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North East LHIN

NE-News



Health Care Information for
Northeastern Ontarians

November 2010

NE LHIN Engagements

Monday, November 22

Community Engagement - Time
for a check-up - Health Care in
Northeastern Ontario,
Haileybury Rotary Club
Speaker: NE LHIN Senior
Corporate Advisor, Cynthia Stables

Tuesday, November 23

Community Engagement -
Time for a check-up - Health
Care in Northeastern Ontario,
Englehart Rotary Club
Speaker: NE LHIN Senior
Corporate Advisor,
Cynthia Stables

Thursday, November 25

NE LHIN Board of Directors
Meeting by teleconference
Note: All meetings are open to
the public; everyone is welcome
to join via teleconference.

1:00 p.m. Audit Committee
(1-866-696-5910)
passcode: 6115454

1:30 p.m. Board of Directors
(1-866-696-5910)
passcode: 1442475

Friday, November 26 &

Saturday, November 27

NE LHIN meets with 4 HUB
Hospitals and the NE CCAC

For a full list of upcoming
engagements please visit
www.nelhin.on.ca.

The Voices of Diabetes Care in Northeastern Ontario

Don't stress, work it out! Research indicates that physical and mental stress can

significantly increase blood glucose levels and that people with diabetes should engage in 150 minutes of moderate aerobic activity per week. These informative facts, along with many others, are found on the Basic Introduction to Diabetes online program on the Northern Diabetes Health Network (NDHN) website.

Established in 1992 by the Ministry of Health and Long-Term Care, the NDHN is a health care organization committed to enhancing diabetes services for people throughout the province. The work of the NDHN is supported by evidence that people who access diabetes programs for education and care in self management, have reduced risks of diabetes-related problems.

Proof of success is in the numbers. Less than three years after the establishment of the NDHN's Pediatric Diabetes Programs that provide services across the province, more than 90% of children with diabetes and their families are now accessing services. This 34 member program of which 4 are located in Northeastern Ontario (Sudbury, Timmins, North Bay, Sault Ste. Marie) serves the pediatric population of Ontario, in an effort to help children and their families overcome the challenges that impact the quality of life in school.

"The NDHN is respectfully committed to tomorrow's prevention today," explains Sue Griffiths, CEO for NDHN. "Working to improve the lives of people with, or at risk of diabetes, the NDHN supports health providers and consumers of diabetes care through professional development opportunities."

As part of the NDHN's model of care, Regional Diabetes Coordinating Centers collaborate with existing diabetes care programs so that a consistent coordination of services is delivered across the province. One of the Regional Coordinating Centers, located in Timmins, will work to support the integration of diabetes services and build on existing community-based partnerships, ensuring individuals have access to the diabetes care they need.

"The North East LHIN has a vision of reduced diabetes prevalence and chronic disease for our region," says Louise Paquette, CEO for the North East LHIN. "The collaborative work of the Northern Diabetes Health Network, the Ministry of Health and Long-Term Care, the many community partners and the North East LHIN, directly benefits the consumers of diabetes care throughout Northeastern Ontario. This approach helps to ensure that services and educational programs are in place today so that collectively we can work towards reducing diabetes statistics for tomorrow."

Example of a NDHN consumer who has benefitted from a program and/or service.
Consumer quote

For more information on diabetes care in Northeastern Ontario please visit the diabetes page of the NE LHIN website at www.nelhin.on.ca and the Northern Diabetes Health Network website at www.ndhn.com.

New NE LHIN Staff Member



Gerry joins the NE LHIN Aboriginal Service team. He will work to communicate and engage with urban and rural Aboriginal, First Nations and Métis health service providers, organizations and communities on health care related initiatives across Northeastern Ontario. A Registered Nurse, Gerry has worked many years in various Urban Aboriginal Centres, First Nations and Inuit communities across the region. In his spare time, Gerry enjoys outdoor activities with his wife, such as cross country skiing, cycling, fishing and golfing.

New NE LHIN Website Posts

[Get Connected to Health Service Providers in the North East Region](#)

This newly created section lists the accountability agreements with the 200 health service providers funded by the NE LHIN. Visitors can also click on any providers' name and be linked directly to their website.

