



NORTH WEST LHIN QUARTERLY NEWSLETTER | FALL EDITION 2015 | [www.northwestlhinc.on.ca](http://www.northwestlhinc.on.ca)

# LHINKages

## Fall Newsletter

Sharing Health Care News, Stories and Developments in Northwestern Ontario

## Fall Newsletter 2015

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### North West LHIN | Our Mission, Vision and Values

#### MISSION

##### Mission

Develop an innovative, sustainable and efficient health system in service to the health and wellness of the people of the North West LHIN.

#### VISION

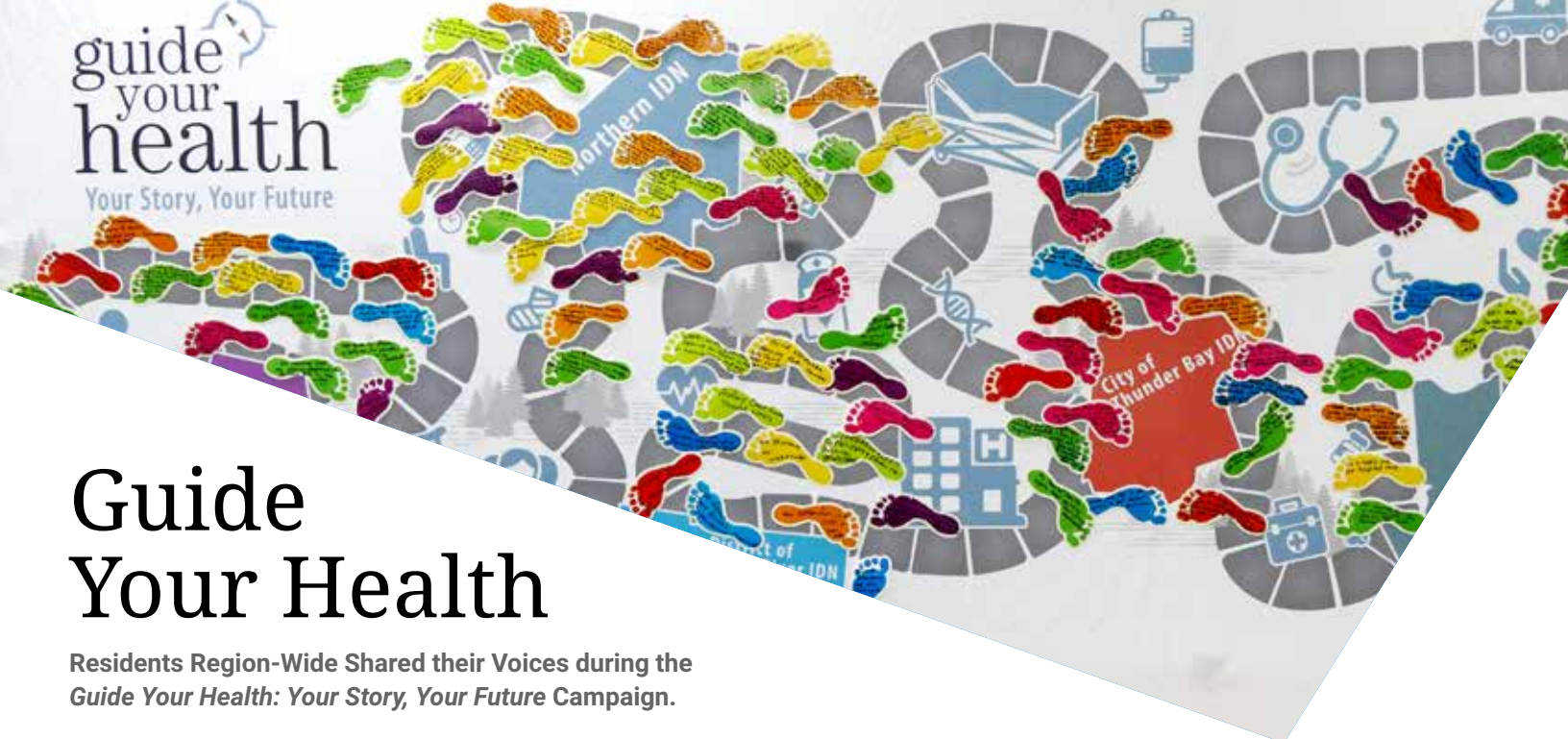
##### Vision

Healthier people, a strong health system-our future.

