

Connecting for Care

Forum 2012 Edition

Together ... we are the heart of health care!**Care Connections May 30, 2012 Forum****Together ... we are the heart of health care**

- and no where was that more clearly demonstrated than on May 30, 2012 at the Rama Conference Centre. We came together as a group to listen to personal health system experiences, to be informed about some of the innovative care programs available in North Simcoe Muskoka and to celebrate what has been achieved so far in moving our NSM integrated health system forward from conception to implementation.



At our inaugural forum in May 2010, Seán Usher, Chair, Hospice Muskoka made the following remark - "We need to represent more than our own organization; learn from those that have worked collaboratively like the Aboriginal Health Circle; and work together better to realize cost savings to the system." So succinct and so appropriate!

Seán challenged us as stewards of the North Simcoe Muskoka health system, to look at how we could change the system to focus on person-centred care - care that would see the person and their health

care providers acting as a team in order to achieve the best possible outcomes. We've begun that journey but we still have many miles to go.

"The best way to predict the future is to invent it" and that's what we're continuing to do as we implement the integrated health system design - a

design that resulted from over 20,000 hours of commitment by some 375 dedicated providers. We know that in order to ensure our residents receive the right care, in the right place, at the right time **and** at the right cost we, as caretakers and providers for the system, need to lead the changes that will see the realization of our vision of **Healthy People. Excellent Care. One System.** When we work together, we can do better.

I'd like to thank everyone for their commitment to improved access and quality care for the residents of North Simcoe Muskoka. In addition, thank you to forum attendees for their donations to the North Simcoe Muskoka food banks. Your generosity was greatly appreciated.

Bernie Blais, CEO, NSM LHIN

In This Issue

- **Introduction** Page 1
- **Opening** Page 2
- **Panel Discussion** Page 2
- **Interactive Sessions** Page 2
- **nsmhealthline.ca** Page 4
- **Kiosks** Page 5
- **Structure** Page 6
- **Closing** Page 7



Food Bank Donations

Continued on page 2

Connecting for Care

Forum 2012 Edition

Together ... we are the heart of health care!

FORUM OPENING

Similar to last year, the morning started out with everyone gathering in the Rama Conference Centre's Silvernightingale Ballroom. Myrna Watson, Elder, brought blessings on behalf of the Chippewas of Rama First Nation. Sherry Lawson, Director of the Chippewas of Rama Public Library and Cultural Services followed by welcoming everyone to Rama territory, and provided an overview of the symbolism displayed in many of the ballroom's design features. John Snake, Cultural Services closed the traditional opening with words of greeting and an Aboriginal song.



L-R: Myrna, John, Sherry

NSM LHIN Chair Bob Morton read greetings from Deb Matthews, Minister of Health and Long-Term Care.

The Minister was unable to attend the forum but provided some words that were conveyed by Bob "..."



"...I attended this conference two years ago when **Care Connections** was only in development. It is incredible what you have achieved in such a short time!"

PANEL DISCUSSION

This year's panel was comprised of people with lived experience - individuals that have interacted with the health care system repeatedly, and have a keen desire to help improve the system for other users. The underlying theme for the hour-long discussion was how can we **"Do Better - Not The Same!"**

We were lucky to have Steve Paikin, anchor and senior editor of TVO's *The Agenda with Steve Paikin*, moderate the panel discussion. His professional yet engaging manner encouraged great dialogue with the panel and participation by many members of the audience.



Panel members included (L-R): **Doug Millman, Steve Paikin (moderator), Sandra Meagher, Tim Latondress, Gail Watson, Marcus Firman, Bob Watson**

Links to video clips of the panel discussion will be posted shortly on the NSM LHIN website www.nsmlhin.on.ca.

INTERACTIVE SESSIONS

New this year to the forum were the concurrent interactive sessions that provided information on programs or initiatives currently operating in North Simcoe Muskoka. Seven were offered in the morning and another seven in the afternoon. Some attendees were faced with a bit of a dilemma as many wanted to attend more than two sessions!

Continued on page 3

Connecting for Care

Forum 2012 Edition

Together ... we are the heart of health care!

INTERACTIVE SESSIONS (cont'd)

These informative sessions were designed to provide attendees with an opportunity to listen or actively participate. In fact one session had an exciting game of Senior Friendly Hospital **Jeopardy** happening - and the competition was fierce!