[MOHLTC/LHIN Joint Review Framework for Early Capital Planning Stages](#)

Earlier this month, the Ministry of Health and Long-Term Care and all 14 LHINs released a new Joint Review Framework for early capital planning. Under this Framework the LHINs play a critical role in advising and endorsing program service elements of capital projects throughout the planning stages.

The NE LHIN is awaiting the translation of the following documents and will post the material to the NE LHIN website once they are received in both official languages:

- Capital Planning Toolkit
- News Bulletin
- Backgrounder
- Qs and As
- MOHLTC/LHIN Slide Presentation (from October 28th pre-launch)

Oh sugar, sugar...

There's nothing sugar coated about this statistic – a study released by the Diabetes Care Journal found that drinking one to two sweetened beverages a day can increase a person's chances of getting diabetes by an alarming 26%.

With the prevalence of diabetes in Northeastern Ontario higher than the provincial average, helping people avoid and manage their diabetes is the work of the Northern Diabetes Health Network and their six new adult diabetes teams that were

approved in 2009 and became operational this year.

- Sudbury Diabetes Education and Care Program
- Moose Factory Patient Care and Diabetes Health Program
- Little Current Noojmowin Teg Health Centre
- Timmins Misiway Milopemahtesewin Community Health Centre
- Cutler N'Mninoeyaa: Community Health Access Centre
- Sudbury Shkagamik-Kwe Health Centre

The teams, based out of North East Ontario, promote healthy eating, stress the need for exercise and encourage proper eye and foot care. Making lifestyle changes is never easy, but the alternatives such as stroke, amputation, and loss of vision, provide the right incentive to jolt people into making the transition to a healthier lifestyle.

When diabetes and its related complications such as heart disease and stroke are managed, it can mean less time spent in a hospital. "A big part of ensuring people receive the right diabetes care is making sure they are informed about the services available to them," says Louise Paquette, North East LHIN CEO.

Get informed! For more information visit the diabetes page of www.nelhin.on.ca or www.diabetes.ca to learn more about diabetes care within your community.

Looking Back at some of our Accomplishments

As residents of Northeastern Ontario, we recognize the health care needs of our region; as employees of the North East LHIN, we appreciate that behind every health statistic is a person; and as mothers, daughters, fathers and brothers, we expect quality care close to home for our families and friends.

Join the NE LHIN as we reflect back on some of our accomplishments and remember the working partnerships that attributed to these successes.

Regional Specialized Geriatric Services Program

Located at the Hôpital régional de Sudbury Regional Hospital, the NE LHIN worked closely with the City of Greater Sudbury to establish this program in March 2009 and recruited the first-ever Geriatrician to the region to lead the team. To date the program has treated more than 1600 patients, providing a range of services to seniors to optimize function and independence so that they can live in their own homes longer. Patients across the region have received services through:

- 120 OTN studio sessions
- 16 outreach clinics throughout Northeastern Ontario
- 28 Home Visits throughout Northeastern Ontario
- 12 Long-Term Care consults throughout Northeastern Ontario
- 7 In-patient consults

Joint Assessment Centre(s)

In the past, the Sudbury District experienced difficulties with wait times and meeting targets for hip and knee joint replacements. The North East LHIN was instrumental

in working with the Hôpital régional de Sudbury Regional Hospital to implement a Joint Assessment Centre in February 2010. Funding was obtained through the Wait Times Strategy and since inception, wait times have decreased substantially – knee surgery from 987 days in 2005 to 213 days in September 2010 (a 78% decrease).

Building on the success in Sudbury, by April 2011 a total of five joint assessment centres will be established in Northeastern Ontario, in addition to a regional hip and knee replacement program to coordinate the approach to managing care for patients in order to address wait time targets and repatriation issues.

Sudbury Regional Hospital Wins Top Prize

Hôpital régional de Sudbury Regional Hospital was noted as having the largest wait time reduction for knee surgery across the province – a 78% decrease!

The Honourable Deb Matthews, Minister of Health and Long-Term Care made note of this accomplishment at the Ontario Hospital Association Convention in Toronto, stating, “Sudbury Regional Hospital holds the number one wait time improvement in the province. Since we started measuring, the hospital has cut wait times for knee surgery by 774 days, or more than two years.”

