strengthening Client Experience;
2. Promote Quality and Integration;
3. Foster Engagement, Awareness and Communication; and
4. Provide a Holistic Environment and Enhance Structure and Sustainability.

Each of these areas focuses on ensuring that FFTAHS organization is forging a path to wellness by integrating programming that is rooted in resiliency and strength. Each department at FFTAHS is also guided by operational plans which

ensure that these priorities are being captured through the work they do.

“Receiving this award is a validation that the work we do is wholeheartedly for our clients. It also highlights the fact that the work we do to heal has Indigenous practices, culture and norms at its core. We are proud to be recognized as a valued part of a larger system, validating that even in the Northwest corner of Ontario, we are leaders in innovative health care. We are humbled to have received this award,” says Calvin Morrisseau, Executive Director, FFTAHS.

The North West LHIN is excited to congratulate FFTAHS on their Leadership Award!



Laura Kokocinski, CEO, North West LHIN and Calvin Morrisseau, Executive Director, FFTAHS.



Manitouwadge Local Health Hub

North West LHIN Leadership Award Recipient 2016

Exceptional/Commendable Approach to Collaboration/Partnership

Manitouwadge is a small northern remote community on the eastern boundary of the North West LHIN. The delivery of health services has been a challenge from the early days in 1957 when the community was built near two copper mines. The hospital Board of Directors have always considered all local health services when planning new developments or programs. From the late 1980's Health Campus concept to today's Local Health Hubs or tomorrow's Integrated Health Care Organization (IHCO), Manitouwadge General Hospital has sought innovative solutions to local service delivery that transforms their system from an acute care focus to a system that is designed with an overall population health focus.

Since 2010, the Board and Management have integrated health services in the community to facilitate patient navigation, decrease duplication and provide the right services at the right time and in the right place. The result was the successful creation of an IHCO that oversees acute care, long-term care, emergency, rehabilitation, public health promotional programs, the local Family Health Team, home nursing services, patient transportation, diabetes education and contracted management services for a physician practice. As one of the most integrated health care programs in Ontario, the community of Manitouwadge has benefitted from improved access to services and care by having a joint management team that oversees

acute care, LTC, home care, FHT, clinic operations, and public health promotions, encouraging the streamlining of access to services and patient navigation, while improving health outcomes and creating a more sustainable health care system.

"Being recognized in this fashion validates that small communities working with all their partners can be part of the overall health transformation agenda and contribute to improved health for their residents. A consistent and persistent effort can make change happen for an engaged team of caregivers. I'm very proud to have been a part of that team," says Jocelyn Bourgoin, CEO, Manitouwadge General Hospital.

A key component of the success of the Manitouwadge model has been a willingness to work in partnership and across silos to focus on improving the system, with several examples of cross-sector practices, including a Family Health Team social worker who conducts discharge planning in hospital to ensure continuity post-discharge, community programs/clinics that share reception and management so that all forms, processes and protocols are harmonized, Public Health Unit promotional programs which augment and align with the Family Health Team prevention programs, a shared dietitian position that focuses best practices for the hospital, and many other innovative programs.

The North West LHIN is thrilled to congratulate everyone who is part of Manitouwadge Local Health Hub on their Leadership Award!

Delivering Better Health Care for Families

Ontario Passes Legislation that Delivers Better Health Care for Families

On December 7, 2016, Ontario passed legislation that will help patients and their families obtain better access to a more local and integrated health care system, improving the patient experience and delivering higher-quality care.

The Patients First Act will help ensure patients are at the centre of the health care system. Once fully implemented, changes supported by the new legislation will:

- Improve access to primary care for people in Ontario, including a single number to call when they need health information or advice on where to find a new family doctor or nurse practitioner.
- Improve local connections between primary care providers, inter-professional health care teams, hospitals, public health and home and community care to ensure a smoother patient experience and transitions.
- Streamline and reduce administration of the health care system and direct savings into patient care.
- Enhance accountability to better ensure people in Ontario have access to care when they need it.
- Formally connect Local Health Integration Networks (LHINs) and local boards of health to leverage their community expertise and ensure local public health units are involved in community health planning.
- Strengthen the voices of patients and families in their own health care planning.
- Increase the focus on cultural sensitivity and the delivery of health care services to Indigenous peoples and French speaking people in Ontario.

