

North East **LHIN** NEWS

Summer 2009

The one engagement that'll have everyone saying 'I do'

Engage 2009 is about seeking input from all corners of the region to help determine local health care priorities. Since inception in April, the North East LHIN has been connecting with people from across the region through:

- open houses
- meetings with stakeholders
- focus groups
- questionnaires
- an on-line forum

This process is enabling the development of the NE LHIN's second **Integrated Health Service Plan (IHSP)** - a strategy which maps out our local health care priorities for 2010-2013.

Priorities that are being discussed include, but are not limited to, alternate level of care strategies and solutions, enhancing Emergency departments, improving diabetes care, developing and integrating mental health and addiction services, enhancing French Language/Aboriginal/First Nations/Métis Health Services, and making better use of surgical resources across our LHIN.

Mark your calendar!

Monday, October 5th, 2009 for the NE LHIN Governance/Community Forum.

The Forum will provide the final opportunity to review North East Ontario's 2010-2013 health care priorities. Details to follow.



**What is the NE LHIN's top health care priority?
You!**

It is imperative that your voice be heard! Help us shape our health care system for today and tomorrow.

To date more than 150 people have provided their input by attending open houses in: Hearst, Sault Ste. Marie, New Liskeard, Little Current, Sturgeon Falls and Sundridge.

In addition, numerous comments and questionnaires have been received on-line through www.nelhin.on.ca/engage2009.

It's never too late to be heard; provide us with your feedback today!

A final IHSP will be published on November 30, 2009

Visit our website for more information
www.nelhin.on.ca/engage2009

Welcomed Funding Creates Supportive Housing Opportunities



**Peter Vaudry,
interim Chair**

On July 15th, LHIN announced \$375,000 in funding towards thirty-two subsidized housing units for people living with addiction or substance abuse issues within our LHIN. The funding comes as part of a \$16 million province-wide three-year initiative for the implementation of 1,000 supportive housing units across the province.

Peter Vaudry, interim Chair of the NE LHIN explains, “the announcement is good news for the North. While the locations are still being finalized, NE LHIN staff have consulted with communities to find out where the need is greatest for the new housing units, which will be spread throughout the northeast.”

The initiative is designed to help individuals who are homeless and who may be repeat users of the addictions treatment system, have complex addiction problems or concurrent disorders.

Housing supports reduce homelessness and introduce security and stability into people’s lives. Tailored to each client, it builds upon existing community supports and reduces the pressure on hospital emergency rooms, which would otherwise have placed stress on the health-care system and on acute care beds.

An announcement of the locations of the thirty-two subsidized housing units is expected within the next few weeks.

RAP is on a roll: Mental Health & Addictions Regional Advisory Panel (RAP) approves Terms of Reference for three task forces



**Terry Tilleczek
Interim CEO and
RAP Co-Chair**

Designed to improve the overall functioning of mental health and addictions services in the northeast, a new Regional Advisory Panel (RAP) has now met several times. The Mental Health RAP will provide authoritative and informed advice to the NE LHIN on regional services and issues.

“Addiction and Mental Health is one of seven priority projects for the NE LHIN.” says Terry Tilleczek, NE LHIN Interim CEO and Co-Chair of the Regional Advisory Panel.

“The significant impact that addiction and mental health issues have on the delivery of health care, and on the quality of life for those living in Northern Ontario, makes this a very pertinent advisory panel. Our NE LHIN mission statement speaks of ‘Health and Wellness for all’ and we’re grateful to those who will help with RAP’s important mandate.”

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New faces at the North East LHIN

Join us in welcoming our new staff and find out how they stay healthy

Bradford Halonen



Is a certified Management Accountant – Performance, Contract & Allocation Consultant with the NE LHIN. Originally from the Forest Industry, Brad has worked at the North Bay Psychiatric Hospital, followed by three years at the North Bay

General Hospital. When the opportunity presented itself to work at the NE LHIN, Brad embraced the opportunity for change within the healthcare field.

Brad keeps healthy by eating wise, going to the gym, cross country skiing and ensuring quality time for relaxation.

Natalie Valois



Is the Administrative Assistant for the Planning Integration & Community Engagement team. A mother of 3, Natalie is a graduate of the Medical Office Administration program at CTS Canadian Career College. She joined the NE LHIN in March

following a placement position.

Natalie keeps healthy by staying active with her children and following a healthy diet.

Natalie Tarini



Is the Communications Officer at the NE LHIN. Born and raised in Northern Ontario, Natalie was happy to accept the position at the NE LHIN in July after completing a one year contract with the North Bay General Hospital where she worked in the Public Relations department.

Natalie stays healthy by taking advantage of the nice weather, swimming, kayaking and enjoying many home cooked meals...thanks mom and dad!