Contributing to this wait time decrease is the teamwork between the North East LHIN, health care providers, hospital physicians and staff. This February, the North Eastern Joint Assessment Centre opened at the Hôpital régional de Sudbury Regional Hospital – acting as the central point of intake for patients requiring hip and knee replacement.

The Centre's lead orthopedic surgeon, Dr. Eric Robinson explains, “for the first time ever, we're above our targets and we're actually doing more replacements than ever. In combination with hospital commitment and the development of the Centre, our wait times have decreased dramatically; patient satisfaction has been excellent.”

Building on this success, the North East LHIN will be expanding the Sudbury model over the next 12 months and create a North East Hip and Knee Replacement Program.

As noted by the North East LHIN CEO, Louise Paquette, “this is where the LHIN adds value to the overall health care system in Northeastern Ontario – what works well in Sudbury can work in other communities. The North East LHIN will continue to provide support to get a full regional replacement program in place so that even more patients can benefit from this success.”

Anchor Agency in Algoma Improves Delivery of Addiction and Mental Health Services

Earlier this month, good news was announced for consumers of addiction and mental health services in Algoma. Following several years of planning and many

community, consumer and health care provider engagements, the North East LHIN announced its support for the creation of an Anchor Agency to integrate 129 addiction and mental health services currently administered by 18 providers.

“Caring communities are those that look after their most vulnerable citizens,” explains Louise Paquette, North East LHIN CEO. “The Anchor Agency will better serve addiction and mental health consumers by providing the opportunity to receive the care they need in one location.”

The new Anchor Agency will provide improved coordination and access to addiction and mental health services for consumers and their families, while serving as a model for similar potential agencies across the North East.

Over the next 24 months, the North East LHIN will work with partners to plan and implement the Anchor Agency, while continuing to engage consumers, family members and key stakeholders throughout the process.

The creation of the Algoma Anchor Agency is in keeping with the Ministry of Health and Long-Term Care’s soon-to-be released 10 year Addiction and Mental Health Strategy and the recommendations of the province’s Select Committee on Addictions and Mental Health.

According to the Centre for Addiction and Mental Health Website:

- *1 in 5 Canadians will experience a mental illness in their lifetime.*
- *About 20% of people with a mental disorder have a co-occurring substance use problem*
- *\$34 billion is the cost of addictions and mental illness to the Ontario economy*
- *According to the World Health Organization, depression will be the single biggest medical burden on health by 2020.*

Snapshots of this Month's Travels

At the beginning of November, NE LHIN CEO Louise Paquette spent time in the Cochrane Hub area, visiting with health service providers, touring facilities, and engaging one-on-one with rotary club members.

Hearst Rotary Club



CEO Louise Paquette (right) provided a health care check-up to Hearst Rotary Club members on November 4th. Participants learned about Northeastern Ontario’s biggest challenges to delivering health care across a 400,000 square kilometer region and offered their thoughts and feedback on the complex issue of health care delivery.



CEO Louise Paquette (middle) was welcomed by France Dallaire, CEO (left) and Maurice Tanguay, Board Chair from the Hôpital Notre-Dame Hospital in Hearst. Louise toured the modern 44-bed facility which serves a population of 10,000 people.



CEO Louise Paquette visited the Hearst, Kapuskasing and Smooth Rock Falls counseling service centre – a francophone community organization that maintains, improves and enhances the variety of mental health and intervention programs for victims of violence and critical incidents. (from front to back) André Marcil, CEO; Louise Paquette, NE LHIN CEO; Raymond Boucher, President; Terry Allard, Director of victim programs and services; Yves Boucher, Clinical Supervisor.



CEO Louise Paquette (left) visits Hearst Mayor, Roger Signouin at City Hall. Hearst's population of 6,000 is largely francophone – with the town serving a broad health care referral region of approximately 10,000 people. Hearst is home to a 67 bed Pioneer Nursing Home and Hospital with 23 acute care and 21 chronic care bed capacity.