Ontario will continue working with French language health leaders, First Nations, Métis, Inuit and urban Indigenous partners and health providers to ensure their voices are heard, in particular with respect to equitable access to services that meet their unique needs. The province will also continue to work with health care partners across the system, as well as patients,



families and caregivers to ensure that patients have reliable, efficient access to the health care services they depend on every day.

The Patients First Act is an important step forward in the government's plan to build a better Ontario through its *Patients First: Action Plan for Health Care*, which provides patients with faster access to the right care; better home and community care; the information they need to live healthy; and a health care system that is sustainable for generations to come.

Learn More

To learn more, or to download the News Release from the Ministry of Health and Long-Term Care's website [please click here.](#)



Innovation in Chronic Disease Management

Chronic Disease Self-Management - First Nations Health Clinics Integrating Self-Management into Primary Care

Chronic Disease Management is an important part of the health care system across the North West LHIN as the region faces a higher-than-average prevalence of chronic disease. This has led dedicated health service providers to work with patients/clients and their families to manage chronic disease, chronic pain, and diabetes in new ways.

One of the newer ways care providers in the Northwest are trying to help people live more comfortably while managing chronic disease is by equipping these people with the tools to manage chronic disease more independently. This approach, provided through the North West Community Care Access Centre's (CCAC) Chronic Disease Self-Management Program (CDSMP), maintains the support and expertise care providers have always provided, while adding a level of prevention, independence and

individualization to chronic disease management that was not common in the past.

"When we are empowered, supported and trained, we are more likely to improve our overall health and decrease the need for dependence on the health care system," says Michael McBride, Chronic Disease Self-Management Training Supervisor, North West CCAC, located in Thunder Bay. "The program works because it is based on evidence that when we learn in a nurturing environment led by our peers, we build our own self-efficacy and confidence after learning from others who have travelled a similar path."

The CDSMP offers workshops in chronic disease, chronic pain and diabetes self-management. And in an effort to ensure sustainability of the Program across the North West LHIN, the North West CCAC is working with various First Nations communities to provide training to First Nations community members to become Peer Leaders in chronic disease self-management. Already, programs have been delivered in many First Nations communities, including Aroland, Bearskin Lake,



Michael McBride, Chronic Disease Self-Management Training Supervisor, North West CCAC.

We are excited to let you know that the Diabetes Transformer Newsletter has joined with LHINKages and will now provide a spotlight on new and innovative programs in chronic disease prevention and management from across the North West LHIN. This new section – ‘Innovation in Chronic Disease Management’ - will appear on a regular basis within LHINKages. We hope you enjoy it!



Big Grassy Eabametoong, Fort William, Grassy Narrows, Iskatewizaagegan #39, Kitchenuhmaykoosib Inninuwug, and many others.

"I travel to many First Nations, Inuit and Métis communities/ organizations in my work as a Tobacco-Wise Lead and I hope that this can help people to understand more about self-management and prevent further disease and/or complications," says Nicole Carnochan, Peer Leader and Master Trainer for the North West CCAC Self-Management Program in Sioux Lookout, another stream of chronic disease self-management offered through Cancer Care Ontario. "This program helps community members to understand more about their chronic disease issues and gives them strategies to deal with some of the challenges they may face. It gives them tools to help live with chronic disease and understand how to make healthy lifestyle choices,

like healthy eating, coping with stress, not smoking or using commercial tobacco, being physically active and more."

As chronic disease self-management continues to grow and expand across the North West LHIN, the hope is that self-management will improve health outcomes while empowering patients/clients and breaking the symptom cycles faced by individuals who are living with chronic conditions each day.

"These self-management programs are designed to assist the individual to achieve goals they set for themselves, giving people the tools to be successful and overcome obstacles, and take control of their condition and their lives," says Michael. "It is my hope to have a significant impact and decrease the effect of chronic diseases across all populations through improved overall health and to see a decrease in pressures on the health care system."

North West LHIN Launches New Regional Diabetes Plan to Improve Access to High Quality, Coordinated Diabetes Care

The prevalence of diabetes in the North West LHIN is higher than the province at 14.5 per cent of the population age 18 years and over, compared to 12.4 per cent provincially according to the Ministry of Health and Long-Term Care. The people of Northwestern Ontario report poorer health practices than the population of the province as a whole. With a poorer health status and aging population, the North West LHIN is expected to face growth in the prevalence of diabetes and subsequent demand for health services. Both hospitalization rates for people in the North West LHIN living with diabetes and the diabetes related amputation rate are more than double the provincial average. To address these challenges, a North West LHIN Regional Diabetes Plan has been developed.

