

North East LHIN NEWS

Fall 2009

Moving Forward Health Care Integration—Alive and Well

Integration, a word echoed between North East Local Health Integration Network meeting rooms and housed within professional documents – but what kind of health care integration is taking place in North East Ontario?

The NE LHIN **Integration Strategy** was approved in September, 2008. It detailed how the NE LHIN would encourage and support changes in health services that:

- enhanced access to, and quality of, health services;
- improved individual and population health outcomes;
- improved the overall patient experience within the health system by reducing gaps and duplications; and
- realized greater efficiencies through the most effective use of available resources.

Earlier this year, the NE LHIN approved the allocation of just under ten million dollars for ten projects to support health service integration proposals across the region (see page 2). These projects were selected from a number of proposals received from health service providers.

One of the ten projects funded was the **Cochrane Area Strategic Planning Initiative**. The funding will be used to develop a strategic plan for district hospitals and community health care partners in the Cochrane district and North Timiskaming districts, including the community of Chapleau. The plan will look at integration opportunities and will support the creation of an integrated health care system across the noted geographic area.

The HayGroup was selected by a multi-sectorial Steering Committee to provide advice and leadership

to the project. The HayGroup will engage the health care community in the creation of a shared vision and common strategic directions.

Retiring in November 2009, Timmins and District Hospital CEO, and co-chair of the Strategic Plan Steering Committee, Esko Vainio explains, “the NE LHIN support provided for this initiative is helping health care partners ensure the best use of our health care resources. This



Esko Vainio,
President and CEO
Timmins and District
Hospital

project will have a positive impact on service delivery for people living throughout the area. The funding also helps us to mobilize health care providers and communities around the needs of patients and to explore new ways of delivering services and programs that ensure both quality care and long-term sustainability of regional health related resources.”

The James Bay Coast Bridge to Mental Wellness is another program that received funding. It focuses on the creation of alliances with health service providers in the area to ensure appropriate follow-up care for mental health patients.

Christine Maybee, Director of James Bay Community Mental Health and Addictions Program says, “we are working with individuals in our community to become more familiar with their mental health and addiction needs and their referral patterns so that their needs are well met and proper follow-ups are in place.”

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A plan is underway to work with the Weeneebayko General increasing service accessibility for mental health and addiction patients. Christine Maybee explains, “this project is about developing a deeper understanding of the mental health and addiction services provided in our area, and realizing that through partnerships and the integration of referral services, the patient is well served regardless of who is providing the service.”



Christine Maybee,
Director of James Bay Community
Mental Health and Addictions
Program

The NE LHIN Integration Strategy is a priority driven by the need to explore new ways of delivering health care services that ensure both quality and the long-term sustainability of the NE LHIN health system and enhanced patient-focused health care. The strategy assists the NE LHIN in tackling issues that have an impact on the quality of care provided to individuals across the region, such as:

- high levels of ALC patients in hospital beds;
- an aging population;
- a shortage of health care professionals; and
- a recessed economy that is offering limited new healthcare funds.

Integration of the NE LHIN health system will succeed through **collaboration**; it is a **shared** responsibility. Neither the NE LHIN, nor any sole health service provider can achieve integration success by working independently. To learn more about the Integration Strategy or health care related issues affecting your region, visit www.nelhin.on.ca

