



Choicebook

Paper Version

Instructions on how to complete the Choicebook and return it to the LHIN are shown on the next page!

Share **YOUR** story
Shape your care



North West LHIN

The North West LHIN wants to hear your stories and ideas for making the health system better!

Simply read and complete this paper survey, then send it to us...

1. By MAIL

"Share Your Story, Shape Your Care"

Attention: Kristin Shields
975 Alloy Drive, Suite 201
Thunder Bay, ON P7B 5Z8

2. Give it to the receptionist

If you are in a health facility (*like a clinic or hospital*), just give it to the receptionist.

They will make sure it is sent to us at the LHIN Head Office in Thunder Bay



Welcome to your Choicebook

Welcome to the “*Share Your Voice, Shape Your Care*” project and to our Choicebook!

I’d like to thank you for taking part and making your voice heard.

We are listening to local people because we want and need to know what health priorities are most important to those who live, work and serve in our communities.

We will use what we hear from you, and others, to help us design our second Integrated Health Services Plan (IHSP) – which will outline a strategy for how we will organize and deliver health care services across Northwestern Ontario.

I’m looking forward to reading all your stories and ideas and hope you enjoy this experience!

Yours,
Gwen



Gwen DuBois-Wing
CEO

North West Local
Health Integration
Network (LHIN)



Please tell us about yourself

Knowing a little bit about you will help us better understand what we hear from people during this project.

1. **I am:**

Male

Female

2. **My age is:**

Under 18

18-24

25-34

35-44

45-54

55-64

65 and older

3. **The language I speak at home is:**

English

French

Other (please specify) _____

4. **My home is in:**

Thunder Bay district *(please select your town name on page 4)*

Rainy River district *(please select your town name on page 4)*

Kenora district *(please select your town name on page 5)*



Please tell us where you live

Thunder Bay District Towns:

- | | | | | |
|--------------------------------------------|---------------------------------------------------|-----------------------------------------|-------------------------------------------|----------------------------------------|
| <input type="checkbox"/> Allanwater Bridge | <input type="checkbox"/> Fort William | <input type="checkbox"/> Kakabeka Falls | <input type="checkbox"/> Nolalu | <input type="checkbox"/> Rocky Bay |
| <input type="checkbox"/> Armstrong | <input type="checkbox"/> Fowler | <input type="checkbox"/> Kashabowie | <input type="checkbox"/> Oliver Paipoonge | <input type="checkbox"/> Rossport |
| <input type="checkbox"/> Aroland | <input type="checkbox"/> Geraldton | <input type="checkbox"/> Lake Helen | <input type="checkbox"/> Osnaburgh | <input type="checkbox"/> Saganaga Lake |
| <input type="checkbox"/> Auden | <input type="checkbox"/> Geraldton East
Graham | <input type="checkbox"/> Lappe | <input type="checkbox"/> Pass Lake | <input type="checkbox"/> Shuniah |
| <input type="checkbox"/> Beardmore | <input type="checkbox"/> Greenstone | <input type="checkbox"/> Long Lake | <input type="checkbox"/> Pic Moberg North | <input type="checkbox"/> South Bay |
| <input type="checkbox"/> Caramat | <input type="checkbox"/> Gull Bay | <input type="checkbox"/> Longlac | <input type="checkbox"/> Pic Moberg South | <input type="checkbox"/> South Gillies |
| <input type="checkbox"/> Cloud Bay | <input type="checkbox"/> Gull River | <input type="checkbox"/> Macdiarmid | <input type="checkbox"/> Pic River | <input type="checkbox"/> Stanley |
| <input type="checkbox"/> Collins | <input type="checkbox"/> Heron Bay | <input type="checkbox"/> Manitouwadge | <input type="checkbox"/> Red Rock | <input type="checkbox"/> Suomi |
| <input type="checkbox"/> Dorion | <input type="checkbox"/> Hillsport | <input type="checkbox"/> Marathon | <input type="checkbox"/> Savant Lake | <input type="checkbox"/> Terrace Bay |
| <input type="checkbox"/> English River | <input type="checkbox"/> Hurkett | <input type="checkbox"/> Murillo | <input type="checkbox"/> Schreiber | <input type="checkbox"/> Thunder Bay |
| <input type="checkbox"/> Ferland | <input type="checkbox"/> Hymers | <input type="checkbox"/> Nakina | <input type="checkbox"/> Shabaqua Corners | <input type="checkbox"/> Upsala |
| <input type="checkbox"/> Finmark | <input type="checkbox"/> Jellicoe | <input type="checkbox"/> Neebing | <input type="checkbox"/> Shebandowan | <input type="checkbox"/> Wild Goose |
| | | <input type="checkbox"/> Nipigon | | |