We do have a summary of each of the sessions with a contact individual identified. This summary, along with any electronic presentations, will be posted on the NSM LHIN website.



"Care Connections is an innovative initiative that is helping transform our health care system from the bottom up. The progress you have achieved is not only having a positive impact for patient care in your communities, it is also making a real difference for patients across Ontario."

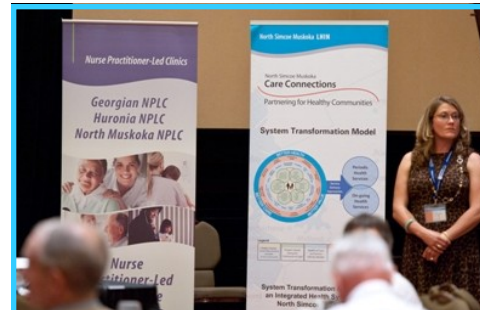
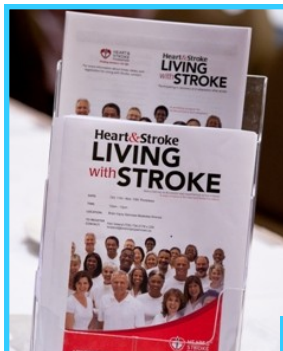
- The Honourable Deb Matthews, Minister of Health and Long-Term Care

Morning Sessions

- Understanding and treating metabolic syndrome
- I'm not sick - thanks Public Health
- Community as a place of healing
- Navigating you to care
- Enhanced clinical communication skills
- We made a questionnaire - now what? - Diabetes
- Governing in an integrated health system

Afternoon Sessions

- Acting up or acting out - behaviour has meaning
- NSM Stroke experience
- Community as a place of healing (repeat from morning)
- Transforming primary care through innovative people
- Preventing functional decline in hospitalized seniors
- Living a healthy life with chronic conditions
- Governing in an integrated health system (repeat from morning)



Continued on page 4

Connecting for Care

Forum 2012 Edition

nsmhealthline.ca Launches in North Simcoe Muskoka

Last year at the forum, the North Simcoe Muskoka Community Care Access Centre (CCAC) launched the **Home First** philosophy. This year the CCAC in partnership with Community Connection 211 launched nsmhealthline.ca - a public information and referral website.

night, with an in-person telephone service that can be accessed by calling 310-2222 - no area code is necessary. This service will support our residents access the services and information they need in order to make informed decisions about their care.

For further information please visit nsmhealthline.ca.



nsmhealthline.ca connects people to the right information and care, helping them stay healthy or helping them get well. It also provides NSM information on health news, events and careers and will be linked to regional initiatives like Behavioural Supports Ontario.

nsmhealthline.ca will be supported 365 days of the year, from 8:30 in the morning to 8:30 at