NE LHIN Funded Integration Projects 2009

Project Sponsor	Project Focus
Cassellholme, East Nipissing District Home for the Aged	Identifying senior's needs and care pathways as noted in the NE LHIN Seniors Housing study .
Algoma Health System Planning Table	With a reduction to inpatient mental health beds at the new hospital, this project will focus on program integration to offset the reduction of inpatient capacity.
North Eastern Ontario Rehabilitation Network (NEORN)	Focusing on the development of an integrated rehabilitation network for the region.
Northeast Regional Oncology Services Integration	Complimenting the NE LHIN Surgical Optimization Study , this project involves the development of a Regional Regional Cancer Treatment Services Strategic Plan, as well as a detailed design of an integrated oncology IT strategy.
Cochrane Planning Area Strategic Planning Initiative	This project focuses on developing a strategic plan across all sectors within the planning area.
The Prevention and Management of Chronic Diseases for Sault Ste. Marie	Developing a framework for the provision of care, around patient groupings, in line with the NE LHIN's integrated care pathways.
James Bay Coast Bridge to Mental Wellness	Enhancing the planning, management and delivery of mental health programs for the James Bay Coast, beginning with central intake and referral.
Lakeland Community Initiative	Furthering the Seniors Housing Report at the local level and developing an integrated service plan for senior services.
Nipissing Partnership	Furthering integration initiatives within the Nipissing planning area that will focus on addressing current and pending challenges. This partnership includes: North Bay General Hospital, Cassellholme/Castle Arms, West Nipissing General Hospital, Mattawa General Hospital and the Northeast Mental Health Centre.

NE LHIN—Voluntary Integration Decisions 2009—2010

Parties to Decision	Horizontal Integration Activity
North Cochrane Addiction Services Moosonee Problem Gambling Program - James Bay General Hospital - Community Mental Health	Divestment of the Moosonee Problem Gambling Program to the James Bay General Hospital - Community Mental Health Program.
Algoma Consumer Survivor Network (Sault Area Hospital) - Canadian Mental Health Association (Sault Ste Marie)	Divestment of the Algoma Consumer Survivor Network to the CMHA - SSM.
West Parry Sound Health Centre CCAC - North East CCAC	Divestment of the WPHC CCAC to the NE CCAC.
North East, North West and Champlain LHIN Hospitals	Diagnostic Imaging Repository Services for North East, North West and Champlain LHIN Hospitals.
Rehabilitation Resources and North Bay General Hospital	Integration of the Rehabilitation Resources into the North Bay General Hospital.
Hôpital régional de Sudbury Regional Hospital (HRSRH) and St. Michael's Hospital (Toronto)	Both organizations will establish a model of collaborative service delivery and enhance access to tertiary trauma care for severely injured patients of NE Ontario whose needs exceed the resources available at HRSRH.
One-Kids Place (OKP) and the North East CCAC	An integrated pediatric care delivery for the School Health Support Service program in Nipissing and Parry Sound Planning Areas.

'Tis the Season to be Informed...

H1N1 flu virus

This year people are concerned with a different type of flu – H1N1. Symptoms of swine flu are similar to seasonal influenza (flu) including: headache, chills and cough followed by fever, loss of appetite, muscle aches and fatigue, runny nose, sneezing, watery eyes, and throat irritation. Nausea, vomiting and diarrhea may occur in adults as well as in children. In more severe cases, or in people with chronic conditions, complications such as pneumonia may develop. Ontarians are reminded that the best way to protect themselves and those around them is to wash hands frequently, cough or sneeze into your sleeve, and stay at home if you're sick. The NELHIN has established a webpage to house information on H1N1 and provide links to available resources.

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While symptoms of the H1N1 flu virus are similar to the seasonal influenza, remember to follow these simple steps to protect yourself and those around you from contracting the H1N1 flu virus:

- Wash your hands frequently.
- Have an alcoholic base hand sanitizer at your easy disposal.
- Cough or sneeze into a tissue or your sleeve.
- Keep surfaces and items disinfected.
- Get both the seasonal and H1N1 flu shots.

Another important way to protect yourself against the H1N1 flu virus is to stay informed.

- Visit the North East LHIN website:
www.nelhin.on.ca
- Visit www.ontario.ca/flu
- Call the ServiceOntario INFOLine at
1-800-476-9708 TTY: 1-800-387-5559

Speak to your public health unit:

New Liskeard – Timiskaming Health Unit **705-647-4305**

North Bay – North Bay Parry Sound District Health Unit **705-474-1400**

Sault Ste. Marie – Algoma Public Health Unit **705-759-5287**

Sudbury – Sudbury and District Health Unit **705-522-9200**

Timmins – Porcupine Health Unit **705-267-1181**



Efforts to Green Health Care Underway

It's not only the leaves changing color this season, so are hospitals!