The goal of the Regional Diabetes Plan is to mobilize and strengthen the health care system to improve access to safe, comprehensive and high quality diabetes care for the people of Northwestern Ontario. By achieving this goal, health outcomes are improved, enhancing quality of life for people living with diabetes, those at risk of developing diabetes and their families.

The implementation timeline is three years.

The Regional Diabetes Plan has been developed in alignment with the Ministry of Health and Long-term Care's *Patients First: Action Plan for Health Care*, the North West LHIN Strategic Directions, Integrated Health Service Plan 2016-2019, and the North West LHIN Health Services Blueprint.

A number of community engagement activities informed the development of the North West LHIN Regional Diabetes Plan including extensive research, analysis, and consultation with the North West LHIN Diabetes Steering Committee, primary care providers and people living with diabetes.



LIVING WITH DIABETES

"My health care providers care about me and my diabetes; I feel I'm not just a number but an actual person. They are doing their best and that's all I could ask for."

"I appreciate everything that is done for me but we can't forget about those young people that are following in our footsteps. They will end up in exactly the same place if we don't look after them now."

"Just knowing there are people here to help and encourage me to be healthy helps me feel more confident in managing my diabetes. The [diabetes clinicians] listen to me, work with me to set personal health goals and then hold me accountable for these. I feel like we're working as a team."

The Minister's Medal Honour Roll - Regional Critical Care Response Program



The Minister's Medal
celebrates innovators
in patient-centred care

Recognizing and celebrating excellence in health care is an important part of system progress, and highlighting work that benefits patients/clients and their families.

The Minister's Medal, awarded by the Minister of Health and Long-Term Care, makes this recognition a priority, honouring excellence in health quality and safety through a competitive, annual recognition program that celebrates the collaborative efforts of Ontario's health care providers in improving care for Ontarians.

The North West LHIN is thrilled that the Regional Critical Care Response (RCCR) Program provided through Thunder Bay Regional Health Sciences Centre (TBRHSC) and small hospitals across the region, is one of the programs recognized on the Minister's Medal Honour Roll.

The RCCR Program, funded by the North West LHIN, connects all regional hospital sites to critical care trained physicians, nurses and respiratory therapists at TBRHSC. The RCCR Program can be accessed 24/7 for adult patients who are critically ill or medically unstable. Calls to the RCCR Program are

attended to by an Intensivist and a specially trained critical care nurse. Additional medical services may join the call, including respiratory therapy, the critical care pharmacist, dietician, trauma nurse practitioner, general surgery, and neurosurgery.

The RCCR Program improves care for regional patients by linking health care providers through technology, allowing them provide assessment and management that creates timelier care for patients. It is an exciting collaboration to deliver exceptional critical care, and improve health outcomes for the people of Northwestern Ontario.

As of March 1, 2016, the RCCR Program had facilitated 167 consults, 53 follow-ups and 49 avoided transfers by caring for patients/clients at home in their community. This continued growth in the RCCR Program represents an estimated savings of \$1,136,00 to the health care system.

The North West LHIN would like to congratulate TBRHSC and the members of the RCCR Program on making this year's Minister's Medal Honour Roll!



Do You Know? North West LHIN Planning Documents

The North West LHIN is responsible for planning, integrating and funding local health services - hospitals, long-term care homes, the Community Care Access Centre, community health centres, community support services, and mental health and addictions agencies.

Do you know that the North West LHIN produces key documents such as the Integrated Health Service Plan, Annual Business Plan and the Annual Report? These documents are a key component of the Ministry of Health and Long-Term Care and Local Health Integration Networks accountability framework.



Integrated Health Service Plan

Integrated Health Service Plan (IHSP) is a plan that outlines the priorities the North West LHIN uses to guide 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.

Annual Business Plan

The Annual Business Plan (ABP) builds upon previous years' successes and specifically captures changes planned for the upcoming fiscal year and how the success of these changes will be measured. It sets the overall goals and objectives for investing the health care system funding allocated to the North West LHIN annually. The ABP for 2016-2017 is meant to focus on the first year of the LHIN's IHSP 2016-2019.