#### VALUES

##### Values

1. Person-centred
2. Culturally Sensitive
3. Sustainable
4. Accountable
5. Collaborative
6. Innovative



# Guide Your Health

Residents Region-Wide Shared their Voices during the *Guide Your Health: Your Story, Your Future* Campaign.

**W**e all know that numbers can tell a story – how many people use a service, how quickly can they access care, and so on. But it's only through conversations with people that we really understand how the health care system looks and feels from every perspective: the person using the system, the family member or caregiver, the people who work in the system, and the people who administer health care.

For the past few months, the North West LHIN has been on a journey to give residents the opportunity to leave their footprint on health care in their communities, and to help inform the North West LHIN's fourth Integrated Health Services Plan, which will come into effect on April 1, 2016.

During the three-month *Guide Your Health: Your Story, Your Future* campaign, more than 700 residents

participated in this innovative community engagement public consultation. As a result, the North West LHIN collected over 1,500 comments from residents identifying the areas of the health system that work well and opportunities for improvement. For example,

**"We're now set to begin the next leg of our planning journey, which involves incorporating local community voices and priorities in our next three-year plan."**

- Laura Kokocinski, North West LHIN CEO

residents highlighted positive collaboration between local health care providers and organizations from other sectors, the benefits of technology and telemedicine to provide care and reduce travel, and the quality of local health care providers and services as examples of the health system operating at its best.

**On behalf of the North West LHIN, CEO Laura Kokocinski expressed her appreciation to the people of Northwestern Ontario for their insights and contribution in shaping the future of the health care system.**

"We would like to extend a sincere thank you to North West LHIN residents for lending us their expertise, for their commitment to improving their health and that of their communities, and for sharing their powerful stories so that we can make the system better for the future," she said. "We're now set to begin the next leg of our planning journey, which involves incorporating local community voices and priorities in our next three-year plan."





# ▶ HAVE YOUR SAY AND JOIN THE CONVERSATION ONLINE.

North West LHIN | RLISS du Nord-Ouest



## What Northwestern Ontario had to say!

- » Positive collaboration between local health care providers, as well as with organizations from other sectors
- » Benefits of technology and telemedicine for more care and reduced travel
- » Residents are largely satisfied with the quality of care that they are receiving from their local health care providers
- » The need for transportation services within and amongst communities
- » More access to mental health services for people of all ages
- » Need more assisted living, supportive housing, long-term care and home care
- » Better coordination of care including improved communication between health care providers and interagency cooperation
- » Need to prevent or reduce illness through education (such as healthy lifestyles)

**THE NORTH WEST LHIN ENGAGES RESIDENTS ON AN ONGOING BASIS. WE ENCOURAGE YOU TO SHARE YOUR IDEAS OR FEEDBACK WITH US AT YOUR CONVENIENCE.**



Guide Your Health  
Online Forum

[guideyourhealth.org](http://guideyourhealth.org)



North West LHIN  
on Twitter

[#GuideYourHealth](https://twitter.com/GuideYourHealth)