This past June, the Ontario Hospital Association (OHA), in partnership with the Ontario government and through the funding of OntarioBuys, launched the **Green Champion Hospital Fund**. This three-year program was developed to assist hospitals in achieving environmentally friendly improvements to their daily operations and create a baseline that speaks to all hospitals in Ontario.

The environment will not be the only thing to benefit from the *Green Champion Hospital Fund* – so too will a hospital's bottom line. Graham Takata, Consultant for Green Health Care at the Ontario Hospital Association explains, "The OHA will add its leadership to not only help implement energy efficiency and waste management strategies that provide lasting cost-savings, but inform the sector of the many operational efficiencies that 'green' investments can provide."

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North East LHIN Funds Supportive Housing units for ICAN

In late August, ICAN-Independence Centre and Network received \$234,000 from the NE LHIN to expand their supportive housing program. The housing will be offered to seniors with physical disabilities who are in the hospital, face the prospect of hospitalization or who are inappropriately placed in long-term care homes.

The funding will allow ICAN to fill twelve new supportive housing apartments at the newly constructed Raiffeisen Non Profit Housing complex. Representing the first expansion for ICAN in over twenty-four years, these supportive housing units will help to alleviate demands on the acute health care system in the Sudbury area.

Peter Vaudry, Chair of the NE LHIN notes that this initiative is all about ensuring patients get the right care in the right setting. "This funding will help the community of the City of Greater Sudbury and its outlying areas in its efforts to alleviate pressures placed on hospital beds due to the high number of alternate level of care (ALC) patients," explains Vaudry.

ICAN partnered with the North East Community Care Access Centre (NECCAC) to review tenant selections for the new units. The review process provided ICAN with third party objective data in which to make the very difficult choice for tenant selection. As a result, individuals will be moving into their new homes starting November and December 2009. ICAN Executive Director Valerie Scarfone said, "this expansion represents opportunities for life-long independence for individuals with disabilities to age in place. We are grateful for the NE LHIN to have recognized this need and to offer their support."



Valerie Scarfone,
ICAN Executive Director

Founded in 1979, ICAN is a non-profit organization that provides persons with disabilities opportunities for independence and community inclusion by providing individualized support and rehabilitation services. ICAN serves individuals with disabilities through the provision of Supportive Housing, Outreach Attendant Services and Independence Training. For more information contact Valerie Scarfone, Executive Director of ICAN (705) 673-0655 extension 207.

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According to an OHA Energy Efficiency report, approximately 50% of costs incurred to hospitals are from utilities – with many hospitals lacking incentive funding for the implementation of energy efficient programs and operations. Faced with the pressures of operational budgets, this program was developed so that a benchmark could be established for hospitals to recognize the benefit and positive long-term effects of integrating environmentally friendly efficiencies into daily operations.

NE LHIN Chair Peter Vaudry notes that the, "North East LHIN applauds hospitals across our region who are participating in this eco-friendly initiative. In keeping with the NE LHIN mandate of an innovative and sustainable system for all, we are aware that many of our hospitals' senior leaders are looking to implement environmentally friendly initiatives to safeguard our environment and ensure safe patient care."

Future announcements on additional phases of the *Green Champion Hospital Fund* are expected in the Spring, 2010.



French OCAN is now available in pilot organizations across North East LHIN

*Submitted by Zagita Truhandiaz, Communications Specialist,
Community Care Information Management*



Ontario Common Assessment of Need (OCAN) is a standardized, consumer-led decision-making tool for the community mental health sector that allows key information to be electronically gathered in a secure and efficient manner. This tool is designed to provide consumers with a more active role in their service plan and recovery process while streamlining the assessment process. Delivered by the Community Mental Health Common Assessment Project (CMH CAP), the LHIN-wide pilot of the OCAN implementation approach in the North East LHIN began in February 2009.

OCAN is now available in French for use by pilot organizations across the North East LHIN. With close to 24% of the North East LHIN population speaking French as their mother-tongue, French OCAN will help improve access to quality community mental health services across the region.