Rainy River District Towns:

- | | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------------|-----------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Alberton | <input type="checkbox"/> Chapple | <input type="checkbox"/> Gameland | <input type="checkbox"/> Morson Northwest Bay | <input type="checkbox"/> Seine River
Village |
| <input type="checkbox"/> Atikokan | <input type="checkbox"/> Couchiching | <input type="checkbox"/> Government Landing | <input type="checkbox"/> Pinewood | <input type="checkbox"/> Sleeman |
| <input type="checkbox"/> Arbor-Vitae | <input type="checkbox"/> Dawson | <input type="checkbox"/> La Vallee | <input type="checkbox"/> Rainy Lake | <input type="checkbox"/> Stratton |
| <input type="checkbox"/> Bergland | <input type="checkbox"/> Devlin | <input type="checkbox"/> Lake of the Woods | <input type="checkbox"/> Rainy River | |
| <input type="checkbox"/> Black Hawk | <input type="checkbox"/> Emo | <input type="checkbox"/> Mine Centre | <input type="checkbox"/> Sapawe | |
| <input type="checkbox"/> Caliper Lake | <input type="checkbox"/> Fort Frances | <input type="checkbox"/> Morley | | |



Please tell us where you live

Kenora District Towns:

- | | | | | |
|-------------------------------------------|---------------------------------------------|--------------------------------------------|--------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Balmertown | <input type="checkbox"/> Ear Falls | <input type="checkbox"/> Kejick | <input type="checkbox"/> O'Brien's Landing | <input type="checkbox"/> Sioux Narrows-Nestor |
| <input type="checkbox"/> Barwick | <input type="checkbox"/> English River | <input type="checkbox"/> Kenora | <input type="checkbox"/> Oxdrift | <input type="checkbox"/> Slate Falls |
| <input type="checkbox"/> Borups Corners | <input type="checkbox"/> Eton-Rugby | <input type="checkbox"/> Kingfisher Lake | <input type="checkbox"/> Osnaburgh | <input type="checkbox"/> Starratt-Olsen |
| <input type="checkbox"/> Bearskin Lake | <input type="checkbox"/> Kitchenuhmaykoosib | <input type="checkbox"/> Lansdowne House | <input type="checkbox"/> Perrault Falls | <input type="checkbox"/> Summer Beaver |
| <input type="checkbox"/> Cat Lake | <input type="checkbox"/> Lac Seul | <input type="checkbox"/> MacDowell | <input type="checkbox"/> Pickle Lake | <input type="checkbox"/> Vermilion Bay |
| <input type="checkbox"/> Central Patricia | <input type="checkbox"/> Fort Hope | <input type="checkbox"/> Madsen | <input type="checkbox"/> Pikangikum | <input type="checkbox"/> Wabigoon |
| <input type="checkbox"/> Clearwater Bay | <input type="checkbox"/> Fort Severn | <input type="checkbox"/> Machin | <input type="checkbox"/> Poplar Hill | <input type="checkbox"/> Wapekeka |
| <input type="checkbox"/> Cochenour | <input type="checkbox"/> Grassy Narrows | <input type="checkbox"/> Malachi | <input type="checkbox"/> Red Lake | <input type="checkbox"/> Weagamow Lake 87 |
| <input type="checkbox"/> Crow Lake | <input type="checkbox"/> Hudson | <input type="checkbox"/> McKenzie Island | <input type="checkbox"/> Redditt | <input type="checkbox"/> Webequie |
| <input type="checkbox"/> Deer Lake | <input type="checkbox"/> Ignace | <input type="checkbox"/> Migisi Sahgaigan | <input type="checkbox"/> Rushing River | <input type="checkbox"/> Werner Lake |
| <input type="checkbox"/> Dinorwic | <input type="checkbox"/> Ingolf | <input type="checkbox"/> Minaki | <input type="checkbox"/> Sabaskong Bay | <input type="checkbox"/> Whitedog |
| <input type="checkbox"/> Dryden | <input type="checkbox"/> Islington | <input type="checkbox"/> Minnitaki | <input type="checkbox"/> Sachigo Lake | <input type="checkbox"/> Whitefish Bay 32A |
| <input type="checkbox"/> Dymont | <input type="checkbox"/> Jaffray Melick | <input type="checkbox"/> Mishkeegogamang | <input type="checkbox"/> Sandy Lake | <input type="checkbox"/> Wunnumin Lake |
| <input type="checkbox"/> Eabametoong | <input type="checkbox"/> Jones | <input type="checkbox"/> Muskrat Dam Lake | <input type="checkbox"/> Shoal Lake | |
| <input type="checkbox"/> Eagle Lake | <input type="checkbox"/> Kasabonika Lake | <input type="checkbox"/> Nestor Falls | <input type="checkbox"/> Silver Dollar | |
| <input type="checkbox"/> Eagle River | <input type="checkbox"/> Kee-Way-Win | <input type="checkbox"/> North Spirit Lake | <input type="checkbox"/> Sioux Lookout | |