North West LHIN  
LHINfo Minute

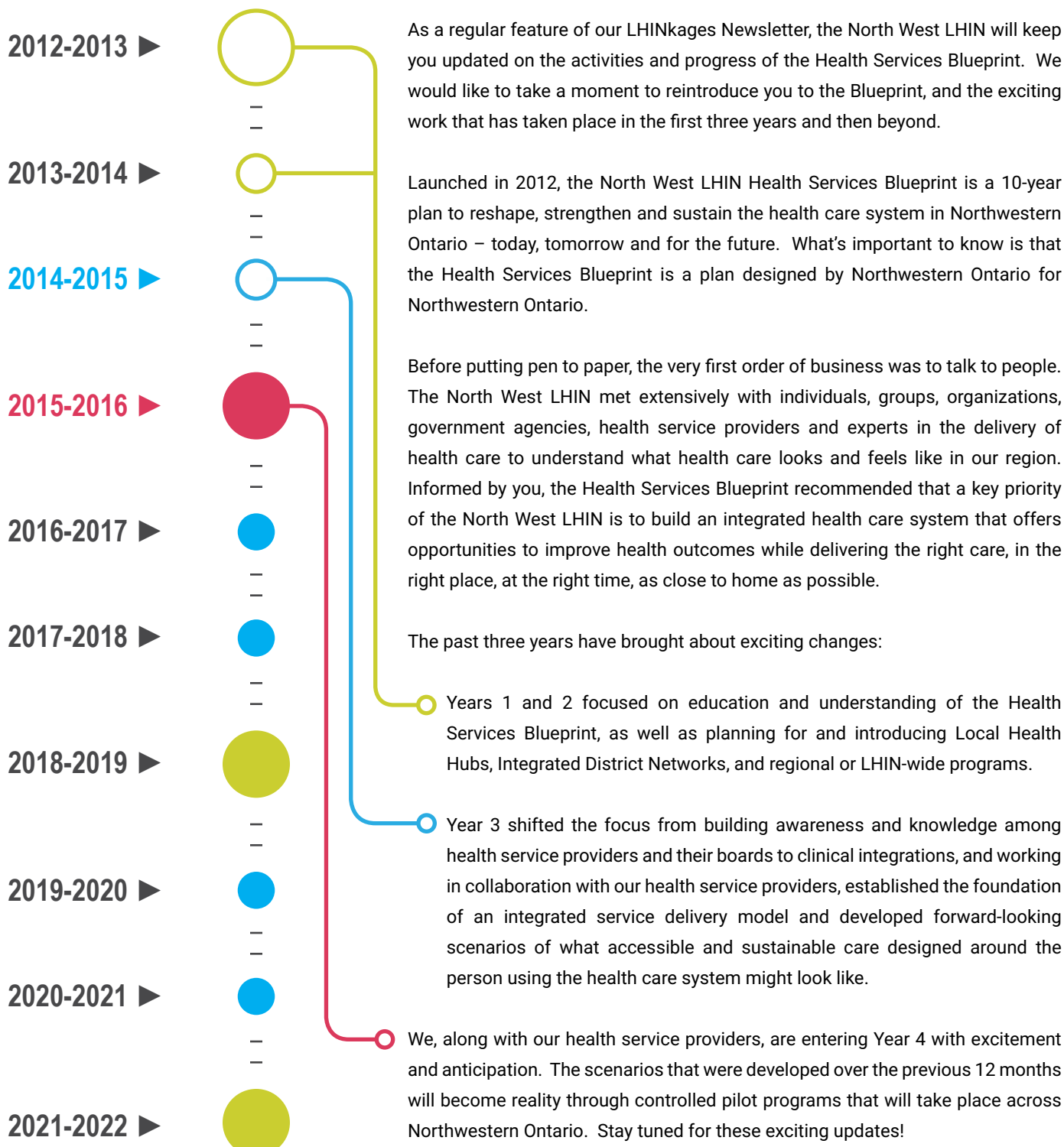
[LHINfoMinute.org](http://LHINfoMinute.org)



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## The North West LHIN Health Services Blueprint: A Plan For Our Future



## Health Links Update

# A Patient's Story



**T**hese are early days for Health Links, yet we are already hearing stories of innovation and success. In the City of Thunder Bay, the North West Community Care Access Centre, lead organization for the City of Thunder Bay's IDN Health Link, has partnered with the Enhanced Care Team Clinic (ECTC). The ECTC is a collaborative, interprofessional team designed to address the highest health needs for Northwestern Ontario's most vulnerable clients: people with co-morbidities (presence of two disorders or diseases) and frequently use Thunder Bay Regional Health Sciences Centre's emergency department are at increased risk of readmission to hospital.

According to a client: "Health Links came at the right time to help me in many ways. Through a coordinator, I was referred to an Enhanced Care Team of doctors and have very thorough medical appointments, sometimes half an hour, and they continue to keep close tabs on me. Getting to my appointments used to be a challenge but with the referral to Red Cross Transportation, I can now attend all of my doctors' appointments.

I'm stronger and can do more at home because of the referral to physiotherapy and occupational therapy. To help with coping with some things, I'm now being connected to a social worker. It certainly has helped me."