Hearst Kapuskasing Smooth Rock Falls (HKS) Counseling Services, a Francophone community organization offering holistic and coordinated services in both official languages, plans to put French OCAN into practice this fall. “The North Cochrane region that we serve is composed of 72% Francophones. Having a standardized tool and standardized French translation will enable us to obtain valid information from our Francophone clientele who feel more comfortable being asked and responding to personal questions about their needs, hopes and dreams in their own language,” says Yves Boucher, Clinical Supervisor at HKS Counseling Services. “It will also prevent the risk of having individual staff members translating and interpreting the questions differently,” adds Yves who also holds the role of Coordinator in the pilot.

CMH CAP will release the final version of French OCAN after the completion of the NE LHIN pilot to incorporate learnings from its use in clinical settings. A provincial working group will also be established to assist in validating the final translation of the tool.

To get a glimpse of French OCAN, please visit www.cmhcap.ca which is available for viewing by registered users. To become a registered user and to get more information about OCAN, please contact the CMH CAP Support Centre at 1.866.909.5600/416.314.7365 or cmhcap@ontario.ca

What the acronym?

Ever find yourself reading something pertaining to health care and feel like you're reading a different language? Here are some of the acronyms used at NE LHIN and what they stand for.

- **IHSP:** Integrated Health Service Plan
- **CSS:** Community Support Services
- **CHC:** Community Health Care
- **ALC:** Alternate Level of Care
- **HIP:** Hospital Improvement Plan
- **ASP:** Annual Service Plan
- **LTCH:** Long-Term Care Homes
- **HSP:** Health Service Provider

Visit our acronym page at www.nelhin.on.ca

NE LHIN Accountability Agreement Updates

Ontario's LHINs are required under the Local Health Services Integration Act, 2006, to negotiate service accountability agreements with the health service providers they fund. Responsibility for negotiating accountability agreements with local hospitals was transferred from the Ministry of Health and Long-Term Care (MOHLTC) to the NE LHIN in April 2007.

Hospital Service Accountability Agreements – H-SAAs

The Hospital Annual Planning Submission (HAPS) Guidelines state to all 14 LHINs that they and the hospitals within their LHIN must work together to achieve balanced budgets.

Hospitals who are not able to submit a balanced HAPS to the NE LHIN have the choice to either revise their submission and submit a plan that is balanced or submit an Improvement Plan. The Improvement Plan must outline the strategy for the hospital to return to a balanced budget.

The North East LHIN funds 26 hospitals. The first Hospital Service Accountability Agreements (HSAAs) were signed in 2008 and covered fiscal years 2008-2010. In early summer, the NE LHIN began planning for the 2010-2012 Hospital Accountability Planning Submission (HAPS). Hospitals were asked to form partnerships (see side bar) to facilitate discussions between themselves and to support a collaborative, informed process in the development of their HAPS.



The partnerships were formed based on referral patterns and historical relationships. They are an integral part of the HAPS process as they will ensure that when a service change is considered, relevant partners are informed of the potential change and have an opportunity to engage in discussion.

Multi Sectoral Service Accountability Agreements—M-SAA

The process to begin negotiating health service agreements with other health service providers began in the Fall of 2008. An M-SAA is a service accountability agreement that is negotiated between the LHIN and a health service provider who is not a hospital or a long-term care home. This includes community health centres, community care access centres, community support services, mental health and addiction providers. By the spring of 2009, the NE LHIN had completed its M-SAA agreements and 129 agreements were signed.

Long-Term Care Service Accountability Agreements—L-SAA

This fall, the NE LHIN will negotiate, for the first time, service accountability agreements with 41 Long-Term Care Homes (LTCH) who provide services throughout the NE LHIN region. The negotiation of these L-SAAs will be finalized by March 31, 2010.

