

North East LHIN'ked

A monthly bulletin to partners in health - November 2018



Addressing PSW Capacity Challenges – All Hands on Deck

Both home and community care providers and long-term care (LTC) homes are experiencing Personal Support Worker (PSW) capacity challenges resulting in waitlists, missed visits, short-staffed shifts, employee burnout, and delayed hospital discharges. While health human resource problems have occurred in the past, the situation emerging in the North East has become more acute. These challenges are now not limited to one community but are occurring across Northeastern Ontario, including urban areas. While other LHINs are also reporting shortages, **addressing our region's PSW capacity challenges is currently one of the NE LHIN's highest priorities.**

In June 2018, a regional **NE LHIN Personal Support Worker (PSW) Task Force** was struck with the purpose of addressing recruitment and retention of PSWs, as well as increasing overall system capacity shortages in the North East. Membership of the task force includes: NE LHIN staff; the NE LHIN Patient and Family Advisory Committee; long-term care homes; home and community care providers; service provider organizations; training and education institutions; and local employment Boards.

The Task Force has identified two priority areas -- total compensation and collaboration and innovation -- as

well as the following action areas: recruitment, retention, and sustainability. It is in the process of identifying short and long-term solutions that can be actioned within the next three months, six months, and one year period. We will report back to you on the final Action Plan.

In the meantime, the NE LHIN has also undertaken a number of internal measures directed at creating capacity within the delivery of its home and community care services including:

- directing the use of **Registered Practical Nurses** for high need patients instead of PSWs;
- implementing **Client Partnered Scheduling** (using windows of time rather than specific times to book appointments and to encouraging clients to choose less in-demand times if their schedule is flexible);
- investing in **PSW recruitment fairs**;
- meeting with service provider organizations to **review waitlists.**

NEW Pilot Project: To address the PSW challenge, the NE LHIN Board, at its October meeting, supported a proposal for a pilot project in the Espanola area. The LHIN will hire two PSWs directly to provide care to clients at home. As part of the pilot, the Board has requested an evaluation plan.

Taking Action to End Hallway Health Care

As announced on October 3, the Ministry of Health and Long-Term Care is expanding access to long-term care to help reduce pressures. The Ministry is moving forward with building 6,000 new long-term care beds across Ontario – the first wave of more than 15,000 new beds to be built over the next five years.

As an immediate measure, an additional investment of \$90 million will create 640 new beds and spaces and continue funding beds already operating in the hospital and community sectors – to address current capacity pressures and help communities prepare for the surge that accompanies flu season.

What does this mean for Northeastern Ontario?

The North Bay Regional Health Centre will receive part of the additional funding to help ease pressures related to the closure of the 66-bed Lady Isabelle long-term care facility in Trout Creek. The funding will be used for 26 beds, including a 14-bed transitional care unit at the hospital - 10 beds for at-risk older adults, and four short-term stay beds in partnership with the Alzheimer's Society of North Bay. Funding will also be used for 12 spaces in a specialized day program with the Alzheimer's Society.

Also as part of the \$90 million investment, Sault Area Hospital (SAH) will receive funding for 16 surge beds and Health Sciences North (HSN) will receive funding for eight beds to address immediate capacity challenges and handle the flu season pressures.

New Investments under Ontario's Dementia Strategy

People living with dementia, their families, and caregivers will soon be benefitting from new investments made in the NE LHIN under Ontario's Dementia Strategy. The new investments include additional Behavioural Supports Ontario (BSO) resources for long-term care homes and BSO in the community, an expansion of adult day programs, and First Link Navigators at each of the region's three Alzheimer's Societies.

BSO helps people living with dementia or similar neurological conditions and their caregivers learn how to manage responsive behaviours. With just over \$600,000 in new funding for 2018/19, there will now be embedded BSO resources in almost every long-term

care home and hospitals providing long-term care in the NE LHIN. Long-term Care BSO staffing resources will provide direct services and interventions to long-term care home residents with, or at risk for, responsive behaviours associated with dementia, complex mental health, substance use and/or other neurological conditions. Inclusive in this mandate are long-term care residents with age-related neurocognitive conditions (such as early onset dementia) and support for family and professional care partners.

As well, new base funding in the amount of \$684,800 will help support the expansion of BSO services at home, in community, and in acute care across the region.

Recipients of this new funding include: North Bay Regional Health Centre, the Alzheimer's Society of Sault Ste. Marie and Algoma, the Alzheimer's Society of Sudbury Manitoulin North Bay and District, Health Sciences North, and the Canadian Mental Health Association Nipissing branch (for a position covering the Burk's Falls and Parry Sound area) and Cochrane-Temiskaming branch.

Adult day programs provide people living with Alzheimer's or other cognitive conditions the opportunity to participate in activation and recreational therapies, and enjoy social activities in a safe and supportive environment. Day programs benefit caregivers by providing them with much-needed breaks and the peace of mind that their loved ones are being well cared for.