Annual Report

The Annual Report (AR) outlines achievements made against the commitments provided in the Annual Business Plan. It demonstrates how the North West LHIN was able to effectively plan with its partners, increase health care integration by focusing on the priorities in the Integrated Health Service Plan, and effectively manage the fiscal environment to ensure improved health outcomes and value for money.

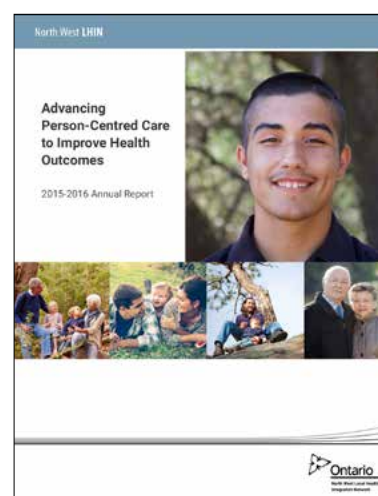
4 IHSPs HAVE BEEN DEVELOPED



9 ABPs HAVE BEEN PRODUCED



11 ARs HAVE BEEN PRODUCED



How are the people of Northwestern Ontario consulted and involved in the planning and actions taken by the North West LHIN?

The Integrated Health Service Plan is developed following extensive qualitative and quantitative data collection and analysis with individuals, groups, and organizations to assess the successes achieved through implementation of the strategic priorities and to validate future directions for health system improvement, integration, and transformation.

The North West LHIN engages with LHIN-funded health service providers across the region to seek their input and share information about current planning initiatives related to local health system issues such as home and community care, primary care, mental health and addictions, chronic disease prevention and management, mental health and addictions, seniors care, and palliative care.

The North West LHIN also conducts innovative community engagement campaigns to gather additional feedback from people in Northwestern Ontario who identify areas of the health system that work well and opportunities for improvement.

Do you know that the Annual Business Plan is created through collaboration with all planning staff at the North West LHIN, and carefully outlines goals, actions, risks and evaluation?

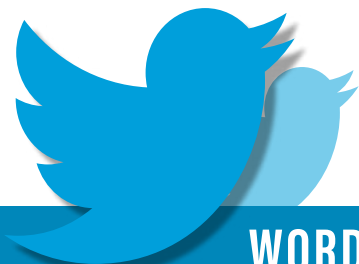
Consultants at the North West LHIN align their work with the priorities of the Integrated Health Service Plan and work closely with health service providers, the Ministry of Health and Long-Term Care and the people of Northwestern Ontario to establish short and long-term goals for system improvement. The ABP aims to provide transparency and accountability for the North West LHIN's work by outlining specific actions, risks to achieving the objectives and mitigation strategies, and ways in which success will be measured.

Do you know the priorities identified in the IHSP IV?

The North West LHIN Integrated Health Service Plan 2016-2019 identifies 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.

The IHSP is a guide HSPs, Local Health Hubs, IDNs and regional programs use to align their strategies and plans to a regional integrated system perspective.



WORD ON THE TWEET

@snewbery1

Great opportunity for family physicians to get faster access via @OTNtelemedicine

