



Melissa Minutes

By **Melissa McCallum**
GHHN Director

Happy Summer Partners! The first six months of the year have already passed us by. It has been filled with hard work, complex issues to discuss and great successes. Over the past 6 months we have brought on amazing initiatives like the lower limb preservation project, LEGHO community program and completed 2 more women's health days. None of this would be possible without partnerships, relationships, and dedication to serve patients. We see many leadership changes across the GHHN – we wish everyone transitioning the best of luck in their new roles, happy retirement to some and a warm welcome to new leaders and board members.

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Call 8 - 1 - 1

8 - 1 - 1 connects you to healthcare workers who can provide health advice and information.



Call 2 - 1 - 1

2 - 1 - 1 connects you to the social and community supports you need.



Melissa Minutes

Continued...



What would healthcare be without constant change. The GHHN has set a few goals for the summer including taking a deeper dive into performance and accountability of initiatives, building upon a vision for team-based primary care and furthering our governance work. I hope each one of you have some downtime over the summer and get to enjoy what this beautiful province has to offer!

Engagement & Partnering for Patient-Centered Care McMaster Micro-credential

The GHHN has access to 10 FREE spots (available to GHHN partners/collaborators) for the first offering of the McMaster Micro-credential: ENGAGEMENT & PARTNERING FOR PATIENT-CENTRED CARE.

The course introduces participants to patient/client, family and caregiver engagement in the health system. Developed by the Public and Patient Engagement Collaborative at McMaster University in collaboration with VON Canada and the Greater Hamilton Health Network, this course is open to individuals working in or with the health system (front line staff, leadership, engagement specialists, patient/client, family and caregiver partners) who want to learn more about engagement.

Please fill out this quick 3 question survey by July 28th. The survey includes an opportunity to request a free course spot for your or your organization:

<https://forms.office.com>



Introducing our new Board Chair and Board Members

Thank you to the GHHN Board Members for your ongoing leadership and dedication to the Greater Hamilton Health Network with special thanks and welcome to our incoming Board Chair and new Board Members.



Steve Sherrer, Chair
CEO Thrive Group



Liz Buller, Board Member
President & CEO
St. Joseph's Health System



Anita Gombos-Hill,
GHHN Patient Advisor



Gloria Jordan, Board Member
CEO Hamilton Family
Health Team



Medora Uppal, Board Member
CEO YWCA Hamilton

To learn more about the members of our board please visit: www.greaterhamiltonhealthnetwork.ca

Online Appointment Booking Update

Marijke Jurriaans



In 2022 OHTs were asked to investigate and implement Online Appointment Booking (OAB) within primary care and the GHHN is happy to report that we are one of the leading OHTs in OAB!

Within the span of just one year, we have had OAB go live across 53 unique primary care sites with 325 individual primary care providers and staff using OAB. With an original target of 368 provider licences, we have the highest success rate of 88% and the most primary care providers using OAB of any OHT. This is a testament to the readiness and ability of our primary care community to mobilize and deliver on key digital health initiatives that benefit our patients. And we aren't done yet! With funding from Ontario Health, we aim to have another 75 providers and staff go live with OAB by March 2024. This is a monumental success for the GHHN, its partners, and the entire primary care community and would not have been possible without our OAB Working Group, eHealth Centre of Excellence, and all 325 providers and staff who took part!

Check out some quick FAQs below and how you can get involved!

What is Online Appointment Booking?

OAB uses an online booking platform that allows patients and/or their caregivers to request or directly schedule appointments – virtual or in-person – with their primary care provider using a desktop or mobile device.

How Do Patients Book?

Check out our video guide [here](#) or simply visit our webpage [here](#).



Who Does It Benefit?

- Everyone! Patients, health care providers and clinic staff all benefit from OAB.
- Patients benefit by having access to book or reschedule their appointments at any time of day and can receive appointment reminders according to their preference (email, text, etc.). No more forgetting appointments!
- Health care providers benefit by having their no-show rates go down (thanks to those helpful reminders!), being able to easily customize their schedules, having their OAB platform integrated within the ERM to save time, and by having the ability to track bookings and use data to monitor trends.
- Clinic staff benefit by having time freed up for other activities, including focusing on patients who prefer the phone, and reducing administrative burden, like sending appointment reminders.