First Link is a referral program offered by the Alzheimer's Society that helps people newly diagnosed with dementia and their families receive the help they need as soon as possible. New funding will allow each of the region's three Alzheimer's Societies to hire additional First Link Navigator positions. These positions will be located in Sault Ste. Marie, Sudbury, and Timmins.

These continued investments in dementia care and support are being made under Ontario's Dementia Strategy.

Additionally, the North East LHIN Dementia Strategy Steering Committee has been working with North East Specialized Geriatric Centre to develop a North East LHIN Dementia Strategy, with work on that project expected to conclude in the near future.

Seats Available for Indigenous Cultural Safety Training

In support of our [Aboriginal Health Care Reconciliation Action Plan](#), the North East LHIN is providing a limited number of seats for LHIN-funded providers to complete online Indigenous Cultural Safety (ICS) training. This training is important 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 8-10 weeks in duration, with an expected time commitment of 8-11 hours in total. Seats are available on a first-come, first-served basis. The training is fully online and can be accessed from home or office on a variety of devices.

For more information or to register for the program, please contact Darlene Orton, Indigenous Health Lead (Darlene.Orton@lhins.on.ca).

HSP Training Portal

The North East LHIN is pleased to offer training to help your staff with the reports submitted by your organization to the NE LHIN. Completing reports accurately and on time is important—and doing so will make both your work and our work much better and easier! Use [this](#) menu to navigate to the training you would like to access. Within each section you will find individual modules in various formats to assist your organization. If you have questions about the training please contact [Tina McDonald](#), Manager, Training and Development, NE LHIN.

NE LHIN Hospitals, Performing well when it comes to Repatriation

CritiCall Ontario, an emergency consultation and referral service for hospital-based physicians, collects data and produces reports to support hospitals, LHINs, and the Ministry of Health and Long-Term Care.

CritiCall just released first quarter data that shows hospitals in the North East are the highest performing in the province when it comes to timely repatriation of patients between acute care hospitals. Repatriation is the process of transferring a patient to their referring acute care hospital or to the acute care hospital that is the closest to their home. North East LHIN hospitals achieved an average 91% of repatriations within two days, compared to the provincial average of 72%.

A representative from CritiCall recently presented the data to the North East LHIN's Repatriation Committee last week. The committee's work focuses on designing and implementing processes and measures that meet the needs of our population; access to safe, quality care; and ensuring hospitals can meet the care needs of the patient. Elaine Burr, NE LHIN Patient Flow System Lead and Co-chair of the Repatriation Committee, says, "While there's always room for improvement, the successful work our hospitals are doing collaboratively around repatriation and interfacility transfers is something to be celebrated." Second quarter CritiCall data should be available at the end of November.

One Client One Plan (OCOP)

One Client One Plan (OCOP) is a system partnership project bringing together the region's 70 Home and Community Care providers, with core team members that include the Independence Centre and Network (ICAN), March of Dimes Canada, and the NE LHIN. The vision is to deliver a consistent approach to care planning for clients with all providers within a client's circle of care. Although the project still has far to go before it's completed, we were asked to share our approach for relationship-building, community partner engagement, leveraging partners' successes, and how we intend to standardize processes and assessments at the Community Connect 2018 OCSA Conference in October.

The project team is focusing its work on five areas: design a single point of contact, standardize training and forms, leverage technology and data sharing; improve information sharing; and sharing resources among providers. If you want a more detailed update please see the latest communique on our [webpage](#).



Kelly Zinger and Kerri McMaster presented on behalf of the OCOP team at the annual Ontario Community Support Association (OCSA) Conference in October.

New Free Psychotherapy Programs to Help Manage Depression and Anxiety - BounceBack and Big White Wall

The North East LHIN is collaborating with local CMHAs and the Ontario Telemedicine Network to support two new, free self-help psychotherapy services:

[BounceBack](#), a telephone-coaching program with workbooks and videos, and [Big White Wall](#), an online peer support and self-management tool. Both programs, funded by the Ontario Government for residents of Ontario, are designed to help adults and youth with depression, and anxiety. These two services provide skill-building and cognitive behaviour therapy to help people address issues such as low mood, stress, and worry.

Big White Wall

Big White Wall is a free online peer support and self-management tool for adults and youth aged 16+ experiencing symptoms of mild to moderate depression and anxiety. The service, **currently only available in English**, is coordinated by the Ontario Telemedicine Network (OTN), and people can self-refer and no clinician referral is required.

Big White Wall helps people manage their own mental health. It is available around the clock, which means people can access it immediately and at a time when other services are less likely to be available. In fact, 66% of logins to Big White Wall are after regular office hours.



24/7 ONLINE SUPPORT FOR YOUR MENTAL HEALTH

Free in Ontario
Register today to get support, take control and feel better

AGE 16+

Depression makes me feel isolated from the world, but on Big White Wall I don't feel alone anymore.