@CBCcathyaalex

@NorthWestLHIN funds new managed alcohol program in #Kenora cbc/news/canada

@NorthWestLHIN

#Manitouwadge Local Health Hub: Innovative Health Care Delivery #LHINKages



People From Our Community

Meet Jocelyn Bourgoin CEO, Manitouwadge General Hospital

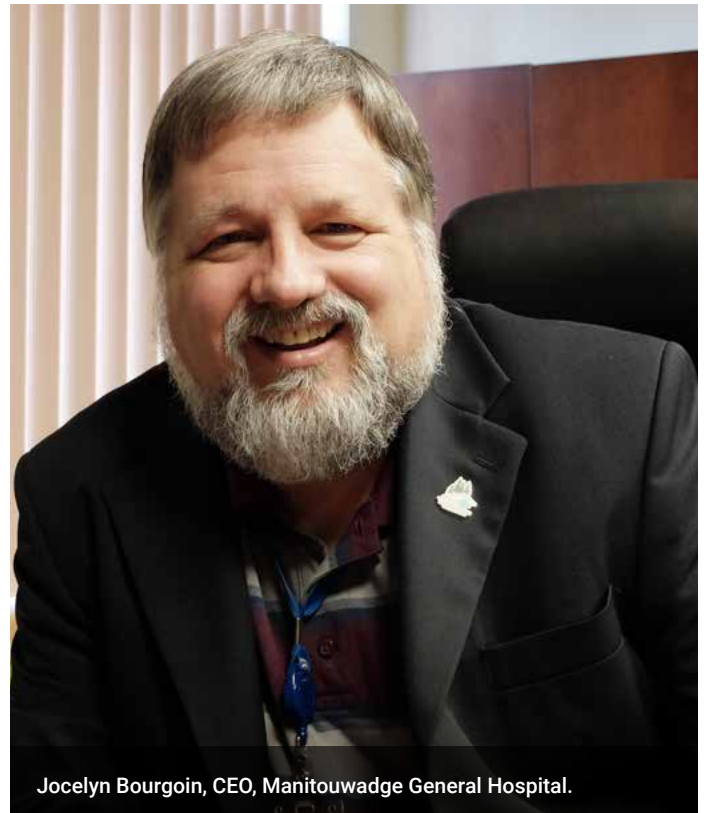
Jocelyn Bourgoin is well known in Manitouwadge, a small town located about a four-hour drive east of Thunder Bay, and with a population of about 2000 residents. Jocelyn is not only known around town as the CEO of Manitouwadge General Hospital, but also as the former Mayor.

Furthermore, Jocelyn is also a long-term member of the health care community in Manitouwadge, having first moved to the small town in 1982 to take on the role of manager and lone employee of Emergency Medical Services (EMS). After that, Jocelyn moved to Thunder Bay to help establish Superior North EMS, before returning to Manitouwadge in 2007 to take on the role of hospital CEO. Above all, Jocelyn has played an important role in the development of health care services in Manitouwadge and throughout Northwestern Ontario, and continues to do so to this day.

Now, as CEO of Manitouwadge General Hospital, an 18-bed facility, Jocelyn spends his days managing health system resources in a small community with unique health needs, working with regional and provincial politicians, and guiding the development and integration of health services in Manitouwadge.

"There's no such thing as a typical day," says Jocelyn. "A lot of the things I do as a CEO are not what a CEO would do elsewhere; whatever needs to be done has to get done, and you can be working with politicians or Board Members, and then the next minute you are working with staff to coordinate vacations – it doesn't matter what it is. You tend to be drawn into it all because there's not a lot of support for management in these smaller organizations - you're very close to the bone."

After such a long history being close to the bone, and acting



Jocelyn Bourgoin, CEO, Manitouwadge General Hospital.

as a leader in both health care and municipal politics, Jocelyn's biggest source of satisfaction comes from a personal place - raising his three children. But of course, he is also proud to have had a positive impact on the communities he has called home.

"I think the biggest satisfaction comes from making a difference in staff and patients' lives," says Jocelyn. "Knowing that you've made a contribution that has improved things – and that once you're gone and have moved on, there's something left behind that is making a difference and improving people's lives."

Jocelyn and his colleagues at Manitouwadge General Hospital, part of the Manitouwadge Local Health Hub, are one of this year's winners of the North West Leadership Award, recognized for an Exceptional/Commendable Approach to Collaboration/Partnership.

Board in Brief

Selected Highlights from the North West LHIN Board of Director's Meetings

The North West LHIN Board of Directors Approves One-Time Allocation for Small and Rural Hospital Transformation Fund

The North West LHIN Board of Directors approved a \$3.8 million one-time allocation for Small and Rural Hospital Transformation Fund for 2016-2017. The funds will be used for supporting the continuation of the small hospital integration scenario planning and implementation of early adopter initiatives which are aimed at advancing the North West LHIN Health Services Blueprint. Areas of support under this fund also include the creation of a regional coordinator to oversee the implementation of the North West LHIN Regional Orthopaedics Program. This Program will improve health outcomes for the population served, health care delivery and allow the people of Northwestern Ontario to access high quality musculoskeletal care as close to home as possible.

Other initiatives include the sustainment of the regional project management and decision support services and infrastructure provided by the shared service organization to hospitals and other LHIN funded health service providers, and enhancement of the Regional Critical Care Response Program which provides access to specialized high intensity emergency services in all hospitals in the North West LHIN using virtual care.

All projects provide improvements and standardize practices and care delivery across the North West LHIN.