Please tell us about yourself

5. The highest level of education I have completed is:

- primary/intermediate school (up to grade 8)
- high school
- some college or university
- college diploma
- undergraduate degree
- graduate degree
- Ph.D

6. Are you currently employed?

- Yes
- No

7. I work in:

- Education
- Forestry
- Health Care
- Mining
- Manufacturing
- Government
- Service Sector
- Agriculture
- Other _____

8. Are you a regulated health professional?

- No
- Yes (if yes, please answer question 9 on page 5)



Please tell us about yourself

9. I am a:

- Registered Nurse
- Registered Practical Nurse
- Nurse Practitioner
- Physician
- Allied Health Professional

If you selected Allied Health Professional, please select your specialty:

- Audiologist
- Medical Radiation Technologist
- Chiropodist or Podiatrist
- Midwife
- Chiropractor
- Occupational Therapist
- Dental Hygienist
- Optician
- Dental Technologist
- Optometrist
- Dentist
- Pharmacist
- Denturist
- Physiotherapist
- Dietician
- Psychologist
- Massage Therapist
- Respiratory Therapist
- Medical Laboratory Technologist
- Speech-Language Pathologist
- Other

The sector I work in is:

- Acute Care
- Community
- Public health
- Long-term care
- Primary Care
- Education
- Other: _____



Who are we?

North West Local Health Integration Network (or LHIN) is an organization based in Northwestern Ontario. We serve Thunder Bay and Rainy River Districts and most of the Kenora District. Our head office is in Thunder Bay.

At the North West LHIN, we receive money from the Ontario Government (*Ministry of Health and Long-Term Care*) and distribute it to places that provide the public with health care – like hospitals, long-term care homes and services in the community (like “meals on wheels”).

We work with these places to provide health care and set priorities so that our local health system provides the kind of help that people in our communities need.

The North West LHIN also “integrates” or coordinates our health system to make the best use of scarce funds.

The North West LHIN has an appointed Board of Directors who come from our communities and have different backgrounds. They ensure our system is accountable and that money is spent wisely.

*So, the North West LHIN is about health care plans **by** people in our communities, **for** people in our communities...*

Facts

The North West LHIN receives funds to distribute to:

- Hospitals
- Community Care Access Centres (CCACs)
- Long-term care homes
- Community support services (Meals on Wheels, respite care, etc.)
- Community health centres
- Mental health and addictions services.



Our Health

Here in Northwestern Ontario, we are not as healthy as we could be.

Where we live makes a difference to our health. In our region, longer winters make it harder to be outside getting exercise during the colder months. Some of us also live in remote communities where it is difficult to find affordable healthy food.

More of us have chronic illnesses, like diabetes or heart disease, than anywhere else in Ontario. We also have higher rates of smoking, heavy drinking and obesity than in other parts of the province.

Our region is dealing with other problems as well. Our economy is troubled and many people in forestry and mining have lost their jobs. As a result, research shows that more people are stressed, experiencing depression and other mental health conditions.

In addition to all of this, we are spread over a large geographic region. Our geography makes it even more difficult for some people to access health care close to home.

Facts



55% of people in Northwestern Ontario are obese or overweight, compared to 49% across Ontario.

22% of people in our region are daily smokers. This is more than the rest of Ontario (17%).



“Integrated Health Services Plan”

As you learned on the previous page, many people in our region are living with different kinds of health problems. Even those of us who are healthy are likely to need (or “access”) health care in the future.

That’s why the North West LHIN has developed an “Integrated Health Services Plan” (IHSP) for the region. This Plan is a strategy for how we organize and deliver health care services to people that need them.