LAHC - So Much More than an Acronym

The acronym LAHC stands for Local Aboriginal Health Committee, but for 10% of the population in Northeastern Ontario, LAHC has a deeper meaning. Charged with the important role of providing recommendations to the NE LHIN on health care

priorities, community engagement and integration/coordination opportunities for Aboriginal/First Nation/Métis people, LAHC represents a local voice for the culturally appropriate delivery of health care throughout North East Ontario.

While LAHC is a health service provider driven committee, input from the population it serves is still a vital component that weighs on each recommendation made to the North East LHIN. Facilitated sessions throughout Northeastern Ontario have helped to gather feedback on two projects currently under LAHC review: Aboriginal/First Nation/Métis addiction and mental health framework, health data profile and environmental scan. Both projects complement one another, with a focus on improving the integration of services for persons on and off reserves, and provide direction to the LAHC committee for addressing objectives in the future development of integrated clinical and culturally appropriate care for Aboriginal/First Nation/Métis people.

The input received from people throughout the North East on both of these projects will be tabled at the next LAHC meeting – ensuring recommendations on any Aboriginal/First Nation/Métis health care services are a reflection of the direct needs of the population served.

The North East LHIN would like to extend congratulations to Pamela Williamson, Executive Director of Noojmowin Teg Health Centre and devoted LAHC member, on the successful completion of her doctorate degree. Noojmowin Teg is located in Little Current and offers services such as community nutrition, psychology, traditional medicine, Fetal Alcohol Spectrum Disorder Program, Child Nutrition Program, and Children's Recreation.



Photo my Left to right, Kim Lalonde, Nipissing Health Director; Angela Recollet, Director, Shkagamik-Kwe Health Centre, Sudbury; Roger Boyer III, Health Director, Mississauga First Nations, Blind River; Karen Pine Cheechoo, Senior Aboriginal/First Nation/Métis Advisor, NE LHIN; Pamela Williamson, Health Director, Noojimowin Teg Health Centre, Little Current; Sheryl Hanker, Mamaweswen North Shore Tribal Council, Cutler.

To learn more about LAHC please visit www.nelhin.on.ca.

NE LHIN Best Practices in French Language Services

Did you know that the French Language Services (FLS) Commissioner recognized the NE LHIN for its best practices in FLS, in his 2009-2010 Annual Report?

Mr. François Boileau applauded the NE LHIN for its French-language health services policy – the first of its kind – in his chapter on best practices.

French Health Services Policy

In 2009, the North East Local Health Integration Network became the first LHIN to adopt a French-language health services policy. Endorsed by the LHIN's Board of Directors, this policy will help to ensure that French service offers are more fully taken into account throughout the territory served by the LHIN. It will help the LHIN to meet its legal obligations under the French Language Services Act. The adoption of this policy is all the more noteworthy because it preceded the adoption of Ontario Regulation 515/09. Engagement with the Francophone Community under Section 16 of the Act, which came into force in January 2010.

The NE LHIN continues to implement its pro-active approach to FLS by fine-tuning processes that reflect the spirit of its FLS policy.

To read the NE LHIN FLS Policy, [click here](#) and to read the FLS Commissioner's 2009-2010 Annual Report, Open for Solutions, [click here](#).

Technology Changing How Health Care is Delivered, and now Where to Find it Close to Home

Helping People Navigate our Health Care System One Click at a Time

Wondering how you'll find primary health care services in your rural community of North East Ontario? Look no further than your home, school, library, or community centre computer.

A revamped Health Care Option [website](#) from the Ministry of Health and Long-Term Care, will help you find a doctor or nurse practitioner in your community, search for health care locations by postal code or type of service.

Services include those for a Family Health Team, Urgent Care Centre, Nurse Practitioner-Led Clinic, Walk-in/After Hours Clinic, Family Doctor, Emergency Room, or Community Health Centre. The site offers a helpful guide to the various health care options, explaining typical services offered and reasons to visit, as well as the available languages for services at the location in question.

The Ministry of Health and Long-Term Care will begin multimedia advertising efforts this month to increase awareness of the many health care options available throughout communities. The goal of this website is to reduce the pressure on Emergency Rooms by making people aware of other health care options at their disposal.

"Primary care is an essential element of an overall system of health services and the North East LHIN is supportive of both education and electronic access methods which enables residents to know where to find care when they need it," says Louise Paquette, CEO, North East LHIN.

