

PARTNERS



Bill Innes,
NSM CCAC
Executive
Director

Now that the lazy days of summer have arrived, and the pace of life slows a little, it gives us time to reflect on the progress we've made so far this year, to evaluate decisions we've made, and to begin thinking about plans we'd like to implement with our partners over the coming months.

This spring has seen many changes in the way we deliver health care in the Province. It has been a year of new community partnerships and collaborative efforts with our partners to drive better systems and make improvements.

Whether you are spending time at the cottage, visiting, travelling, or spending some family time at home, I wish you all a safe, restful, and happy summer.

FLO Collaborative Unites Community Partners in Quality Improvements

Last September, the Ontario Health Performance Initiative (OHPI) launched the Flo Collaborative, which paired up 29 partnered organizations across the province to work together over 18 months finding the best ways to improve patient flow from acute care to other destinations, like nursing or retirement homes, a rehab facility, convalescent care, or home.

The goal is to help patients to get the right health care, in the right place and at the right time with the least amount of 'system' burden possible.

Members from two local FLO Teams meet monthly with the NSM LHIN (Local Health Integration Network) to share ideas and solve problems. The teams are comprised of staff from Muskoka Algonquin Healthcare's (MAHC) Huntsville District Memorial Hospital (HDMH) Site, Collingwood General and Marine Hospital (CGMH) and the North Simcoe Muskoka Community Care Access Centre (NSM CCAC), along with community agencies that have a keen interest in helping patients transition as seamlessly as possible from one system to another.

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Muskoka NSM/CCAC FLO Team

Front Row: Linda Hill– FLO Co-Team Lead, NSM CCAC Transitional Care Coordinator; Trina Noonan– Improvement Advisor NSM CCAC.

Back Row: Scott Ovenden, OHPI Consultant; Linda Hollin–NSM CCAC Placement Coordinator; Janine Lynch– Team Leader, East Wing, Huntsville District Memorial Hospital; Dr. Megan Stephenson – Family Physician, Rotating Hospitalist; Kathleen vom Scheidt–Nurse Manager, Acute Care Services, MAHC HDMH.

FLO team members missing from the photo are Miriam Luddington, FLO Co-Team Lead, Nurse Manager MAHC HDMH; Dr. Nancy Bozek–Family Physician; Rotating Hospitalist, Jean Brooks–HDMH, East Wing Staff Nurse; and Penny Forth – HDMH, East Wing Staff Nurse.

FLO Collaborative (continued)

Each team is presently involved in the “testing” and implementation of several proven change ideas. These change ideas have the common purpose of improving the patient experience from admission to discharge from an acute care setting.



The team’s ideas are tested in the medical-surgical unit at both hospital sites. The hope is that small improvements to simple projects will all add up to make patients’ experiences at Ontario hospitals better overall.

One simple way both teams are supporting this notion is through their current ‘testing’ of a change idea that uses whiteboards at the patient’s bedside. The boards are a simple way to involve patients in setting daily goals in preparation for discharge.

Another “change idea” that both team’s are involved with is the CGMH developed “Patients in Motion” program. This program partners with volunteers to provide in-patients with opportunities to build strength and endurance and reduce the potential of de-conditioning through a walking and socialization program. This program has already benefited several patients at the CGMH site while continuing to grow at the HDMH site.

A theme the teams have uncovered is that often old procedures can be made simpler. When you make tools and procedures as streamlined as possible, staff can dedicate their time towards ‘value added’ and patient-focused activities and tasks. It’s satisfying to see a workload shrink, notes Trina Noonan, NSM CCAC’s Improvement Advisor.

Scott Ovenden, OHPI’s quality improvement consultant, says both teams are gaining momentum as its members see the results of the different plans they’ve implemented.

Bringing together all of these ideas, Ovenden says, is possible because of the partnership’s structure. When each site commits to the same task of improving patient flow, a patient can make a seamless transition from living under one organization’s care to another.

Whatever observations the local team and the other partnerships find will be shared and assessed by an independent reviewing body, as well as with participants and OHPI at project’s end in December.

In lieu of a picture, we are including the Collingwood General and Marine Hospital (CGMH) and NSM CCAC FLO team members in this story. They are Anita Chevalier, Collingwood Manager, Quality/Utilization Improvement Advisor; Donna Blakey, CGMH Discharge Coordinator; Lyn Spies, CCAC Case Manager; Dr. Mark Quigg, CGMH Physician; Judy Speyer, CGMH Evening Coordinator; Toni Hannon, CGMH Data Analyst; Wendy Campbell, Asst. Admin., Stayner Nursing Home; Suzanne Campbell, R.N. CGMH Staff, Medicine; Debbie White, R.N. Staff, CGMH Staff, Emergency; and Pauline Therrien, NSM CCAC Case Manager.