When the LHIN was first created in 2005, we talked to health professionals and residents across the region before putting together our first Plan. It set priorities like:

- Access to primary care (e.g. family doctors or nurse practitioners)
- Care for people with chronic illnesses (e.g. diabetes)
- Better health for Aboriginal peoples
- Better coordination across our local health care system

Now we’re starting to design a new Plan and want to hear your views.

It’s about choosing the right path for our region...

Facts



To develop our 1st Integrated Health Services Plan (IHSP) we spoke to over **1700** people and drove over 15,000 km.

The “Integrated Health Services Plan” (IHSP) sets out priorities for planning and funding for the next 3 years.



What are your biggest concerns?

Before we focus on the future, we'd like to know what the issues are that you are *most concerned about today*. Using the following scales of 1 to 5, indicate how concerned you are about each of these priority areas – from “*not too concerned*” to “*very concerned*”.

	<i>Not Too Concerned</i>				<i>Very Concerned</i>	<i>I Don't Know</i>
	1	2	3	4	5	
Access to primary care (<i>being able to see a nurse or doctor at a local clinic when you are sick</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to specialty care (<i>seeing a specialist doctor when your nurse or family doctor needs a second opinion or advice</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic disease prevention and management (<i>help to live with or avoid long-term illnesses like diabetes or heart disease</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term care (<i>support for seniors and people with disabilities to help them in their own home or other setting-- not in hospital</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



What are your biggest concerns?

	Not Too Concerned					Very Concerned	I Don't Know
	1	2	3	4	5		
Access to mental health and addictions services (<i>help for people with depression, drug addictions, and similar problems</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integration of services (<i>health providers working together better to stop people from "falling through the cracks"</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aboriginal engagement (<i>designing a special health and wellness strategy for helping Aboriginal people</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French language services (<i>making sure people who speak French can see health workers who also speak French</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integration of e-Health (<i>using computers so nurses and doctors can share test results and patient histories effectively</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional health human resources plan (<i>a plan to make sure there are enough health workers and professionals in the region</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Are any priorities missing?

So, on the previous page you told us how concerned you are about each of the priorities in our last Integrated Health Services Plan.

- **Access to primary care** (like nurses and doctors in local clinics)
- **Access to specialty care** (specialists, surgeons or diagnostics e.g. labs, MRI)
- **Chronic disease prevention and management** (learning how to live with diabetes, etc.)
- **Long-term care** (help for seniors or people with disabilities)
- **Access to mental health and addictions services** (for people with things like depression)
- **Integration of services** (to stop people “falling through the cracks”)
- **Aboriginal engagement** (doing more to help Aboriginal people be healthier)
- **French language services** (better access for people who speak French)
- **Integration of e-Health** (using technologies like computers and video-links)
- **Regional health human resources plan** (having enough nurses, etc.)

Are we missing any important health issues?

If you have any ideas, you can write them in the box



Access to health care

We have heard from both local residents and health care providers that **access** is a key issue for our region.

People have told us that they want to be able to access the *right* health care, from the *right* health workers, at the *right* time.

Over the next few pages, you'll look at each of the following issues.

- **Primary care** (like nurses and doctors in local clinics)
- **Specialty care** (blood specialists or diagnostics)
- **Mental health and addictions** (depression and alcoholism)
- **Long-term care** (help for seniors or people with disabilities)
- **Chronic disease prevention and management** (learning how to live with diabetes, heart disease, etc.)

We have been thinking about these issues as well and have some plans to improve access to each of these services.

We'd like to know whether our plans will have a big impact "on the ground" and improve access to health care services.

Facts



Access is a big issue in Northwestern Ontario.

People who live in our region report the **lowest rates in Ontario** for access to a medical doctor (85%) and consultation with a medical doctor (77%)



Primary care

Primary care is the first line of health care that we access and might include family doctors, nurse practitioners, midwives and others.

Here in Northwestern Ontario, people are having trouble accessing the primary care they need.

Here's a fictional scenario to help explain the problem...

Kirk lives in Thunder Bay and thinks he has the flu – or something more serious. He doesn't have a family doctor so waits hours in the local ER to get treatment.

At the North West LHIN, we have some ideas for improving access to primary care. We'd like to know how much these possible steps would make a difference "on the ground".

You can use the scale below to tell us how much of an impact these plans would have on improving access to primary care.