"Complementing this Internet access to health care options is the establishment of Family Health Teams, Community Health Centres, and Nurse Practitioner-Led Clinics across Northeastern Ontario which are helping address historic access

issues in the region," says Paquette.

With today's technology, it's within every person's reach to know where health care services are available close to home. Community Health Centres, Nurse Practitioner-Led Clinics, Family Health Teams, or Nursing Stations are all great resources – which span beyond the hospital's emergency room.

Check out the refreshed Health Care Options website at www.ontario.ca/healthcareoptions.

November is Diabetes Awareness Month

More than 12 per cent of the population of Northeastern Ontario has diabetes – the province's highest percentage. Diabetes rates range from 8.7 to 11.8 per cent in Ontario's 13 other Local Health Integration Network regions.

During November, in support of Diabetes Awareness month, the [NE LHIN's LHINfo Minutes](#) will focus on diabetes services throughout Northeastern Ontario. Read the LHINfo Minutes to learn more about diabetes, its effects, and the services within your community – because education today keeps the doctor away!

Staff at the NE LHIN attended the diabetes expo in New Liskeard – hosted by the Timiskaming Diabetes Program on Tuesday, November 16th.



Dr. Quen Lee (left), an optometrist in New Liskeard discusses the link between eye care and diabetes to expo participants.



Lorna Desmarais from the District Health Unit in Timiskaming participated in the Expo and spoke to Falls Prevention methods.

Update: Northern and Eastern Ontario Diagnostic Imaging Network (NEODIN)

Did you know...

148 hospitals in Ontario now use digital diagnostic images electronically instead of film - saving time and yielding faster results for patients.

NEODIN will link together the medical imaging records from the Region's 56 hospitals and a pilot imaging clinic, which together, will service just over 2 million people across 838,000 square kilometers throughout Northern Ontario.

There are over 250 full-time employees that work within the NE LHIN region to support information Technology Systems.

Many local success stories regarding eHealth exist within the NE LHIN. Stay tuned for success stories and updates on current eHealth projects within Northeastern Ontario, www.nelhin.on.ca.

Hospitals of Northern and Eastern Ontario have received funding from Canada Health Infoway and Ontario's e-Health Office for a shared regional Diagnostic Imaging Repository (DI-r) - making medical images and reports available to health care providers electronically, increasing the collaboration between institutions and physicians. The seamless transfer of images and reports allows physicians in remote communities to connect with health care professionals in urban centres.

NEODIN Roll-Out Schedule:

In the North East: North Bay and Mattawa were the first to go 'live' on the system in Winter 2009/10 followed by Sault Area Hospital shortly afterwards. By January 2011,

integration will be completed for the hospitals in the Sudbury and Timmins HUB areas. When complete, these 2 HUBs will add another 20 hospitals to the NEODIN network including Ontario's most northern imaging department at Weeneebayko Area Health Authority in Moose Factory.

To learn more about NEODIN please e-mail communications@neodin.ca.

Save the Date - Northern Telemedicine Forum

The North East and North West LHIN, in partnership with the Ontario Telemedicine Network (OTN), will be hosting a Northern Telemedicine Forum on Friday, May 6th, 2011. This conference will take place in Sault Ste. Marie at Sault College for North East LHIN participants and at Thunder Bay Regional Health Sciences Center for North West LHIN participants - both these sites will be joined via an OTN connection.

Participants will learn about telemedicine initiatives and program development while:

- sharing telemedicine experiences, best practices, new programs and technologies
- identifying emerging issues, opportunities and trends
- broadening the awareness of Ontario Telemedicine Network's services and tools.

Please stay tuned for additional information by visiting www.nelhin.on.ca. Questions or comments can be directed to Robyn Bangs at 705-840-2872 ext. 205 or robyn.bangs@lhins.on.ca.

Northeastern Ontario Well Represented at Health Care Expo

The North East LHIN joined several Northeastern providers with booth displays at the Health Care Expo on November 10th. The North East LHIN booth featured the integration of the James Bay General Hospital and the last federally funded hospital in Ontario, the Weeneebayko General Hospital, into the newest health care authority – Weeneebayko Area Health Authority WAHA.