How Can My Practice Sign Up for OAB?

Please email Marijke.Jurriaans@GHHN.ca for information.

International Overdose Awareness Day

Save the Date

August 31, 2023 is International Overdose Awareness Day. Join us at City Hall as we remember without stigma those we have lost to overdose, and acknowledge the grief of the family and friends left behind. The International Overdose Awareness Day theme "Recognizing those people who go unseen" is about acknowledging people in our communities who are affected by overdose but might go unseen in the crisis.

- Location: City Hall
- Date: August 31, 2023
- Time: 10:00AM – 2:00PM
- As more information becomes available, we will update you all [here](#).

If you are interested in getting involved, please email Marijke.Jurriaans@GHHN.ca



International Conference on Integrated Care

The GHHN presents on Engagement in Belgium

In May 2023 Melissa McCallum and Sarah Precious presented at the International Conference on Integrated Care (ICIC) in Belgium. Their presentation titled, "Where to Start: Building a foundation of engagement to support healthcare transformation" was well received with many new local and international networking relationships formed.

The ICIC is a wonderful opportunity to connect and learn from other leaders in engagement and integrated care from around the world. The GHHN was proud to share the co-developed work of the GHHN and our Patient Advisors on an international stage. This includes our newly co-developed [Engagement Toolkit](#) and [Caring for Me: Patient Handbook](#).

To learn more about our engagement work please visit: <https://greaterhamiltonhealthnetwork.ca/engagement/engagement-strategy/>





Warm Wishes to Melissa Farrell

Melissa Farrell has been a champion and strong supporter of the Greater Hamilton Health Network as a community partner through St. Joseph's Healthcare Hamilton and through her role as the (outgoing) GHHN Board Chair. We are incredibly grateful for your strong strategic and collaborative leadership, guidance, and ongoing support. Thank you, Melissa, for all you have done, for your leadership and for helping the GHHN grow to better serve our local communities. We are going to miss you, but we wish you all the best in your new role!

Dr. Tony Kerigan Award for Leadership in Integrating Palliative Care in a Long-Term Care Home



The GHHN would like to congratulate Idlewyld Manor Long-term Care on their receipt of the inaugural "Dr. Tony Kerigan Award for Leadership in Integrating Palliative Care in a Long-Term Care Home". This award was presented by the Division of Palliative Care, Department of Family Medicine, in collaboration with the Department of Medicine, McMaster University in June of this year. The award recognizes the dedication and commitment of Bahar Karimi, Executive Director and Elizabeth Wojtowicz, Nurse Practitioner and the team at Idlewyld to enhance their palliative care approach with all residence and families they care for. This work is supported by the Thrive Group, Ontario Health West, GHHN LTC Advisory, and partners such as Melissa Chadwick, Home and Community Care Supports. The GHHN is proud of all your hard work and thank you for allowing us to share this story.



To learn more about Palliative Care supports, education and training, and resources for the 36 Long-Term Care homes in GHHN or to join the GHHN LTC Advisory meetings held every other month, please email Megan Lynch, Manager Priority Populations at megan.lynch@ghhn.ca



Digital Health Update

Ceara Holditch

Outgoing Digital Health Secretariat Co-Chair – Dr. Tammy Packer:

We are pleased to share that Dr. Tammy Packer has commenced her role as Hamilton Health Sciences' (HHS) Executive Vice President, Academic and Chief Medical Executive. As a result of this new appointment, she will be stepping down from her role as a Co-Chair of the GHHN's Digital Health Secretariat (DHS).

Dr. Packer has supported the Digital Health Secretariat as a Co-Chair since 2020, bringing a wealth of expertise in primary, pediatric, acute, and community care. Her strong leadership, involvement, and communication skills promoted the maturity and development of both the GHHN's Digital Health Secretariat as well as the Ontario Health West Digital Health Advisory Committee (DHAC), of which she was also the successful Co-Chair nominee. As Tammy steps down from these roles, we would like to sincerely thank her for her incredible accomplishments and thoughtful support; we wish her all the best in this exciting new position.