How much of an impact would these plans have on improving access to primary care?	Will have <u>no</u> impact				Will have a <u>big</u> impact.	<i>I Don't Know</i>
	1	2	3	4	5	
<i>More health care teams (such as Nurse Practitioner-led clinics, Family Health Teams, and others)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Re-design the way clinics and other parts of the health care system work to increase access to family doctors (like making sure people can talk about more than 1 health problem at each appointment with a doctor)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



Primary care includes:

- Health promotion
- Disease prevention
- Treatment of common injuries & diseases
- Primary mental health care
- Healthy child development
- Maternity care
- Basic emergency services
- Referrals
- Palliative and end-of-life care



Specialty care

Sometimes your nurse practitioner or family doctor will decide to refer you to a “specialist” when they need a 2nd opinion or advice. This is specialty care.

In our communities, people sometimes need to wait a long time or travel long distance to see medical specialists.

Here’s a fictional scenario to help explain the problem...

Kate is a cardiologist at a Winnipeg hospital. Some of her patients travel all the way from Northwestern Ontario because there isn’t advanced heart surgery there. She thinks it can sometimes be hard on patients to travel all that way.

At the North West LHIN, we have some ideas for improving access to specialty care. How much do you think each of these possible steps would make a difference “on the ground” in improving specialty care?

How much of an impact would these plans have on improving access to specialty care?	Will have <u>no</u> impact					Will have a <u>big</u> impact.	<i>I Don't Know</i>
	1	2	3	4	5		
<i>Better manage wait lists to make sure “urgent” patients always get seen right away</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Set standards so that patients only get referrals to specialists when necessary</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Increasing access to specialist doctors using “telemedicine”</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



“**Specialty care**” is advanced health care.

Examples of medical specialties include:

- Cardiology
- Dermatology
- Endocrinology
- Intensive care medicine
- Radiology
- Pathology
- Psychiatry



Mental health and addictions services

Our health system provides important medical and support services to people with depression, substance abuse and other mental health and addiction problems. But, some people report having trouble accessing this help when they need it.

Here's a fictional scenario to help explain the problem...

Abby works at a substance abuse clinic in Kenora. Some of her patients have to wait a long time to see her after getting a referral from another health worker. She wishes she could see them sooner – with less wait time.

What difference do you think the options below would make for improving access to mental health & addictions services?

How much of an impact would these plans have on improving access to mental health & addictions services?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Improve the care options available for people – <u>outside the hospital</u> (e.g. early psychosis intervention, eating disorder programs, peer support, supportive housing for people with addictions)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Focus services on helping “vulnerable” people who need it the most (such as youth or people who have both mental health disorders and drug/alcohol addictions at the same time)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Give health workers more information about places where people with mental health and addictions can get help, so they can refer patients to the best place</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



Many people suffer from mental health and addictions problems but often suffer alone and don't seek the help they need.

Mental health and addiction conditions include things like:

- Anxiety disorder
- Depression
- Post-traumatic stress disorder (PSD)
- Alcoholism
- Drug and substance abuse problems
- *And many more...*



Long-term care

Seniors and people with disabilities sometimes need extra help to be able to live at home or may require space in another setting (e.g. supportive housing, assisted living, long-term care home).

Here's a fictional scenario to help explain the problem...

Joyce is a senior and is just recovering from a stroke. She wants help to live at home or in a space at a seniors' residence, not a hospital ward, but can't manage by herself at home for much longer.

We are committed to improving access to long-term care services. How much do you think each of these possible steps would make a difference "on the ground"?

Tell us by rating their likely impact (from 1-5)...

How much of an impact would these plans have on improving access to long-term care?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Help seniors to stay in their homes and stay healthy (e.g. homemaking, home maintenance, nursing)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Expand alternatives to long-term care services (e.g. supportive housing)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



Many seniors live in our region.

13% of the population of Northwestern Ontario are over age 65. That's over **31,700** people!

Long-term care services include:

- Long-term care homes
- Supportive housing
- Home care
- Continuing care hospitals and units



Chronic disease prevention & management

Chronic disease prevention and management includes health promotion activities and helps people live with illnesses like diabetes or heart disease. It's a growing problem for our health care system because more and more of us are developing these illnesses.

Here's a fictional scenario to help explain the problem...

Mike lives in Marathon and has just found out he has diabetes. Now he needs to take medication and be very careful about his health to avoid "complications" like blindness. Mike needs help learning how to live with his diabetes.

Tell us how we can improve access to chronic disease prevention and management by rating our proposed measures and sharing your priorities.