Our thanks to Carly Pender of the Muskoka Forrester for her contribution.

Questions or Comments? [Click here.](#) To be added to, or removed from our mailing list, or to update your contact information, please call NSM CCAC Communications at 705.726.0039 ext. 2210 or email the [Editor](#).

Need to find a resource?

Where can I receive foot care? Where can I get help for my aging parent? Answers to these and other questions will soon be available to everyone in NSM LHIN area.

NSM CCAC is working closely with Community Connection which also provides the 211 Service in NSM to provide an Information and Referral System that will be available through both telephone and internet connections to everyone in NSM LHIN.

Not only will extensive information be available for the entire LHIN area, it will also be available according to the five NSM LHIN Planning areas which are: Muskoka, North East, North West, Central West and Central East., (more on the Planning areas in the next edition of *Partners*).

It is anticipated that this resource will be available through a web-based Google this fall. Similar tools and Information/Referral will be available across Ontario. More information will be available in the next edition of ***Partners***.

New NSM CCAC Huntsville Office Serves Muskoka Residents

North Simcoe Muskoka Community Care Access Centre (NSM CCAC) opened a new Huntsville office on June 19th to help serve the community health care needs of the residents of Muskoka.

This change will be virtually transparent to those clients served by the CCAC. Muskoka clients will continue to be served by the same NSM CCAC staff within their local areas and will continue to use the same phone numbers to access the Huntsville office without incurring long distance charges. Case Managers will carry on visiting clients in their homes and remain working out of the Bracebridge and Huntsville hospital sites.



Information and referrals will still be made through the toll-free phone and fax lines to the Central Intake Department. Service providers will continue to contact NSM CCAC by phone and by fax via the provided phone and fax numbers. The new location provides greater efficiency in staffing, work processes and communication. It provides meeting room space for training and larger meetings and will also allow for additional meeting space for community groups and agencies.

NSM CCAC previously served the Muskoka region from satellite offices located in Bracebridge, Gravenhurst, and Huntsville. The new location brings staff together in one centralized office connected to the corporate head office with one telephone system and one computer system supported with a generator to provide back-up electrical power.

Located at 8 Crescent Drive, Unit B-3 in Huntsville, the new location provides NSM CCAC with two prime office sites from which to serve the North Simcoe Muskoka Local Health Integration Network area (LHIN 12). The other prime office location is in Barrie at 15 Sperling Drive.

Health Partner Gateway (HPG) Opens Doors to Electronic Exchange

A new communication portal for offers, referrals, and client updates gives NSM CCAC the flexibility to electronically exchange information with our health partners, such as service providers and vendors — all at no cost to the partners or to the CCAC.

NSM CCAC uses the Health Partner Gateway for service offers, service orders, frequency changes, equipment and supply orders, exchange of billing files, Long-Term Care Home placement referrals, sharing of waitlists, and drug benefit notifications.

The new HPG database system is part of the newly implemented Client Health Related Information System (CHRIS) which is a replacement program for all CCAC's' client databases (NSM CCAC previously used PMI -the Patient Master Index). It aligns with longer-term strategic initiatives such as CcEH E-Referral (Client Chart e-Health) electronic referral, and will evolve to become the "integration engine" that will connect the CCAC's CHRIS system to many other e-health systems across Ontario.

The Health Partner Gateway improves business efficiency, as it eliminates manual procedures, speeds up communication, saves on resources, reduces manual re-entry, and reduces the chances of sending information to and incorrect destination.

Best of all—there are no software license costs to CCAC or its partners.

The new system has planned built-in functionality to provide electronic document/file exchange, query of waitlists, and the ability to access assessments.

Reminder—Getting Connected

Is your organization connected to the Smart Systems for Health Agency (SSHA) network?

By getting connected you can electronically share confidential client information over a secure network already used by 100 per cent of Ontario hospitals, Community Care Access Centres, Public Health Units, retail chain pharmacies and Local Health Information Networks.

For more information, please visit the SSHA [website](#) or contact Rodney Burns, Regional Chief Information Officer and North Simcoe Muskoka local Health Information Network's e-Health Lead at 705-326-7750, extension 209, or by email to Sheila.Winegarden@lhins.on.ca.



Smart Systems
for Health Agency
Improving Ontario's Health Care Through Innovation

Partners e-newsletter welcomes your ideas and suggestions for stories of interest to the North Simcoe Muskoka health care community. If you have news you would like to share, hear of someone who may be doing exemplary work in the field, or know of an event that affects the health care community, please call NSM CCAC Communications at 705.726.0039 ext. 2210 or send them along in an email to the **Partners** Editor. Your privacy is respected, your suggestions are appreciated, and your ideas are valued.