

North East LHIN'ked

A monthly bulletin to partners in health - February 2019



On January 31, the Premier's Council on Improving Health Care and Ending Hallway Medicine released its [first report](#). Following the release, there has been much media and public speculation about potential changes to the health care system in Ontario. While the Minister of Health and Long-Term Care has publically indicated that transformation of our health care system is required and that the status quo is not an option, at this time, we have not received any direction or information about the nature or the timelines of any potential changes.

We continue to focus on providing quality home and community care and working with partners to strengthen the system of care. As we receive factual information, we will share it with our partners.

We have started off 2019 with our new NE LHIN mission and vision.

Our mission - ***Integrating locally-tailored high-quality, timely care for Northerners, and vision – Healthy, well cared-for Northerners.***

As part of our extensive engagements (where in more than 4,500 ideas were received) to put together our next strategic plan, we are looking forward to launching our Integrated Health Service Plan (IHSP) in the coming weeks. It includes three priorities and 20 goals to continue work to strengthen Northeastern Ontario's system of care.

I look forward to our continued work together and our common goal of supporting people to live healthy and well in beautiful Northeastern Ontario.

Jeremy Stevenson, North East LHIN CEO

New North East LHIN Board Members

The North East LHIN is pleased to have two new Board members from North Bay - Judy Koziol and David Wolfe.

David has a long-standing background in community involvement, communications, and governance, having served on many boards, including health. Judy brings years of municipal experience, including chairing many committees and participating as a member on health-related boards, as well as her work in the private sector.

To find out more about the North East LHIN Board of Directors, [click here](#).



Judy Koziol



David Wolfe

Improving Patient Transitions

Further to a memo sent to all Health Service Providers in December from our CEO and VP of Clinical, we are asking all providers to focus their 2019-2020 quality improvement efforts in a shared direction – **improving patient transitions**.

All providers who submit Quality Improvement Plans are now asked to focus on one area for improvement related to improving transitions in care.

Providers are also encouraged to collaborate with local partners to develop change ideas and measure improvement. Examples of evidence-based change ideas can be found [here](#).

A tool-kit has been created to support Quality Improvement Plan development for 2019-2020. It provides additional supports and resources to assist providers, including more information on aligned Quality Improvement Plan measures, best practice change ideas, and process measures to support local improvement.

The tool-kit will be released following introductory webinars that took place in early January and can be accessed on the NE LHIN Quality page [here](#).

Indigenous Training Available for North East LHIN-funded Providers

In support of the North East LHIN's [Aboriginal Health Care Reconciliation Action Plan](#), we are providing a limited number of seats to complete online **Indigenous Cultural Safety training**. This training is important for you and your staff to better understand the history of Indigenous peoples, the legacy of residential schools and to learn approaches to deliver health services in a culturally safe manner.

Courses range from eight to 10 weeks in duration, with an expected time commitment of eight to 11 hours in total. Seats are available on a first-come, first-served basis. The training is provided solely online and can be accessed from your home or office on a variety of devices.

Cultural Mindfulness

George Couchie, member of Nipissing First Nation and a Cultural Teacher, led a number of training sessions to North East LHIN staff and Health Service Providers across the region throughout 2018.

Participants explored Indigenous culture, histories and perspective including the Seven Grandfather Teachings, Medicine Wheel Teachings, Smudging and Language. They learned about colonization, the effects of residential schools, and best practices moving forward to guide their work with Indigenous people on a path to local reconciliation.

This important training is available to all LHIN-funded providers. For more information or to register for the program, please contact [Tina McDonald](#), Manager, Training and Development, North East LHIN.

Creating a Home-like Setting and Helping Residents Find Their Way in Chapleau

A revitalization project is underway in the Bignucolo Residence, a 25-bed long-term care home in the west wing of the Chapleau General Hospital. Based on feedback from residents, families, and the community, the Residence is undergoing a small transformation. Staff have installed decorative decals on doors. The unique door panels help residents distinguish one door from another so as to not lose their way.

