

North East LHIN Board Highlights

Meeting of April 11, 2018

Our Meeting Opener

The North East LHIN Board of Directors met in Sudbury on April 11th. Two new Board members were appointed to the NE LHIN Board - Lorraine Dupuis, from Sudbury, and Cheryl St-Amour, from Timmins -- for a three year term starting through a provincial Order-in-Council. A long-time resident of Sudbury, Dupuis is a retired teacher of 33 years with the Sudbury Separate School Board. She has been active on numerous Boards and committees, including ten years as a Member of both Science North and the Ontario Film Boards. St-Amour, a Certified Management Accountant, currently works as a Plant Systems Support Manager for Ontario Power Generation. She has extensive past experience working in a variety of managerial roles in both the public and private sectors.

Patient Story

A video was presented, following Betty's journey through the Home and Community Care system in the North East. Betty is not a real patient but the compilation of several Home & Community Care patients. Her story was developed by the One Client One Plan (OCOP) core project team – made up of NE LHIN, Independence Centre and Network (ICAN) and March of Dimes Canada staff-- as a way for providers to examine the current fragmented state of home and community care and create a sense of empathy for clients who must navigate the system to find the services they require. This video was used to launch the OCOP project at the Betty's Journey Workshop, March 27 and 28th in Sudbury.

Approximately 120 home and community care leaders as well as the NE LHIN's Patient and Family Advisory Committee (PFAC) took part in the workshop. On the first day, 15 scenes from Betty's Journey were used to help map out the current state. Participants then examined specific processes – identifying issues, needs and strengths as well as ideas for improvement.

The second day of the workshop was spent creating an ideal map for Betty as well as for providers. Using materials developed by participants at the workshop, an Action Plan is being created and will be brought back to the group for validation at the end of May.

Report from Senior Leadership Team

Improve the Patient Experience:

The North East was among the first LHINs to observe that contracted Service Provider Organizations were experiencing difficulties in providing the amounts of PSW service. On March 27th, the North East LHIN supported a series of Home and Community Care Recruitment & Information Events, with the help of Care Partners, in 15 communities across the region to help recruit personal support and other home care workers.



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

Address root causes of health inequities by strengthening social determinants of health

We have established a cultural mindfulness program beginning at North Bay Regional Health Centre to establish awareness of Indigenous culture and values with frontline health workers. This will be spread across the NE LHIN and staff members who successfully complete the course will have an indicator/icon on their hospital badge.

Improve access to primary care & reduce wait times for specialist care, mental health and addictions, home and community, acute care

We are working in partnership to develop a Health Human Resources Capacity Assessment Tool which will be standardized method of determining capacity and need based on CIHI data for all LHINs.

Break down silos between sectors and providers to ensure seamless transitions for patients

The NE LHIN presented at the LHIN Best Practice Forum hosted by the MOHLTC which focused on new short term transitional care models that are being implemented across the province. The aim is to improve patient flow and reduce rates related to Alternate Level of Care pressures.

Support innovation by delivering new models of care and digital solutions.

Automated Provider Ordering: Pilot testing is underway with LHIN and CarePartners to allow community nurses to enter orders for medical supplies directly into the LHIN's CHRIS system remotely and electronically. This prevents the need for faxed paper orders and prevents manual entry in to CHRIS by LHIN staff.

Reduce burden of disease and chronic illness

There has been extensive work with community partners and MOHLTC officials in establishing and refining submissions for interprofessional care teams to establish health equity clinics to serve marginalized patients with mental health and addiction issues, social inequities, and vulnerable housing who have longstanding poor or no access to primary care and so the remainder of the system.

Integrated Health Service Plan 5, 2019-2022

The North East LHIN is required to develop a three year Integrated Health Service Plan (IHSP) that: identifies priorities for health system transformation efforts; leads the direction of the local health care system; and targets investments over the three-year planning cycle.

Each IHSP is developed through extensive community engagement with health service providers, system partners, key stakeholders, communities, and the general public. The North East LHIN is now planning for the development of its fifth (IHSP5), which will outline strategic priorities for the three year period from April 1, 2019 to March 31, 2022. All IHSP5 communications efforts will be done under the tagline **“Your Health, Your Voice, Your Northeastern Ontario Plan”**. Input from system partners and fellow Northerners will be sought over the next few months.