For more information on service accountability agreements, visit www.nelhin.on.ca

NE LHIN Hospital Partnerships

Nipissing District

North Bay General Hospital
Mattawa General Hospital
West Nipissing General Hospital
Temiskaming Hospital
Northeast Mental Health Centre
North East Community Care Access Centre

Manitoulin/Sudbury District

Hôpital Régional de Sudbury Regional Hospital
Espanola General Hospital
Manitoulin Health Centre
St Joseph's General Hospital – Elliot Lake
West Parry Sound Health Centre
St. Joseph's Complex Continuing Care Centre
Northeast Mental Health Centre
North East Community Care Access Centre

Cochrane District

Timmins and District Hospital
Anson General Hospital
Bingham Memorial Hospital
James Bay General Hospital
Lady Minto Hospital
Moose Factory Weeneebayko Hospital
Hôpital Notre Dame Hospital (Hurst)
Sensenbrenner Hospital
Chapleau Health Services
Services de Santé Smooth Rock Falls Hospital
Englehart & District Hospital
Kirkland & District Hospital
Northeast Mental Health Centre
North East Community Care Access Centre

Algoma District

Sault Area Hospital
Blind River District Health Centre
Hornepayne Community Hospital
Lady Dunn Health Centre
Northeast Mental Health Centre
North East Community Care Access Centre

The Voice of the Community Continues to be Heard

In the summer of 2006, the NE LHIN completed its first series of community engagement sessions to develop its first **Integrated Health Service Plan (IHSP)**. Over the past six months the NE LHIN has been meeting with various communities, planning tables, task forces, advisory committees and round tables to review priorities and the impacts they will have on the health system.



An IHSP is essentially a LHIN strategic plan that guides the actions, programs and projects of a LHIN over a three year time period. This initial IHSP helped us to establish priorities for change within the NE LHIN region, keeping within our mandate of *'health and wellness for all through an innovative, sustainable and accountable system.'*

Since April, 2009, the NE LHIN has been holding more community engagement sessions such as open houses, forums, online chat rooms, teleconferences, video-conferences, forums, dialogues, surveys, questionnaires in order to develop our second IHSP. More than 280 people have participated thus far and have identified the following priorities to date:

- Develop Alternate Level of Care Strategies and Solutions.
- Enhance Diabetes Care.
- Enhance and Integrate Mental Health and Addiction Services.
- Make Better Use of Surgical Resources
- Enhance Aboriginal/ First Nations/Métis Health Services.
- Enhance the Use of Emergency Departments.
- Support Aging at Home.
- Enhance Health Human Resources.
- Enhance French Language Services.
- Enhance Seniors' Housing Services.

In November 2009, the NE LHIN will complete and submit its finalized IHSP to the Ministry of Health and Long-Term Care. From that point on, all projects and programs of the NE LHIN will have a strong link back to the priorities laid out in the IHSP.

Your Voice is Important

In addition to the IHSP community engagement sessions, over the past year, we have asked, from time to time, the preferred method of the general public to receive NE LHIN News. The most popular method is the NE LHIN newsletter, which is published on a quarterly basis.

NE LHIN staff, ready to serve you...

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

Algoma	Mike O'Shea Bruce Villella	mike.oshea@lhins.on.ca bruce.villella@lhins.on.ca	1-866-906-5446 x202 1-866-906-5446 x223
Cochrane	Monique Rocheleau Brad Halonen	monique.rocheleau@lhins.on.ca brad.halonen@lhins.on.ca	1-866-906-5446 x218 1-866-906-5446 x239
James Bay & Hudson Bay Coasts	Carol Philbin Jolette	carol.philbinjolette@lhins.on.ca	1-866-906-5446 x203
Manitoulin Sudbury	Phil Kilbertus Michael Stetch	philip.kilbertus@lhins.on.ca michael.stetch@lhins.on.ca	1-866-906-5446 x209 1-866-906-5446 x234
Nipissing	Dave Pearson Carol Philbin Jolette	dave.pearson@lhins.on.ca carol.philbinjolette@lhins.on.ca	1-866-906-5446 x240 1-866-906-5446 x203
Parry Sound	Erika Espinoza Barry Lajeunesse	erika.espinoza@lhins.on.ca barry.lajeunesse@lhins.on.ca	1-866-906-5446 x220 1-866-906-5446 x204
Timiskaming	Michel O'Connor Bruce Villella	michel.oconnor@lhins.on.ca bruce.villella@lhins.on.ca	1-866-906-5446 x219 1-866-906-5446 x223

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