Since its official launch in 2012, the North West LHIN has implemented three Health Links: City of Thunder Bay IDN Health Link, District of Thunder Bay IDN Health Link, and the District of Rainy River IDN Health Link. Next to launch will be the District of Kenora IDN Health Link and the Northern IDN Health Link.

*About Health Links: In the North West LHIN, Health Links align geographically with our Health Services Blueprint, and both initiatives focus on improving access to care, quality of care and patient outcomes through enhanced integration, collaboration, and coordination between care providers.*



## BUILDING BRIGHT FUTURES

### On-Site Opiate Addiction Treatment at Dennis Franklin Cromarty High School

Promoting student success with wrap-around services to manage opiate addictions: that's the essence of the Suboxone Treatment Program at Dennis Franklin Cromarty (DFC) High School.

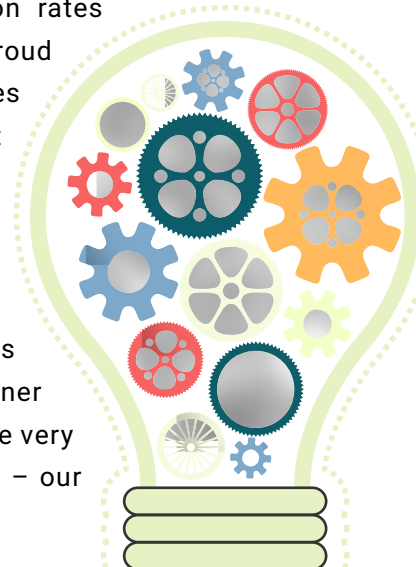
Nurse Practitioner and Treatment Team Coordinator Mae Katt is a passionate advocate for the program and the youth who self-identify, saying that many feel their lives are out of control. "They've been kicked out of their boarding home, or been caught shoplifting or stealing, or other things they're ashamed of, and they'll say 'Can you help me?'" That's the beginning of a relationship that wraps the youth with a number of supports ranging from pharmacotherapy (Suboxone), counseling, Elder support, psychoeducation and emotional supports.

The program doesn't end with the school year as students return to communities that often have high opioid addiction rates. Through videoconferencing and social media, the team provide aftercare counseling to support the students and reinforce coping techniques

and stress management. Post-treatment supports such as peer supports from others who have completed or are currently enrolled in the program, as well as relapse care are available.

The results of the program are far-reaching, says Mae: "Many of these youth are suicide survivors, and have lost a parent, an uncle or aunt, and friends. Some communities have addiction rates in all age groups. I'm proud when I hear that families have seen the progress that their children are making and want to try it for themselves."

The North West LHIN is proud to be a funding partner for this program, which is the very essence of healthier people – our future.



- » Opened in 2001, DFC offers grades 9-12 to approximately 150 students from 24 remote Aboriginal communities
- » Communities have experienced high numbers of youth suicides, leaving people vulnerable to the ultra-addictive prescription drug known as oxycodone
- » In 2011, several students at Dennis Franklin Cromarty High School admitted to struggling with opiate addiction

- » The Suboxone Treatment Program started in 2011
- » Personal successes range from improved physical health, to feeling hopeful, and having greater personal insight
- » Academic successes include improved grades, better attendance, and of the first graduates to have benefited from the program, have gone on to post-secondary education



# Improving Access to Care Across the North West LHIN

## Enhancing Care for Critically-ill Patients Across Northwestern Ontario.

Northwestern Ontario is a vast region, where locals often measure distance by hours. Eleven regional hospitals provide emergency department services, with Thunder Bay Regional Health Sciences Centre (TBRHSC) as the lead trauma centre for our region. The Regional Critical Care Response (RCCR) program closes the geographical distance through the innovative use of videoconferencing and eHealth technology, bringing real-time consultation from specialists for our most critically-ill patients.

North West LHIN Critical Care Physician Lead, Dr. Michael Scott, envisioned the RCCR program as a way to improve care for regional patients. "Health service providers, linked by technology, can provide assessment and management for more timely care to patients," said Scott. "This is an exciting, coordinated way to deliver exceptional critical care across Northwestern Ontario."

