

North East LHIN Board Highlights

Meeting of September 19, 2018, Sudbury



Ron Farrell –
Board Chair



Kim T. Morris –
Vice Board Chair



Denis Bérubé



John Febraro



Mark Palumbo



Anne Stewart



Betty Stone



Petra Wall



Cheryl St-Amour



Lorraine Dupuis

Patient Story Outcome – Chelsea

As per the NE LHIN's **Patient Story Process**, the Board received an update on the patient story from its March 7th, 2018 meeting as told to them by Chelsea. Chelsea is a mother in her late 20s from Sudbury who has dealt with anxiety disorder, panic disorder, and depression since she was a young teenager. In telling her story, she spoke to the fragmentation of the mental health system and the need for providers to be more compassionate when dealing with people in crisis. She also advocated for the awareness of, use of, and increased access to other resources and alternative therapies available in community. Chelsea documented her story in a YouTube video as a means of raising the awareness of her experience so that others have a better experience when accessing mental health services in Northeastern Ontario. View the link [here](#).

Resulting Outcomes:

Following the NE LHIN Board meeting, Chelsea presented at the NE LHIN Regional Mental Health and Addictions Advisory Council where a member of People for Equal Partnership in Mental Health (PEP) was present. Six years ago, PEP collaborated with North Bay Regional Health Centre to have peer support workers in its Emergency Department. It was suggested that a good place to start putting Chelsea's ideas to work would be to explore the idea of adding peer support workers to all of our hub hospitals (Sudbury, Sault Ste. Marie, and Timmins – as well as North Bay).

The NE LHIN posted for a summer student to do a literature report, stakeholder engagements, and a business case that would look to expand peer support in the Emergency Department at all four hub hospitals. After hearing about the position and applying, Chelsea was hired as a NE LHIN summer student. Over the course of the summer she completed the work. In third year of the Social Service program at Cambrian College, Chelsea hopes to return in December for her placement and to continue work on moving the project forward.

Report from the Chair, R.M. (Ron) Farrell

In addition to ongoing work as well as regular staff, committee, board or special board meetings, Chair R.M. (Ron) Farrell also had several meetings with system partners. Some of the highlights include:

- Along with NE LHIN staff met with NOAH, a start-up in the Sundridge area focused on seniors' housing.
- Attended a LHIN Chairs' Council meeting on September 13th where the work of a Quality work group was endorsed regarding training webinars and Treasury Board restrictions on executive salaries. In addition, a work plan to conduct Board performance was put in place.

The plan will include a self and peer-assessment and will be in accordance with accreditation standards.

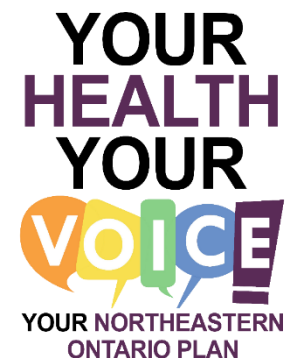
- Ontario's Deputy Minister of Health and Long-Term Care spent time with the Chairs at the Council meeting and provided a brief overview of how things are progressing at the Ministry level. It was agreed that the Chairs will meet later this fall once further direction from the Ministry is received and LHIN Chairs strategic planning can be discussed.
- At the meeting, Chair Farrell shared the NE LHIN video, [Betty's Journey](#) with all other LHIN Chairs at a Council meeting. The video captures a day in the life of fictional Northerner, Betty, who attempts to navigate the health care system while receiving multiple referrals and assessments to try to get the care she needs. Betty's Journey is the impetus for the NE LHIN's project – **One Client, One Plan (OCOP)** – the first of its kind across the province. OCOP will bring together 71 home and community care providers across Northeastern Ontario so that Northerners like Betty will experience a much more seamless, patient-focused system of care, and have to tell her story only once. For more information on OCOP, visit our webpage [here](#).

Report from Senior Leadership Team

The Board received updates on key files from NE LHIN senior leadership team which focus on the LHIN's **2018-19 Seven-Point Plan**, as outlined in the NE LHIN's **Priority Alignment Framework**. Some of the highlights since the previous Board meeting are outlined below.

Integrated Health Service Plan (IHSP5):

Since launching our IHSP survey at the end of July, 1,045 Northerners responded. About 22% of survey respondents identified as Francophone and 10% as Indigenous, First Nations, or Metis. Engagement and quantitative data (environmental scan) outcomes are now being validated by our Patient and Family Advisory Committee, the IHSP Steering Committee, and 11 focus groups across the region from September 21 to October 2. The NE LHIN Board of Directors will meet to review and finalize the IHSP on October 10 and 11.



Capacity

Advancing Quality Initiatives: Work is underway to develop an overarching Quality Framework for the North East. A regional team -- comprised of two Lived Experience Advisors and representatives from Sensenbrenner Hospital, Espanola Regional Hospital and Health Centre and the NE LHIN-- was established in August to lead the application submission to the Canadian Foundation for Healthcare Improvement Bridge to Home Collaborative. Funding provided by the foundation would support the implementation of a bundle of services to improve patient transitions from hospital including: a patient-oriented discharge summary, patient and caregiver education, the involvement of caregivers (where possible) as part of the circle of care and post-discharge follow-up.

Mental Health and Addictions

The NE LHIN has been proactively working on understanding the implications of reports for various components of the mental health and addictions system with an aim to link evidence for best practices to an improved continuum of care. Further to the analysis, we will develop a plan based on best practices, and best evidence for communities and sub-regions.

Digital Health

A variety of accomplishments have been achieved. Notably, the first eReferral has been received and processed via the MSK pathway and User Guide updates for Central Intake and Joint Assessment Clinics (JACs) were completed. Privacy agreements were signed by North Bay Regional Health Centre, Timmins Area Hospital, West Parry Sound Health Centre, 6 Sault Ste. Marie Orthopedic Surgeons, Group Health Centre, Sault Area Hospital, and the NE LHIN.

French Language Health Services

Centre de santé communautaire francophone de Timmins – The nomination committee is responsible for the development of a recruitment strategy to identify and select the Timmins Community Centre’s interim Board of Directors. Our Sub-Region Lead, French Language Services Lead, and the Reseau are resources for this committee. A call for nominations for interim board members was launched and interviews are underway by the nomination committee. A media announcement will take place in late October to announce the new interim board.

Home and Community Care

Personal Support Workforce Task Force -- The second meeting of this group, which is addressing capacity challenges in the broader health care system, was held in August. The group brainstormed ideas related to prioritizing areas of focus, solutions to barriers, improving retention and ensuring sustainability. An Action Plan is now being developed. Membership on the Task Force has expanded, and now includes front-line Personal Support Workers as well as three members of the Patient and Family Advisory Committee.

Indigenous Health

The Local Aboriginal Health Committee (LAHC) met to provide input into the draft NE LHIN three-year strategic directions and reconfirm their priorities and work to date as per the **Aboriginal Health Care Strategy and Reconciliation Action Plan for Northeastern Ontario**. All Board directors asked to receive Indigenous cultural competency safety training over the next several weeks.

Primary Care

Optimizing Care Coordinators in Primary Care -- This is largely complete in the Nipissing district, namely Mattawa, Powassan, North Bay, and Sturgeon Falls. We will be turning our attention to Parry Sound, Almaguin area, and Temiskaming district, beginning with understanding verified mutual caseloads and natural and optimized orientation of care coordinator alignment with primary care providers, as well as engagement sessions with the care coordinators. This is followed by direct engagements with the physicians, one-on-one.

The next NE LHIN Board meeting will be held in Sudbury on October 10 at 1:30 pm.

