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## Welcome to **PARTNERS**

In the Summer 2009 Issue of Partners I commented on the likely event of dealing with a more serious situation related to H1N1 and unfortunately this has become our reality. North Simcoe Muskoka CCAC looks forward to working with each of our Partners as we take the necessary steps to deal with this issue as a system dedicated to assisting the residents of North Simcoe Muskoka.

Effective September 18, 2009 there were a number of regulatory changes announced related to CCACs. One of these changes states that Physiotherapy can only be

provided if a person is home-bound due to their condition. As a result, NSM CCAC is no longer providing physiotherapy in a person's home if they are able to receive the care elsewhere. We regret any inconvenience/hardship this regulatory change may have created. However, as I am sure you will understand, NSM CCAC, like all organizations, must follow the Acts and Regulations that govern them.

Thank you for your understanding and support.

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## Community Collaboration Results in Increased Services for Youth and Families

The Canadian Mental Health Association Barrie-Simcoe Branch and Kinark Child and Family Service continue to work together in productive partnerships to add and enhance services for youth and families in Simcoe County. Opportunities have been identified within the crisis response services and with developing life skills program for youth in Barrie.

Both agencies have been very pleased with the opportunity offered by the Simcoe County Coalition for Youth and Families to review crisis services in Simcoe County last year. The review included both agencies working together to examine how the services work and to look for opportunities enhance services. One example of what has been achieved to date is the availability of both adult and youth workers to attend to a family's home to provide support during a mental health crisis. Parents and youth being able to access crisis support together during a difficult time means fewer calls, less waiting time and a more comprehensive response. We see this as a definite enhancement to the service for youth and families. Parent's and youth's needs are recognized and responded to at the same time by the agencies with the right staff to do the job. This level of collaboration also means youth can experience a more positive transition to adult services.

Kathy Simpson Area Program Director from Kinark Child and Family Services expressed her views, "Children don't stay children forever and their mental health concerns follow them into adulthood. Knowing services will be available is extremely important. We also know mental health needs often impact parents who frequently don't put their own needs first however they could benefit from the support of mental health counselors. It is very exciting to know we have mechanisms in place to ensure youth and families get connected and stay connected to services. As the agencies continue to collaborate and get to know each other's

## **Community Collaboration Con't...**

overlapping service delivery mandates there are more opportunities to coordinate a more seamless transition to continued mental health services for youth from late adolescence to young adulthood.”

The results of getting to know each other and working and training together results in a strengthened response to the needs of the community.

This degree of collaborating has also led to the development of a new life skills program for adolescents which began in May of 2009. The L.I.F.T. program (Life Skills and Independence for Teens) has successfully operated under the direction of Jacquie Allan Duggan from the Kinark Midland office for over 15 years. Bringing this program to Barrie with the support of both agencies looking at what they could offer and put into the project has resulted in this program being able to bring 20 youth together weekly with staff from both CMHA and Kinark to enhance the development of life skills in a supportive environment. This program has become available to Barrie youth through the combined efforts of each agency.

Collaborating may sound like a challenging activity. The efforts are very worthwhile. The results translate to increased and enhanced services for children, youth and families in Simcoe County.

## **Provincial Think Tank on Hospice Palliative Care**

On June 23, 2009, the Ontario College of Family Physicians (OCFP) and Cancer Care Ontario (CCO) hosted a Provincial Think Tank on Palliative Care. In collaboration with the Ontario Association of Community Care Access Centres (OACCAC) and the Provincial End of Life Care Networks (PEOLCN), the planning committee worked from the premise that an integrated Hospice Palliative Care (HPC) system would allow for appropriate, effective and efficient health care services and other supports to individuals and their loved ones who were experiencing a progressive life limiting illness.

While the planning committee anticipated 70 to 80 key leaders and practitioners to be in attendance, the workshop was overprescribed and 130 individuals participated with several others on a waiting list who were not able to be accommodated.

Presentations included overviews of MOHLTC end of life care strategy, statistical updates, ER/ALC Wait time strategy, Interprofessional care and education, vision for hospice palliative care in Ontario, Regional models, the Shared Care Team Model in Hamilton Niagara Haldimand Brant LHIN, and palliative care from the patient's perspective.

Key recommendations for the short term were:

1. Establish an infrastructure such as a HPC coalition in order to continue the discussions and to establish direct communication and discussions with MOHLTC
2. Establish relevant working teams in order to support the HPC coalition's work in advocating and developing a strategy for PC service delivery integration.

For a complete report of the Think Tank planning and outcomes visit at [www.ocfp.on.ca](http://www.ocfp.on.ca)

## **New Developments at Wendat to Increase Services for Seniors**

A new logo and a new corporate name will support Wendat's expansion into Seniors Health Services. For the last three years, Wendat Community Psychiatric Support Programs has provided services to seniors who have severe behaviour problems which inhibit a smooth transition from hospital to a Long-Term Care Home. Social work support has also been provided to other seniors who have a mental illness and reside in the community (outside of Long-Term Care or hospital) and are experiencing difficulty. Now Wendat is poised to move beyond Psychogeriatric Services to develop supportive housing for seniors who do not have a mental illness but none the less have some care needs. As the agency will be serving persons who have a mental illness as well as those who do not, they will legally drop the words "Community Psychiatric Support Programs" from their name and simply call the agency "Wendat".