Dave Pearson



Is a Consultant at the NE LHIN for the Planning, Integration and Community Engagement team. With more than fifteen years experience in health, social planning and management, Dave joined the NE LHIN when an opportunity presented itself to once

again work with the communities and health care providers through the Northeast.

Dave stays healthy by enjoying the many seasonal activities of North East Ontario, from boating in the summer to skiing in the winter.

On July 13, 2009, Rémy Beaudoin stepped down as the CEO of the NE LHIN. Rémy made the decision to pursue other career opportunities. Terry Tilleczeck, Senior Director of Planning, Integration and Community Engagement, is filling the role of Interim CEO until the search for a permanent CEO is complete.

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NE LHIN increases eHealth momentum

Tamara Shewciw hired as inaugural Chief Information Officer



Tamara Shewciw

Officer (CIO), has bolstered the LHIN's ability to develop and implement eHealth initiatives across the entire health system in the North East.

The establishment of the CIO senior management role recognizes the importance that eHealth will increasingly play. Shewciw, who joined the NE LHIN from Sault Ste. Marie's Group Health Centre where she held a task as eHealth Lead representing the NE LHIN, is a Bachelor of Commerce graduate from Laurentian University in Sudbury. She has more than 25 years experience in Information and Communication Technology, with the last 17 years in the health care sector.

Shewciw explains that originally the North West and the North East LHINs managed a joint eHealth Project Management Office (PMO). Now each LHIN will run its own,

North East and North West LHINs." She will continue to work with her Northwest counterpart on pan-northern eHealth projects. PMO. "There are many eHealth projects and our joint structure was not nimble enough to effectively manage projects within both the

As the future underpinning of health care, the North East LHIN is approaching electronic health (eHealth) processes with confidence and accountability. Tamara Shewciw, hired in May 2009 as Chief Information Officer (CIO),

And what exactly is eHealth?

"eHealth for me is when the magic happens," says Shewciw enthusiastically. "You combine IT (Information Technology) with health care processes, and when it actually makes a difference to the patient, for me, that's eHealth's magic—helping patients."

At its simplest level, having patient records available electronically to a variety of local and remote medical personnel, means that duplicate tests can be eliminated. Shewciw notes that this application of eHealth is not only easier on that patient, but saves time and the expense of multiple tests.

For health care providers, eHealth patient 'portals' - or methods of viewing a database of medical information—means that staff will have the information they need when it's required and that it will be secure in order to maintain confidentiality.

At the provincial level, eHealth Ontario is the agency playing the lead role in harnessing information technology and innovation in support of the government's health strategy. The North East LHIN wants to ensure equitable attention to this project for the citizens of North East Ontario.

Three key eHealth priorities have been identified for Ontario in the next years:

- Diabetes Registry to help control and manage diabetes;
- eprescribing to eliminate handwritten prescriptions and reduce medication errors;
- A reduction in both waits in Emergency departments and incidences of patients in acute care settings waiting for alternate levels of care. *Continued on page 5*

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Shewciw is excited about the opportunity that eHealth can provide to North Eastern Ontario's citizens, particularly when it comes to providing medical services 'remotely,' meaning over our great geographic distances. Examples of this are retinal scans that can be done remotely to detect diabetic conditions, and a virtual weigh scale being used with congestive heart patients in Timmins. Without leaving their communities, such patients can now have eHealth medical assessments made by health service providers located elsewhere.

Shewciw begins her new role with both a multitude of tasks and an optimistic outlook. There's much work to be done regarding infrastructure, according to Shewciw, who likens that to building the basement for the eHealth housing structure.

As one of this summer's tasks, Shewciw will prepare regional plans for the NE LHIN to seek funding for ER/ALC (Emergency Room/Alternate Level of Care) software tools which help match ALC patients to appropriate spaces that become available. This referral and notification strategy supports the Ministry's efforts to reduce patient wait times in emergency, since ALC congestion influences the movement of patients across the hospital system.

Visit our website for more information

www.nelhin.on.ca



NE LHIN Health Human Resources

Planning Steering Committee Moves Forward



Heather Ladouceur

Do you know a person or a facility that is having trouble finding a family doctor, nurse, personal support worker (PSW) or other allied health professional? This is a shared concern and people across our region are working hard at finding solutions.

As outlined in the North East LHIN's first strategic plan called the *Integrated Health Services Plan*, a steering committee has been formed to provide leadership in the development of a *North Eastern Ontario Health Human Resources Plan*.

The NE HHR Planning Steering Committee is co-chaired by volunteers **Tilo Blankenfeldt**, Director of Human Resources at the West Parry Sound Health Centre, and **Heather Ladouceur**, Manager of the Timmins and District branch of the Red Cross.