Ontario | [otn](#) | Big White Wall | otn.ca/bigwhitewall

With Big White Wall, users can talk anonymously with other members of the community who are feeling the same way they are. Big White Wall is staffed by trained Wall Guides who make sure that the community is safe and supportive and remains anonymous.

BounceBack

Reclaim your health is a free skill-building program designed to help adults and youth aged 15+ manage symptoms of depression and anxiety, combat unhelpful thinking, and become more active and assertive. The program offers two forms of help:

Telephone coaching and workbooks: BounceBack is a guided self-help program in which a coach supports you in working through a series of workbooks. The program involves three to six telephone coaching sessions, which you can do from the comfort of your home. Workbooks and coaching are available in multiple languages.

Online videos: BounceBack Today videos offer practical tips on managing mood, sleeping better, building confidence, increasing activity, problem solving, and healthy living. The videos are available in English, French, Mandarin, Cantonese, Punjabi, Arabic, and Farsi.

A referral is required to participate in the BounceBack telephone coaching program. Your family doctor or nurse practitioner can provide you with a referral. Alternatively, you can self-refer.



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 Canadian Mental Health Association Ontario

Grand Opening of Care Partners Nursing Clinic in New Liskeard

The grand-opening of the CarePartners' Nursing clinic in New Liskeard drew clients and neighbours through its doors on October 22. Since opening in May, the clinic has increased access to care and medical supplies for residents in the area.



Vince Conroy, receives treatment at a new CarePartners Nursing Clinic in New Liskeard.

Before he retired, Vince Conroy worked as a machinist for 48 years at the Wabi Iron and Steel Corp in New Liskeard. About two years ago, Mr. Conroy developed a foot infection, which progressed, and landed him in hospital. Now back at home, Mr. Conroy is pleased to be able to continue to receive treatment at a new CarePartners Nursing Clinic for North East LHIN Home and Community Care clients that is helping maintain his health and keep him out of hospital. "It's a nice place and building -- about a 10 minute drive from my home," Mr. Conroy said. "People are really helpful and nice. Big smiles on their faces here."

Located at 883361 Highway 65 N (Hwy 11 B) in New Liskeard, the clinic also serves as a medical supplies depot where NE LHIN Home and Community Care clients can pick up medical equipment and supplies, including those required for IV treatment. The clinic is open Monday to Friday from 8:30 a.m. to 4:30 p.m., and clients can also access the clinic after hours and on the weekend by appointment (1-866-886-4172, ext. 5351).

Improving Patient Care

Quality improvement training is being offered to health professionals working across the North East. IDEAS (Improving and Driving Excellence Across Sectors) in partnership with Northern Ontario School of Medicine (NOSM) will be hosting IDEAS Foundations sessions this fall in Kapuskasing, Little Current, and Sudbury. The free program introduces participants to a common language and approach to quality improvement – with the goal of improving patient care, experience, and outcomes. Funded by the Ministry of Health and Long Term Care, IDEAS is a partnership of six Ontario universities, Health Quality Ontario, the Institute of Clinical Evaluative

Sciences, and the Institute of Health Policy, Management and Evaluation at the University of Toronto.

For more information on IDEAS – or to register for a session – visit www.ideasontario.ca or www.nosm.ca

Change Day Ontario

Change Day Ontario, sponsored by Health Quality Ontario (HQO), is back again this year, running until November 22. People are encouraged to make pledges to create positive change for themselves, their teams, or their patients. Anyone engaged within or touched by the health system is invited to participate. The initiative is a chance to remind people within the health system that we can all make a difference, every little action counts, and we can collectively build a culture of quality. Consider making a pledge yourself and helping to spread the word about Change Day to your friends, family, and contacts in the healthcare field. **Dr. Paul Preston**, VP Clinical, has submitted his first pledge, which you can watch [here](#). For more information, visit www.changedayontario.ca.

And great news to report from this initiative – the most 'joined' Change Day Pledge in Ontario comes from the FJ Davey Home in Sault Ste. Marie. Its pledge is "Through the process of becoming a Best Practice Spotlight Organization we pledge to improve our resident outcomes." A small change that can make a big difference. Congratulations!

North East LHIN Musculoskeletal Rapid Access Clinics

A centralized intake and assessment program that assesses hip and knee replacements – has been expanded to support shoulder and spine assessments. The North East Joint Assessment Centre (NEJAC) helps reduce the wait time for access to care and provides a single point of entry for primary care providers. NEJAC clinics are located in six communities: Little Current, North Bay, Parry Sound, Sault Ste. Marie, Sudbury, and Timmins. You can find all the updated information at www.nelhin.on.ca/msk.

Looking for more?

- [Jeremy's Blog](#)
- [Quality Webpage](#)
- [Board Highlights \(from October 10\)](#)

North East LHIN
310-2222
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