What does this program look like in real life for patients and emergency department staff? An ICU staff member from TBRHSC shared his experience:

"During the call, the Intensivist (doctor specializing in emergency medicine) was able to assist the physician in performing a life-saving procedure called a pericardial tap prior to transport to Thunder Bay. Telemedicine allowed the Intensivist to have 'eyes' on the patient and the ultrasound machine while the onsite physician removed fluid from around the patient's heart. The procedure was performed successfully. The regional team was very professional and extremely efficient in this critical situation."

Patients are seeing better health outcomes because treatment can begin sooner, and transfers to Thunder Bay can potentially be avoided. When a transfer to Thunder Bay is necessary, the TBRHSC team have effectively 'seen' the patient. The right care in the right place at the right time, as close to home as possible.

To learn more about the Regional Critical Care Response program, visit [www.northwestlhin.on.ca](http://www.northwestlhin.on.ca) to read our June 2015 LHInfo Minute: **Enhancing Regional Critical Care Response.**



Photo courtesy of TBRHSC.

## RCCR EARLY SUCCESS - BY THE NUMBERS

In the first three months of the program, RCCR has:

Launched at 4 regional sites as of March 31, 2015

44 RCCR consults were performed

16 follow up consultations took place

9 people who would normally have been transferred to Thunder Bay received care in their community

## Background

The RCCR Program began March 31, 2015 at Lake of the Woods District Hospital in Kenora, Meno Ya Win Health Centre in Sioux Lookout, Dryden Regional Health Centre and La Verendrye Hospital in Fort Frances. Atikokan General Hospital, Wilson Memorial Hospital in Marathon, Manitouwadge General Hospital and The McCausland Hospital in Terrace Bay went live on July 1, 2015, with Nipigon District Memorial Hospital, Margaret Cochenour Memorial Hospital in Red Lake and Geraldton District Hospital scheduled to go live in September 2015.



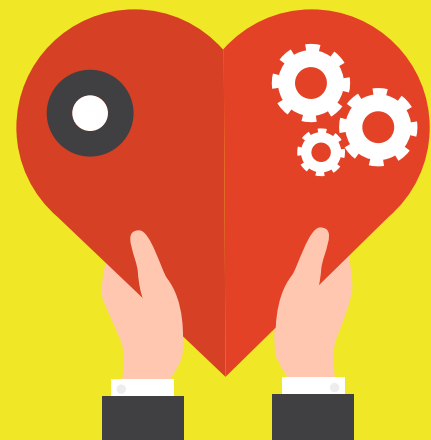
# Cardiovascular Surgery –

## Enhancing Care Closer to Home

June 25, 2015, was a historic day at Thunder Bay Regional Health Sciences Centre (TBRHSC). Minister of Health and Long-Term Care Eric Hoskins announced support for a proposal to expand cardiovascular services for Northwestern Ontario.

Under the proposal, the Thunder Bay Regional Health Sciences Centre (TBRHSC) will expand its advanced cardiovascular services program to deliver on-site vascular surgery. It will also work with the government to develop a plan to deliver cardiac surgery closer to home for patients in the Northwest.

That's good news, according to North West LHIN CEO Laura Kokocinski. "Through campaigns like Guide Your Health, we hear stories from the public about the burden families face when a loved one requires surgery far from home," said Kokocinski. "From a health system perspective, we want to ensure value for every health system dollar invested. This program should help us realize reduced costs for patient transfers and improve health outcomes through faster access to care, while helping loved ones stay closer together at a difficult time."



# Breaking New Ground

Improving access to care as close to home as possible – that's what is happening right here in Northwestern Ontario.



## Expansion will Improve Mental Health Rehabilitation at St. Joseph's Care Group

Announced by Premier Kathleen Wynne on June 15, 2015, the East Wing of St. Joseph's Hospital will be home to the Specialized Mental Health Rehabilitation Program (SMHRP) and will include 38 inpatient beds, outpatient and outreach services. The SMHRP will serve people with serious mental illness and co-existing issues including substance use and development issues, dual disorders and/or geriatric psychiatric illness.



## New Era for Mental Health

Joy Warkentin, Chair of the North West LHIN Board of Directors, is excited about the SMHRP, which exemplifies a new era in mental health care: "This program is a shining example of integrating mental health and addiction treatment with mainstream healthcare, shifting from institutionalized care to community-based care and reducing the stigma often felt by patients and their caregivers."