How much of an impact would these plans have on improving chronic disease prevention & management?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Create peer support groups to learn to take care of their chronic disease</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Doing more health promotion activities</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Increase the number of visits with a health care team (where a dietician, nurse practitioner, social worker, and/or doctor work together)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Facts

In Northwestern Ontario:

- 21% of people have arthritis/rheumatism
- 15% have high blood pressure
- 9% have asthma
- 5% have diabetes
- 8% of people over 30 have heart disease

What are complications?

Diabetes and other chronic illnesses sometimes cause other health problems called "complications". For example, people with diabetes can develop complications like heart disease and stroke, kidney damage and blindness.

If you have other ideas for us to consider, please write them here!



Overcoming “barriers” to care

Here at the North West LHIN, we know that some people in our region face barriers to accessing the care they need.

Some of these “*barriers*” are physical – like travelling long distances to get to clinics or hospitals for health care.

But other barriers can involve culture or language – like those faced by French-speaking people who live in the region, or by Aboriginal peoples.

In this section of the choicebook, we want to hear **your ideas and priorities** for overcoming these barriers to care:

- Geography and transportation
- Troubles in our economy
- Lack of access to services for Aboriginal people
- An “uncoordinated” system
- Computerized health records for less barriers to communication
- Making the best use of our health workers and their skills



“Barriers”
are like
steep hills!

“Barriers” are like steep hills because they make it much more difficult – or impossible – for some people to “reach the top” and get the health care they need.

Some of us face bigger “barriers” than others.



Geography and transportation

The vast geography in Northwestern Ontario is an important part of our identity!

For some of us, though, geography makes it hard to get health care easily or quickly. Some people have to drive long distances to see specialists or get to clinics for appointments. Others in more remote communities need to fly to get any health care.

However, there are ways to help people with transportation to and from health care visits. We'd like to hear what you think about these possible steps.

How much of an impact do you think the following would have 'in the real world' to improve transportation?

How much of an impact would these plans on improving geography and transportation barriers?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Mobile vans (like the "breast screening van") that can travel to different towns and provide health care</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>More "telemedicine" so health workers can treat patients via video link, so patients don't need to travel too far</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



Our region makes up **47%** of the total land in Ontario...

...but, with **2%** of the population





Troubles in our economy

Nowadays, we're all worried about the economy. But, there have been problems in our local economy for the past few years: mines, forestry operations and mills have shut down, putting people out of work.

Our research has shown that these economic problems are affecting people's health as well.

Here's a fictional scenario to help explain...
Pat was a logger until he got laid off 6 months ago. He's been looking for work but is frustrated because there's not much out there. He spends a lot of time at home and finds himself more angry and impatient with his wife and kids.

How have economic troubles affected **you or people in your region?**

You can tell us by selecting as many options as apply, and/or tell us in your own words using the space provided below.

- Inability to fill prescriptions
- Hard time affording healthy foods
- Suffering from anxiety
- More depression
- Divorce
- Violence in the home
- Alcohol or drug abuse

Facts



Health workers have noted an increase in physical and mental health issues related to the "downsizing" in forestry that our region has experienced over the last 3 years.

- These include:
- High blood pressure
 - Worsening of chronic illnesses (like diabetes),
 - Increased stress
 - Depression and anxiety
 - Substance abuse



Engaging Aboriginal peoples

Aboriginal residents make up a large and important part of our community. Their unique culture makes Northwestern Ontario a great place to live.

But, many Aboriginal people have trouble getting the health care they need. Distance is a problem for some. For others, culture is a barrier to health care because it's not provided in an Aboriginal language. The lack of traditional healing or wellness approaches can also be a barrier.

We need your help to tell us what you think about our plans for working with Aboriginal peoples and communities to improve their health.

After finishing this choicebook, you can also provide us with additional and more detailed information by sharing your **stories and ideas!**

How much of an impact would these plans have on improving Aboriginal care?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Create a "protocol" or guide on how to work with Aboriginal people to improve their health and health care</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"Reach out" to work more closely with Aboriginal organizations on health issues</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Facts



About 15% of our population in Northwestern Ontario are Aboriginal people.

That's over 37,500 people!

If you have other ideas for us to consider, please write them here!



A more coordinated or “integrated” system

Our health care system can be complex and hard for people to use without feeling lost or “on their own”.

Here’s a fictional scenario to help explain the problem...

Jim is a 70 year-old man living in Sioux Lookout and is caring for his wife who has dementia. Jim feels overwhelmed, trying to find services to support him and his wife. It seems that there are multiple places to receive similar services, but “gaps” where no service is provided. The stress of caring for his wife and trying to find his way into and around the health care system is making him feel ‘burned out.’