The Balance of Care research project has shown that many persons on the waiting list for a Long-Term Care placement in Simcoe-Muskoka, could be supported in alternative accommodation if the appropriate level of support and services were available. It became obvious to Wendat from this study, that one of the key missing pieces was supportive housing. Also recognizing that in just six years time, one-third of the population in Simcoe-Muskoka will be over the age of 65 and the impetus was there for Wendat to respond to this growing community need.

Fundraising will continue for the next 2 years to ensure sufficient funds are in place for the new construction of a seniors supportive housing project. The project will be based on a modified Abbeyfield model whereby each senior has their own bed-sitting room (similar to a hotel room) with a small bar fridge, comfy armchair and table, bed, dresser and private bathroom. There will be a congregate dining room and large lounge area as well as communal laundry facilities. At least two prepared meals per day will be provided with access to a servery where the residents can help themselves to a light breakfast and snacks. The project will be small, serving 8-12 seniors and will be affordable (designed for seniors whose income is between \$1,200 and \$1,800 a month). To help support the buildings on-going costs, Wendat will co-locate some of its offices in the same building, up on the second floor. A location for the new building has not yet been determined. Wendat's Services for Seniors are regional programs covering the entire North Simcoe Muskoka LHIN catchment area.

The next step in the development will be to consult with the various stakeholders on building and program design. Your comments and suggestions are welcome and can be forwarded to Lorna Tomlinson, Executive Director, Wendat at [Lorna@wendatprograms.com](mailto:Lorna@wendatprograms.com).

## RVH Ranks High In Quality Survey

Royal Victoria Hospital has been awarded the highest level of accreditation possible from Accreditation Canada.

"The three year accreditation RVH received speaks volumes about the dedication, skill and professionalism of everyone who works or volunteers at the hospital." says Janice Skot, President and Chief Executive Officer.



Accreditation is a cornerstone of quality improvement and patient safety initiatives which enable an organization to regularly and consistently assess and improve services. The accreditation process is very detailed and includes an on-site report followed by a Forecast report generated by Accreditation Canada. Six months later, a Final Report is issued which shows updated data based on actions the organization had taken to address areas identified for improvement in the Forecast Report.

RVH was also recognized for a leading practice in the Pre-Admission Clinic. Staff in the clinic use telemedicine technology to perform assessments on patients who are not on-site. Patients are booked into the schedule the same way they would be if they were at RVH and their assessment is done using a remote camera and monitor. The result is equal clinical outcomes and higher patient satisfaction due to reduced travel.

Surveyor Dr. Rick Gibson summed it up best when he said, "I always ask myself, 'if I have a heart attack while doing the survey, would I be happy to be a patient at this hospital?', In RVH's case, the answer is—Absolutely! In spades! I know I'd get great care here."

## North Simcoe Muskoka LHIN Integrated Health Service Plan

The Board and staff of the North Simcoe Muskoka Local Health Integration Network would like to share the a draft of the Integrated Health Service Plan (IHSP) 2010-2013. The IHSP is the LHIN's three-year strategic plan that aligns with provincial Ministry of Health and Long-Term care strategic directions. The IHSP describes the future vision, priorities for action, strategies to achieve and the proposed outcomes for an integrated health system in North Simcoe Muskoka.

Visit [www.nsmhlin.on.ca](http://www.nsmhlin.on.ca) and proceed to the Integrated Health Service Plan menu selection on the left hand side. The draft IHSP is posted on that page. Please submit comments or thoughts to the LHIN (option to do so at bottom of website).

Thank you for your assistance with the ongoing development of North Simcoe Muskoka's Integrated Health Service Plan 2010-2013.

## We Want to Hear From You

This newsletter is designed to share, inform, and inspire its' readers about initiatives and partnerships within the North Simcoe Muskoka area.

If you have information you would like us to incorporate in Partners, please feel free to forward it to North Simcoe Muskoka CCAC's Communications Advisor, Jamie Irving at [Jamie.Irving@nsm.ccac-ont.ca](mailto:Jamie.Irving@nsm.ccac-ont.ca) or call her at 705-726-0039 Ext. 2210.



## Progress Through Partnership

As senior leaders in transforming the health care system in our region of North Simcoe Muskoka, both the executive leadership team of the North Simcoe Muskoka Local Health Integration Network (NSM LHIN) and the senior leadership team of North Simcoe Muskoka CCAC met on **November 11, 2009** for the first monthly Leadership Forum. The purpose of the forum is to promote joint leadership training and development. The initial session provided an opportunity to explore leadership theory and styles and to identify the topics for future sessions .

It is through partnership initiatives such as these that the integration of the health care system is fostered.

### ***In this photo***

*Back row (left to right): Karen Taillefer (NSM CCAC), Rodney Burns (NSM LHIN), Trevor Clark (NSM CCAC), Jill Tettman (NSM LHIN), Bill Innes (NSM CCAC), Tim Berry (NSM LHIN), Jan McGarry (NSM CCAC).*  
*Front row (left to right): Susan French (NSM LHIN), Debbie Roberts (NSM CCAC), Bernie Blais (NSM LHIN), Brenda MacPherson (NSM CCAC), and Tammy McLennan (NSM LHIN).*