As the Digital Health Secretariat Co-Chairs and membership agreed with pausing meetings over July and August 2023, the DHS Co-Chair nomination process for this vacant position will be initiated in September 2023.



GHHN Blog

Are you up to date on our Blog articles?

Don't forget to visit our [Blog](#) page regularly to keep up to date on our recent releases! If you would like to be a contributor please email us at info@ghhn.ca to learn how.



Welcoming Collaborative Aotearoa International Study Tour

Shared Learning to Support Healthcare Transformation



In May 2023 the GHHN was pleased to host Collaborative Aotearoa (New Zealand) during their international study tour, Te Ara Ako o (the pathway to both teach and learn) Collaborative Aotearoa Study Tour.

Conversations with Collaborative Aotearoa around healthcare transformation and collective impact began in 2021 through the Tamarack Institute. It has been a wonderful opportunity to share the work of the GHHN, the Ontario Health Team approach, and learn from our New Zealand colleagues about the incredible work they are doing to achieve health equity. Collaborative Aotearoa is a national network of primary health care organizations and supporting partners committed to pursuing a vision focused on the health and wellbeing for whānau and communities. Collaborative Aotearoa has committed to expanding its reach to support its networks and continue to bring focus to equitable access to more general practices and communities across Aotearoa.

The Study Tour represents multi sectors, including health, local government, and community organizations and this supports the deep collaboration we're building to achieve health equity.

It was a full day of learning, sharing and site tours made possible by our incredible GHHN partners and collaborators. Opportunities to connect and build rapport with Collaborative Aotearoa has helped us consider new ways to build community health across the GHHN. We look forward to ongoing opportunities to collaborate with Collaborative Aotearoa and our partners. Two GHHN staff have been invited to present at the [Collaborative Aotearoa Conference](#) in August 2023 and look forward to this opportunity to continue important conversations and learnings.



Marijke Jurriaans

**Project Manager,
Environmental
Sustainability**

Did you know that every time you Google something there is a carbon impact?

While research is still being done to better understand the carbon impact, typical searches can generate anywhere from 1g to 10gs of CO₂, which may not seem like a lot at first, but it all adds up! In fact, emerging research shows that just two Google searches from a desktop computer can emit the same amount of carbon dioxide as boiling a kettle for a cup of tea! This carbon is a result of the energy used by Search Engine data centers, which process search queries from every corner of the planet.

So what can we do? We can't stop using the internet and in many ways the internet has a positive environmental impact: less trees are cut down for paper and people can work remotely saving transportation emissions.

Introducing Ecosia: a search engine that plants trees while you search the web!

Ecosia uses profits made from consumer searches to plant trees where trees are needed most. Ecosia is a free browser extension that doesn't sell your data to advertisers and has no third-party trackers. Ecosia has successfully planted over 177 million trees and uses solar plants to generate the power needed for their data centers, meaning your searches are solar powered!

GHHN Environmental Sustainability Corner



*A space to learn,
share and work
towards greener
healthcare.*

Ecosia isn't just carbon neutral, they are carbon negative, meaning they remove CO₂ from the environment; in 2022, they removed over 1,000 times more CO₂ than they emitted! If you are interested in using or learning more about Ecosia, visit their webpage here: [Ecosia](#)



Get involved!

Join the GHHN Environmental Sustainability Community of Practice or Environmental Sustainability Secretariat.

Email marijke.jurriaans@ghhn.ca for more information



Haldimand Corner

Barbara Klassen

Haldimand continues to expand the work of OHT integration through the work of the Haldimand Stakeholder Council (HSC). The HSC council endorsed the GHHN shared primary care expression of interest to expand team-based care across the broader GHHN. This proposal, if funded by the Ministry, will help expand team-based primary care to unattached, high needs, and marginalized members of the community, through a staged approach. Haldimand will initially focus on mothers and infants that do not have a family practitioner.

Based on the work that Hamilton has done with Women's Health Days, the HSC is working on Senior's Days starting in the fall. This will provide an opportunity for seniors' and caregivers to meet, connect with service providers within Haldimand and build a stronger social and healthcare network. More information to come as Senior's Days develop.



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