## Improving Care through Renovations at Atikokan General Hospital

Minister Bill Mauro (MPP Thunder Bay – Atikokan), along with Atikokan General Hospital CEO Doug Moynihan, officially kicked off the redevelopment of Atikokan General Hospital on Wednesday July 29, 2015. "The population within Northwestern Ontario is shifting and changing. We know that and as a result, health care services also have to shift and change in order to be responsive to the population," said Laura Kokocinski, North West LHIN Chief Executive Officer. This redevelopment will enhance the provision of care by making the right care more easily accessed, at the right time, by designing a care setting that meets the needs of the people served by Atikokan General Hospital.



## NorWest CHC Expansion

Wendy Talbot, CEO of NorWest Community Health Centres (CHC) and Minister Bill Mauro (MPP Thunder Bay-Atikokan), were out *breaking ground* on July 23, 2015 for the expansion of NorWest CHC's Simpson Street location. The expansion will allow for 16 new exam rooms, two chiropody and foot care rooms, two large rooms with work stations for the primary care staff and an education and training room with space for future growth.



# What is Alternate Level of Care or ALC?

## Do you know?

The term Alternate Level of Care, or ALC, is something we hear in the media or in the community, but what does it really mean? Let's take a look:



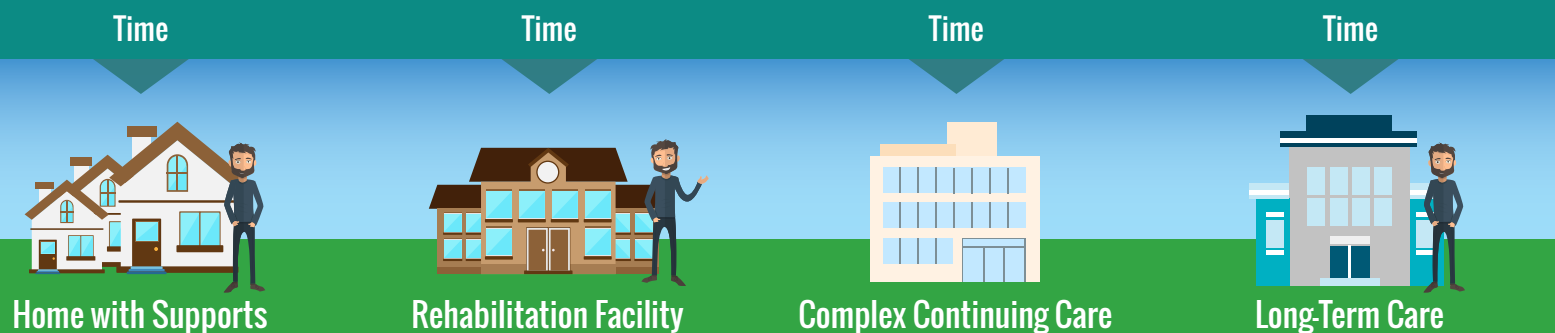
## MEET ALEX

Alex needs care and as a result, heads to the hospital for treatment.



After arriving at the hospital, Alex is admitted and receives the care he needs.

FOLLOWING TREATMENT, IT IS DETERMINED THAT ALEX NO LONGER NEEDS THE INTENSITY OF RESOURCES OR SERVICES OF AN ACUTE HOSPITAL SETTING, BUT HE DOES NEED TO MOVE TO ANOTHER CARE SETTING. IT IS AT THIS POINT THAT ALEX'S CARE IS IDENTIFIED AS ALC.



ALC helps the North West LHIN understand how people are moving from hospital to the next place of appropriate care. But it doesn't show us the whole picture, like how many people are waiting at home for long-term care. By looking at root causes of why people designated as ALC remain in hospital, the North West LHIN is able to fund needed programs to help people move to the right environment, including home with supports, rehabilitation, complex continuing care, transitional care, long-term care, supportive housing – the list goes on.