Participants at the Expo stopped by the North East LHIN booth to meet the WAHA Board of Directors, listen to traditional music and learn how the will and determination of multiple partners over the span of a decade, contributed to strengthening health care programs and services to our province's most Northerly neighbors.

Congratulations to Beverley Griffiths a Registered Nurse from the Ophthalmology Department of the Hospital for Sick Children in Toronto – winner of the NE LHIN Laptop Case, folder and a memory stick.



Finalists from the Timmins and District Hospital are presented their certificate from Minister of Health and Long-Term Care, Deb Matthews (centre), for their 4R Model of Care.

A Culture of Care

Aboriginal Health Access Centres throughout Northeastern Ontario

There are two Aboriginal Health Access Centres (AHACs) in Northeastern Ontario that offer culturally-appropriate programs and services for Aboriginal people - serving 24% of the population throughout the region that are Aboriginal/First Nation/Métis.

The Shkagamik-Kwe Health Centre is a culturally based Holistic Health Centre located in Sudbury that offers programs and services that support traditional Aboriginal values; making the connection between emotional, spiritual, physical and mental well-being.

161 Applegrove Street, Sudbury

Tel.(705)675-1596

To learn more please visit www.shkagamik-kwe.org.

The Misiway Milopemahtesewin Community Health Centre is located in Timmins and through education, promotion and service delivery, encourages individuals, families and their communities to become aware of lifestyle choices that impede and/or enhance their state of health and wellness.

130 Wilson Avenue, Timmins

Tel. (705) 264-2200

To learn more please visit www.misiway.ca

Join the Nurse Peer eHealth Network and be Heard!

The North East LHIN eHealth Project Management Office is partnering with the Registered Nurses Association and encouraging nurses within Northeastern Ontario to join the newly-formed Nurse Peer e-Health Network (NPEN) . A win-win situation, the Network will serve to inform nurses about eHealth initiatives, as well as provide an opportunity for front-line health care professionals to voice their ideas, suggestions and concerns for eHealth.

Have your voice heard – join NPEN today! For more information please visit

www.nelhin.on.ca.

General Health Care News Around the Region

Drug Awareness Week

The Ontario Drug Awareness Partnership (ODAP), an organization that increases the awareness of the effects of alcohol and drugs in communities throughout Ontario, promoted Drug Awareness Week during November 15th – 21st. To learn more about the ODAP visit www.odap.org.

TeamSteps - Fundamentals and Action Planning Workshop

The Northern Ontario School of Medicine will be hosting two face-to-face workshops 'TeamSTEPPS Fundamentals and Action Planning' as part of an Interprofessional Simulation Education Series.

Workshops will be offered in:

Thunder Bay – NOSM West Campus, November 29th and 30th

Sudbury – NOSM East Campus, December 2nd and 3rd

This interactive workshop will gather participant insight for how Interprofessional Education fits within a team-driven learning environment, as well as prepare clinicians to safely and effectively care for critically ill patients experiencing traumas, cardio responsive emergencies, disasters and obstetric emergencies.

To register please contact cepdregistrations@nosm.ca or (807) 766-7448.

A Light in the Darkness - A Book for Those Who May Not Know The Words to Say

When a loved one or friend is in need of comfort, finding the appropriate words is often difficult. 'A Light in the Darkness' is a book which features scenic photographs of Timmins and includes messages of hope and encouragement.

Jean Gibbons, an active community volunteer, retired employee with the North East Community Care Access Centre and board member of Horizon Palliative Care, has compiled her photography and assembled this book to help those who struggle with finding the words to say to someone who is going through tough times.

Visit <http://jeangibbons.shutterfly.com/> to view a sample of the book and contact Jean Gibbons at jgibbons@ontera.net to order a copy of 'A Light in the Darkness'.

Ontario Health Technology Advisory Committee Seeks Your Input

The Ontario Health Technology Advisory Committee (OHTAC) is seeking the input of the public to comment on draft recommendations before they are provided to the Ontario health care system and the Ministry of Health and Long-Term Care.

The following draft OHTAC recommendation and draft evidence-based analysis is available [here](#). Participants are encouraged to review the draft OHTAC recommendations and submit their comments by November 30, 2010.