People have told the North West LHIN that it’s hard to understand what health care services are available. It’s reported that even knowing the service is available, it’s difficult to find a way to access the service and to find a way through the health care system. We’d like to know whether you think our ideas will make a difference to patients.

How much of an impact would these plans have on a patient and family’s experience?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don’t Know</i>
<i>A “one-stop” place to learn more about health services available in Northwestern Ontario (like an easy-to-use website or brochure)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>All health service providers (e.g. nurses, doctors, dietitians) will share information necessary to access and move between services</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Decrease “duplication” of services so that new services can be provided where, right now, there are “gaps”</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!



Electronic health records

Health care works better when nurses, doctors, and other health professionals share patient records with each other.

An electronic health record can allow a patient's medical history and test results to be updated instantly and shared between health workers.

Here's a fictional scenario to help explain...

Maggie is a family doctor in Manitouwadge. She wishes she had access to electronic records to get patient test results more quickly and see what other health workers have written on her patients' files.

We have some plans for using more electronic health records. *Will these work and lead to better health care?*

How much of an impact would these plans have on improving people's health?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Develop an e-Referral system so referrals to specialists include a patient's health information</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Build a full electronic health record system so all health professionals can share patients' health records</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



Computer technology can allow a nurse or doctor to view a patient's whole health history, including updates only a few hours or minutes old!

- Current health problems
- Past illnesses and treatments
- Allergies
- New test results and x-rays
- Specialist advice or 2nd opinions



Using our existing health human resources

We know that our region has shortages of health care workers, including nurses, doctors, and other health professionals. We also know that being in Northwestern Ontario makes it difficult to attract all the extra health workers that we need.

So, we believe that we need to focus more on making the **best use** of the health workers who *do* live here. This means allowing health professionals to put all their skills to use and work in teams.

We have some plans for using our health care workers better. *Will these work and lead to better health care?*

How much of an impact would these plans have on improving health human resource strategies?	Will have <u>no</u> impact 1	2	3	4	Will have a <u>big</u> impact. 5	<i>I Don't Know</i>
<i>Fund "creative" ways of organizing health care so nurses, nurse practitioners, pharmacists and other health workers can use all their skills</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Look into education and training so health workers keep building new skills to help patients</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other ideas for us to consider, please write them here!

Facts



There are about 240,000 people living here in Northwestern Ontario.

To provide health care, we have around:

- 210 family doctors
- 115 specialist doctors
- 2,600 registered nurses
- 40 nurse practitioners

But, we also have important "allied" health workers...



What are your priorities?

Now it's your turn to be the **“decision maker”**! Use the scale below to tell us how important each of these health issues are – from *“not that important”* to *“very important”*

	Not That Important				Very Important	I Don't Know
	1	2	3	4	5	
Access to primary care (<i>being able to see a nurse or doctor at a local clinic when you are sick</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to specialty care (<i>seeing a specialist doctor when your nurse or family doctor needs a second opinion or advice</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to mental health and addictions services (<i>support for people with depression, alcohol addictions, and similar problems</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term care (<i>support for seniors and people with disabilities to help them live at home or in another setting--not in hospital</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic disease prevention and management (<i>help to live with or avoid long-term illnesses like diabetes or heart disease</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geography/transportation (<i>helping people with transportation to and from health care visits if they live far away from clinics</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Troubles in our economy (<i>helping people who have lost their job, feel stressed-out and whose health is getting worse</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aboriginal engagement (<i>including Aboriginal peoples and communities in planning related to health services</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integration (<i>a more coordinated system where patients don't “fall through the cracks”</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic health records (<i>using computers so nurses and doctors can share test results and patient histories quickly</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using our health human resources (<i>allowing all health workers to play the best role they can in our health system</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Creating a more coordinated or “integrated” system

It’s the role of the health care system in Northwestern Ontario to provide us with the care we need.

But, we know there are problems... and want to build a better, more coordinated and more “integrated” health care system for the future.

Here’s a fictional scenario to help explain how an “integrated” health system should work...

Walt has had diabetes for a few years. He gets great care. Walt goes for regular dialysis, sees his doctor for regular check-ups and specialists when he needs to. When he goes for his clinic appointments, he sees everybody at the same time as a “team” – a nurse for blood tests and a dietician to give him advice on what to eat to control his blood sugar. Walt’s next clinic appointment is scheduled even before he leaves, and he gets a reminder call for appointments to make sure he hasn’t forgotten about them.