A comprehensive Health Human Resources (HHR) Plan is needed to support the delivery of health services within our local health region. Planning includes all facets of HHR including leadership, physicians and other health care professionals, staff, students and volunteers.

"Our local health system has been stressed with vacancies for a while now and when we add the aging of our population as well as our health care workforce, we have a compounding effect. Says **Michel O'Connor**, NE LHIN planning consultant. "System-wide issues such as ALC and limited resources need a consolidated approach when working towards a solution. We all depend on people to administer and deliver care across the health system. This Steering Committee is the logical body to lead a planning effort which emphasizes partnership, integration and seamless delivery of services."



Tilo Blankenfeldt

HHR Planning Objectives:

- Develop a North East Ontario Plan to further HHR collaboration/integration opportunities.
- Seeks the participation of Francophone populations, as well as the Aboriginal, Métis and First Nations people will participate to help determine the best strategies to mitigate the unique HHR challenges within these populations.
- Explore the current and potential uses of "extenders" of HHR capacity such as Information Communication Technologies and expanded roles of trained assistants and health care aides where appropriate.
- Provide recommendations for a structure that will help the implementation of HHR Plan's strategies.
- Consider the expanded roles and skill-sets for select trades and professions (e.g. nurse practitioners, nurse surgical assistants, etc.)
- Work collaboratively with post-secondary institutions.
- Establish a working/strategic relationship with HealthForceOntario.
- Examine the requirements of a real-time NE Ontario HHR Portal.

Watch the NE LHIN website www.nelhin.on.ca for updates, and for opportunities to get involved in the work being done by the HHR Steering Committee and its sub-committees.

A strategy today, keeps the pain away

The NE LHIN Diabetes Strategy



Erika Espinoza is a Planning, Integration & Community Engagement consultant with the North East LHIN. Originally from Timmins, Erika joined our LHIN to Co-Chair our region's Diabetes Management Committee for the NE LHIN Diabetes Strategy (ODS).

What is the Diabetes Strategy?

In 2006, the Ministry of Health and Long-term Care (MOHLTC) identified diabetes as a first step into looking at chronic disease prevention management on a provincial scale, examining how health service providers and clients navigate through the system to make use of available services, and increasing access to team-base care.

The NE LHIN Diabetes Strategy is being developed within the context of the Ontario Diabetes Strategy, the Ontario Aboriginal Diabetes Strategy, and the NE LHIN's Integrated Health Service Plan 'IHSP'. In the spring of 2009, the NE LHIN was tasked with identifying Diabetes programs and services available to people living with diabetes in North Eastern Ontario.

The NE LHIN is in the process of 'mapping' Ministry funded and non-funded diabetes services available throughout our region. Once completed, the information will be used to help develop our region's diabetes strategy. Because the NE LHIN encompasses

a vast geography, mapping diabetes services across our region is key component to assessing areas where diabetes programs and services may need improvement or where they are prospering.

It's all about quality care close to home

Creating more community partnerships within the NE LHIN will help facilitate diabetes services at large – decreasing travel time and expenses for clients who would otherwise have to seek care outside of their community. The strategy seeks to reduce costs for those living with diabetes through health promotion and disease prevention programs, self-care management and access to specialized resources and health care professionals. Servicing everyone in the Northeast under one umbrella maximizes caregiver supports and reduces costs, guaranteeing care close to home.

What's the next step?

The NE LHIN Diabetes Management Committee is working at getting other key stakeholders such as pharmacists on board this initiative. Diminished provider resources and increase use of electronically input medical data for prescriptions have sometimes led individuals to consult with a pharmacist more frequently than a physician. In an effort to minimize communication gaps, pharmacists are being recruited to help develop the strategy.

Visit our website for more information

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RAP is on a roll: Mental Health & Addictions Regional Advisory Panel (RAP) approves Terms of Reference for three task forces

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RAP is co-chaired by the CEOs of the NE LHIN and the Northeast Mental Health Centre (NEMHC). These organizations agreed to implement the RAP in recognition of the need for regional and local mental health providers to be able to communicate, engage in coordinated regional planning, and work within the NE LHIN's integration strategy, which includes the expectation of transparency and community engagement.

Bob Cunningham, President and CEO of NEMHC says, "I'm very hopeful that the RAP will benefit from the valuable work that has been done by existing mental health and addictions structures here in the northeast region, be inclusive in its membership, and build for the future in a system-wide manner."



Bob Cunningham,
President
and CEO of NEMHC

For a list of RAP members please visit
www.nelhin.on.ca

NE LHIN staff, ready to serve you...

Staff of the NE LHIN are responsible for providing leadership in addressing the local health care needs of the many communities of North East Ontario. A staff member is assigned to each of the seven geographic planning areas. Please contact the individual assigned to your area with any questions, comments, concerns or information you may have that will help to better serve you.

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of new information

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