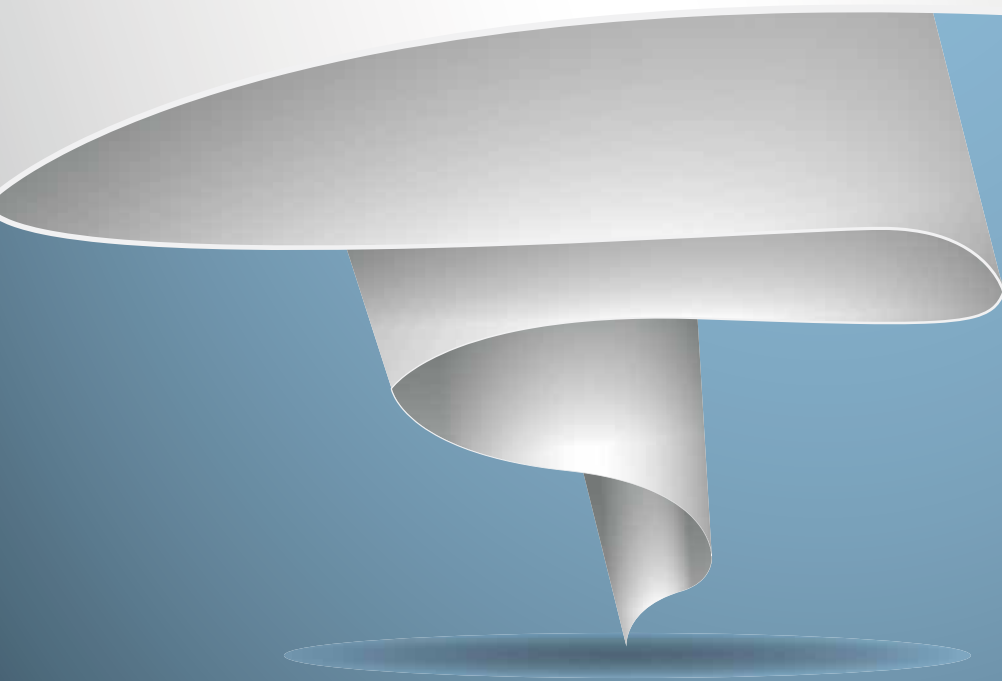


## North West LHIN CELEBRATES 10 YEAR ANNIVERSARY

**On June 16, 2005, the North West LHIN was officially incorporated. At its June 2015 meeting, the North West LHIN Board of Directors celebrate this important milestone.**

Back: Tina Copenace, Dennis Gushulak, Gil Labine, Herb ZoBell, Darryl Allan, Tim Berube, Susan Pilatzke, Dan Levesque

Front: Laura Kokocinski, Joy Warkentin, Bryan Ktytor (absent), Cathy Farrell (absent)



# LEADERSHIP AWARD 2015

AS PART OF THE 10<sup>TH</sup> ANNIVERSARY CELEBRATION



North West LHIN  
LEADERSHIP AWARD

## North West LHIN 2015 Leadership Award

[www.northwestlhin.on.ca](http://www.northwestlhin.on.ca)

An exceptional leader inspires great things. As part of its 10th anniversary celebration, the North West LHIN Board of Directors has established a process to recognize exceptional individuals, teams, and organizations who are contributing to the health care system transformation and collaborating with others to improve the health outcomes for the population served. Visit our website at [www.northwestlhin.on.ca](http://www.northwestlhin.on.ca) to learn more about the Award, and to nominate local leaders that inspire you.

### Events

World Suicide Prevention Day	September 10, 2015
North West LHIN Board Meetings	September 15, October 27, December 15, 2015
Franco-Ontarian Day	September 25, 2015
World Stroke Day	October 29, 2015
Breast Cancer Month	October, 2015
World Mental Health Day	October 10, 2015
National Addictions Awareness Week	November 16 - 22, 2015
World Diabetes Day	November 14, 2015
World COPD	November 19, 2015
World Aids Day	December 1, 2015

If you would like to learn more or have a story to share, please contact our Corporate Communications and Community Engagement team, we would love to hear from you!

Contact details here:

Email: [nw.communications@lhins.on.ca](mailto:nw.communications@lhins.on.ca)

Online: [www.northwestlhin.on.ca](http://www.northwestlhin.on.ca)

Toll Free: 1 866-907-5446



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