So, an “integrated” system is about giving every patient the right “**journey**” – so they get the treatment and care they need without “falling through the cracks”

You’ve answered our questions over the last few pages.

Now it’s *your* chance to tell us *your* own stories and ideas...



Your experiences with an integrated system

We'd like to hear your story about a time when your care was **well integrated** and the health system worked well for you (*as a citizen*) or one of your patients (*if you're a health professional*).

Please describe it for us in the box below...



Your bad experience with an “uncoordinated” system

Now, we’d like to hear your story about a time when care was **not well “coordinated”** and the health system did not provide you or your patient with integrated care.

“Liz’s Story”

Here’s a fictional scenario to show what an “uncoordinated” system looks like...

About 6 months ago, Liz noticed an itchy, painful rash on her back. She went to a walk-in clinic and saw a family doctor.

She referred Liz to a skin specialist for a 2nd opinion. But, since then, Liz has heard nothing. The specialist’s office hasn’t called to book an appointment – and it’s been 6 months.

Liz feels as though she’s “fallen through the cracks” and that she’s left on her own to find help.



Your ideas for creating a more integrated system

The North West LHIN wants to make our local health care system more integrated or coordinated in the future and we'd like to hear your ideas!

We will use these ideas to help us plan and build a more integrated health system over the next few years...



Sharing your stories and ideas

This section of the choicebook allows you to provide us with additional and more detailed information concerning your ideas and experiences.

How do I share a story or idea?

Just fill in the pages below in 3 easy steps:

- 1) Choose your topic or question
- 2) Write a short title for your story or idea
- 3) Write your story or idea in the box. If you would like to *share more than one* story or idea, feel free to do so.

Who will read my story or idea?

The North West LHIN's research team will read all stories and ideas. *Parts of your story or idea may also be quoted in the LHIN's final report, but no personal information will be included.*

What can't my story or idea contain?

Your story cannot use inappropriate content or language (vulgar, obscene or hateful words), personal health information of scenarios (that would allow you or your health provider to be identified), names or addresses of other individuals, copyrighted material owned by other individuals, or material promoting a commercial product.

You can send us your stories and ideas about any of the following categories:

- **Story:** Problems finding or “accessing” healthcare – about me or someone I know
- **Story:** What’s working well or a “success story” about providing better health care
- **Idea:** How to make Northwestern Ontario a healthier place
- **Idea:** How health professionals (e.g. nurses, physicians and others) can work better together
- **Idea:** How our local health system could be improved



Sharing your stories and ideas

I have a story about...

- Problems finding or “accessing” healthcare – about me or someone I know
- What’s working well or a “success story” about providing better health care

I have an idea about...

- How to make Northwestern Ontario a healthier place
- How health professionals (e.g. nurses, physicians and others) can work better together
- How our local health system could be improved

Enter a title:

Write your story or idea in the box



Sharing your stories and ideas

I have a story about...

- Problems finding or “accessing” healthcare – about me or someone I know
- What’s working well or a “success story” about providing better health care

I have an idea about...

- How to make Northwestern Ontario a healthier place
- How health professionals (e.g. nurses, physicians and others) can work better together
- How our local health system could be improved

Enter a title:

Write your story or idea in the box



Sharing your stories and ideas

I have a story about...

- Problems finding or “accessing” healthcare – about me or someone I know
- What’s working well or a “success story” about providing better health care

I have an idea about...

- How to make Northwestern Ontario a healthier place
- How health professionals (e.g. nurses, physicians and others) can work better together
- How our local health system could be improved

Enter a title:

Write your story or idea in the box



Thank you!

Thank you for taking part and for telling us your priorities!

We will add your survey responses to our ongoing “Share Your Story, Shape Your Care” project, and use what you and other participants told us to help develop our 2nd Integrated Health Services Plan (IHSP).

For more information, visit www.northwestlhin.on.ca/myvoice





How did you like our Choicebook?

Please tell us how much you agree or disagree with each of these statements...

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	I Don't Know
<i>"I enjoyed completing the choicebook"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"Doing this choicebook helped me understand the 'tough choices' the LHIN has to make about health care"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The facts in the choicebook were easy to understand"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"Based on this experience, I would consider doing another choicebook in the future"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"After being part of this project, I will follow the LHIN's work more closely"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write additional comments in the space below.



Spread the word and share your ideas!

We'd like to hear from people across our community!

You can help us by spreading the word and getting your **family, friends, clients** or **co-workers** to take part!