"It really changes the whole feel of the environment when you walk through the halls and see that every door looks different. It looks like a real neighbourhood," said Natasha Comte, Interim Chief Executive Officer, Chapleau Health Services.

Staff are also working on adding some colour to the home and soon the walls will be more cheerful and brighter, making it feel more homey for the residents.

Chapleau Health Services also recently started working with a social worker to offer behavioural supports services to its residents.



Natasha Comte, Interim Chief Executive Officer, Chapleau Health Services and Jeremy Stevenson, Chief Executive Officer, North East LHIN, during Jeremy's visit to the community in November.



Left to Right: Karen Fortin, Long-Term Care Team Leader; Padraic Taaffe, Support Services Manager; and Jamie Fiaschetti, Patient Care Manager.

North East Practitioners Continue to Refer More Patients to BounceBack

Since June 2018, the North East Local Health Integration Network has been working with the Canadian Mental Health Association (CMHA) Ontario, the Ontario Telemedicine Network (OTN), branches of the Canadian Mental Health Association in the Northeastern Ontario and Ontario Telemedicine Network. The ensemble is promoting two new, free, skill-building programs - **Big White Wall** and **BounceBack** - for older teens and adults to help them manage symptoms of mild to moderate depression and anxiety.

While people sign up anonymously for the Big White Wall, BounceBack requires a referral from a primary

care provider or a self-referral with information on how the program can contact the person's primary care provider.

Third quarter results show that BounceBack is having success and helping to meet participants' needs. Between October 1 and December 31, 2018, BounceBack processed more than 4,784 referrals from across the province. The North East LHIN exceeded its quarterly target of 88 referrals, with 416 altogether. Algoma Health Centre and Timmins Family Health Team are also among the top referring clinics in Ontario.

BounceBack is available to people 15 years of age and older, in multiple languages and includes three to six telephone coaching sessions which support people working through a series of workbooks. Online videos also offer practical tips on managing one's mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living. **To find out more go to bouncebackontario.ca**

[Big White Wall, currently only available in English](#), is an online peer support and self-management tool people 16 years of age and older, experiencing symptoms of mild to moderate depression and anxiety.

To find out more about Big White Wall go to bigwhitewall.ca

New NE LHIN Referral Forms Now Available

We are pleased to announce that after much consultation and collaboration with staff, partners, and stakeholders the revised Referral for NE LHIN Services forms are now available to facilitate referrals to NE LHIN Home and Community Care.

The standardized referral forms are available to physicians, nurse practitioners, chiropractors, local hospitals, and out-of-district referring hospitals, frequently referring agencies such as long-term care homes, community living agencies, children's rehabilitation/treatment centres, and schools electronically at the following location: North East LHIN Home and Community Care Website > Partners > Forms and Resources, or by [clicking here](#), and on [North East Healthline](#)

New Opioid Prescribing Hotline

Are you a **family physician or nurse practitioner** practising in the North East LHIN? Do you need real-time point-of-care support when making decisions about opioid prescribing?

If so, call the new Opioid Prescribing Hotline: 1-866-939-6464. Calls will be answered from 8 a.m. to 8 p.m. ET, Monday to Friday. A drug information pharmacist will answer your questions about: tapering, switching, interactions, and withdrawal.

For non-urgent, case-based questions you can reference or contact:

- Ontario eConsult Program (for more information or to begin registration, please contact support@ontariomd.com)
- Medical Mentoring for Addictions and Pain Network (for more information, please contact ocfpmentoring@ocfp.on.ca)
- Or, visit [Ontario Pain Management Resources](#) – a coordinated program of tools and resources from partner organizations across the province that are updated regularly.

Looking for More?

- www.nelhin.on.ca
- Next Board of Directors Meeting - February 20

North East LHIN
310-2222
www.nelhin.on.ca