Continued on page 5

Connecting for Care

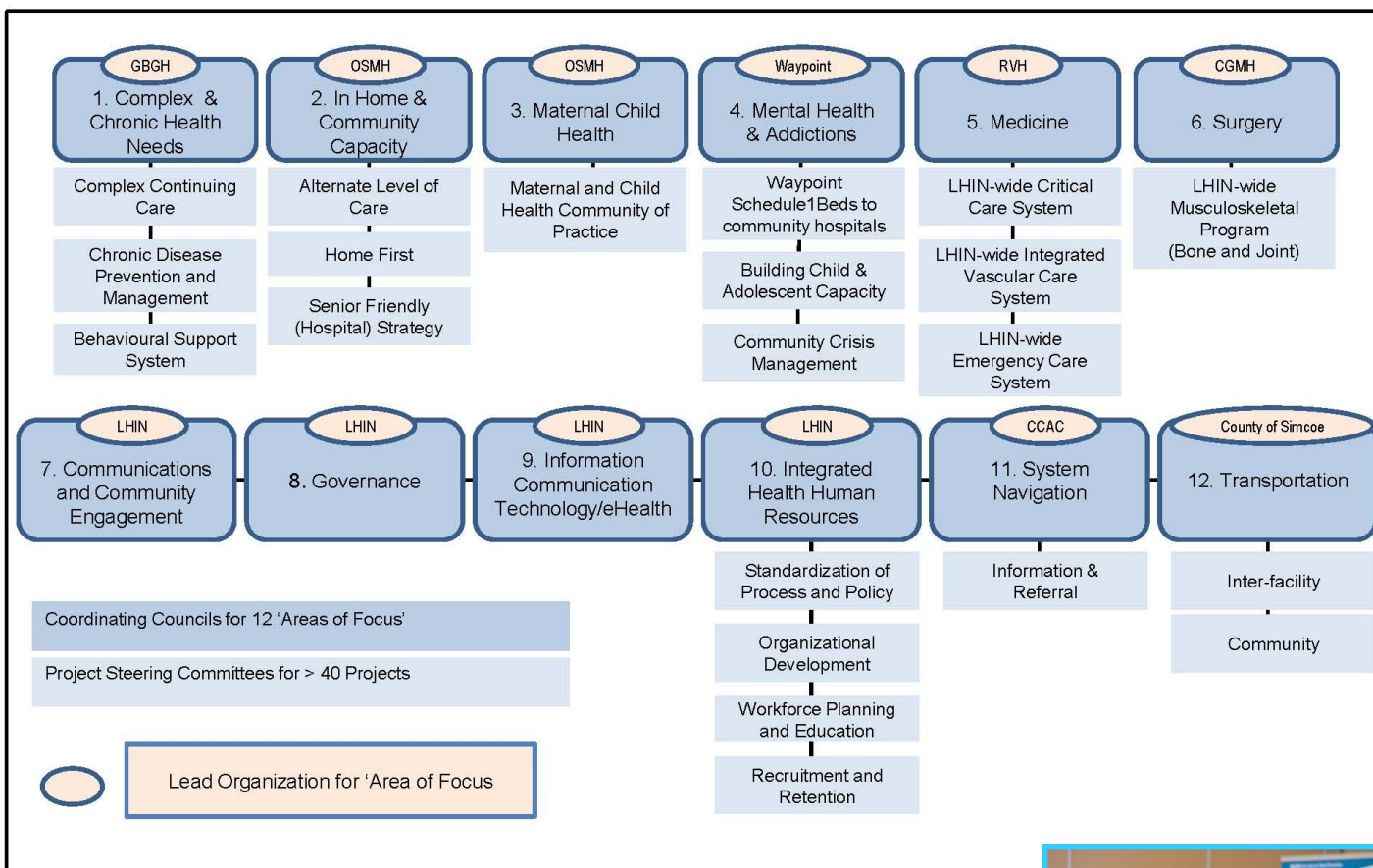
Forum 2012 Edition

Together ... we are the heart of health care!

North Simcoe Muskoka Care Connections

Partnering for Healthy Communities

Implementation Structure 2011-2013



Continued on page 7

Connecting for Care

Forum 2012 Edition

Together ... we are the heart of health care!

FORUM CLOSING

At the end of the day, everyone came back together to hear NSM LHIN Chair Bob Morton provide closing remarks that capped off a great forum of information sharing and gathering.

What follows are excerpts from Bob's closing address:

..."Across the province, the work that North Simcoe Muskoka has undertaken to date has not gone unnoticed.

... As we move forward with the second year of **Care Connections** implementation, I want to speak to the vision of **Healthy people. Excellent care.** and in particular - **One System.**

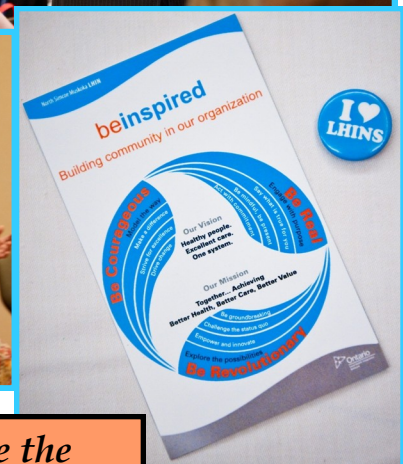
... How do we continue to focus our efforts at achieving **One System** of care that puts the person at the centre?

... We are creating an integrated system not by integrating organizations but by integrating care plans and clinical processes. We have seen inter-professional health care teams working to integrate the system. By working together we have achieved so much!

... What we have found and what is clearly the source of our success - is that the solution to the health care challenge will be found in the community.

... In these tough economic times we have been able to sustain system improvements while at the same time manage with limited or no increase in resources.

.... This is definitely an exciting period of time in North Simcoe Muskoka. Let's continue to 'lead the way' locally and provincially."



*Do not follow where the path may lead.
Go instead where there is no path - and leave a trail.*
- Harold McAlindon