Improving Health Care Needs of the Indigenous Community

The North West LHIN Board of Directors received a progress report on the engagement with LHIN-funded health service providers, Indigenous community and organizational representatives, and stakeholders to update the North West LHIN's Aboriginal Health Programs and Services Analysis & Strategies Report (2010). The purpose of the update is to examine progress made with recommendations since the 2010 report, provide a snapshot of the current health status of Indigenous peoples in the North West LHIN, and examine the



responsiveness of the health care system in meeting their health needs. In addition to feedback from community engagement, the Report will include updated data and statistics focused on indigenous health status and health care use.

North West LHIN Patient Portal

As reported to the North West LHIN Board of Directors, the North West LHIN Patient Portal provides integrated and secure sharing of patient information to assist in enabling patient self-management of their conditions and proactive communication within and across the provider care team of clinicians. The Patient Portal is currently used within the City of Thunder Bay and District of Thunder Bay Health Links. The patient portal pilot has recently expanded and is now being used within Pediatrics specialty care and in Primary Care at the NorWest Community Health Centres to help improve communication collaboration between the patient and clinicians.

Bridging the Gap Between Health and Housing

October 17 and 18 marked a housing forum, "*A Healthy Foundation, Bridging the Gap Between Health and Housing*," organized by the North West LHIN, District Social Service Boards and Ontario Aboriginal Housing Services. The event was a resounding success and gave stakeholders a unique opportunity to share ideas, build connections and develop solutions that will help address the unmet housing needs across the region. The North West LHIN would like to thank everyone for their participation in exploring innovative strategies to address the housing needs of the people of Northwestern Ontario.



Laura Kokocinski, CEO, North West LHIN

"Addressing the supportive housing needs of vulnerable populations will help individuals and families face the social, cultural, political and financial changes in our society. It will also help care providers, system planners, supportive housing advocates and supporters address the technological changes and growing demands being placed on our health care, housing and social service systems."

- Laura Kokocinski, CEO, North West LHIN



Focusing on Quality

Friday, October 28, 2016 marked the first North West LHIN Regional Quality Session, hosted in partnership with Health Quality Ontario (HQO). The event brought together regional leaders in quality improvement to support cross sector collaboration. At the event, various stakeholders discussed health system quality and the local approach of how quality intersects with provincial priorities. It was an important opportunity to build on existing partnerships and networks to support and actively pursue a common quality agenda through a collaboration among HQO, LHINs and health service providers. The North West LHIN would like to thank everyone who attended for their contributions toward improved quality in the health system.



Susan Pilatzke, Senior Director of Health System Transformation at the North West LHIN speaks to various stakeholders at the North West LHIN Regional Quality Session on October 28, 2016.

A New Patient Engagement Framework

To guide health system partners in planning for, implementing and evaluating patient engagement, Health Quality Ontario is introducing a patient engagement framework for Ontario to help partners better understand the key principles for engagement and best practices.

For more information or to download the framework please contact HQO at:

Web: www.hqontario.ca

Toll-free: 1-866-623-6868

Email: info@HQOntario.ca

KNOW YOUR HEALTH CARE OPTIONS

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.



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



Upcoming Events

JANUARY 2017

Alzheimer Awareness Month	January
Non-Smoking Week	January 15 - 21
North West LHIN Board Meeting	January 31

FEBRUARY 2017

Heart & Stroke Month	February
Congenital Heart Defect Awareness Week	February 7 - 14
World Cancer Day	February 4
Sexual and Reproductive Health Awareness Day	February 12
International Childhood Cancer Day	February 15
International Rare Disease Day	February 28

MARCH 2017

Colorectal Cancer Awareness Month	March
Kidney Month	March
Liver Health Month	March
Nutrition Month	March
National Francophone Week(s)	March 2 - 22
International Women's Day	March 8
International Francophone Day	March 20
North West LHIN Board Meeting	March 28



The North West LHIN engages people in Northwestern Ontario on an ongoing basis. We encourage you to share your ideas and feedback including how the North West LHIN can strengthen its connection to the people, families, and care providers across Northwestern Ontario. To share your comments, please email:



nw.communications@lhins.on.ca

If you would like to learn more, have comments on the content in this newsletter, or would like to share a story, please contact Petronilla Ndebele, Director, Corporate Communications and Community Engagement. We would like to hear from you!

Contact details here:

Email: nw.communications@lhins.on.ca

Online: www.northwestlhins.on.ca Toll Free: 1 866-907-5446

Want to stay connected?

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



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