



## Melissa Minutes

By **Melissa McCallum**  
GHHN Director

Happy March Partners! I cannot believe we are nearing Spring. January marked my second year with the GHHN, it's true, time flies when you are having fun! It has been a tremendous privilege to be part of the GHHN and to work with all of you.

We have heard a lot of news in the last few months on the direction for OHT's moving forward and we are busy incorporating these changes and aligning our strategic plan – the GHHN will continue to balance our local needs with those of the ministry and population at large. This month we will be releasing our annual report, so stay tuned to

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### GHHN Blogs

Visit our [Blog](#) page and check out our recent releases! If you would like to be a contributor please email us at [info@ghhn.ca](mailto:info@ghhn.ca) to learn how.

### New GHHN Webpages

Search for health care services on the [Find Services](#) webpage, and easily book appointments with your primary care clinician through the [Online Patient Booking](#) webpage.



## Melissa Minutes

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read the highlights and celebrate all of the shared leadership within our GHHN, the collaborations, and the relationships that have grown even more over the last year. I am so appreciative of our network!

As always, my digital door is always open, thank you for reading!

## Spotlight On Innovation:

### Virtual Reality Program offered by the Haldimand County Community Paramedic Services

Loneliness and social isolation in older adults are serious public health risks affecting a significant number of seniors and putting them at risk for dementia and other serious medical conditions. The Haldimand County Paramedic Services recognized the need for an innovative solution that allows residents to enjoy a number of experiences from the comfort of their home.

Seniors simply put on a headset and are immediately transported into an immersive virtual reality experience. They can travel to all corners of the world and explore a variety of different content. The content can be tailored to various experiences including but not limited to allowing clients to take a stroll down memory lane by revisiting their childhood home, wedding location or other locations from their past. They can also visit locations on their bucket list, engaging with the world in new ways that are otherwise not possible.

The program puts our clients at the centre of the experience, allowing them a 360-degree view of any venue or location they choose. The program is being rolled out to Haldimand County clients and at the wellness clinics.



# Wishing you well

## Dr. Dee Mangin

The GHHN will miss Dr. Dee Mangin as she returns to Christchurch, New Zealand. Dee moved to Hamilton from Christchurch in the summer of 2013. She brought with her an intense passion for and belief in the importance of primary care and family medicine to patients and communities – and the transformative power of family medicine to anchor a high functioning health care system.

The GHHN community – and those across Ontario – have benefitted from Dee's passion and expertise in more areas than we can possibly name here. Dee was instrumental in the COVID@Home project – a practical, evidence informed, family medicine led virtual program for the community based care of COVID-19 patients. These primary care pathways were used by 1000s of physicians (in all corners of the globe), anchored in the HFAM.ca website which she was also instrumental in creating and maintaining. Patients cared for by their family doctors in this way had better outcomes – and fewer deaths – than those without this kind of access. What a powerful demonstration of the power of the continuity-based relationship between a patient and their family doctor and/or primary care team!

Dee's contribution to the academic Department of Family Medicine in her role as Professor, Associate Chair, Research and David Braley and Nancy Gordon Chair in Family Medicine are too numerous to outline here. Dee was also a member of the GHHN Primary Care Executive Group and GHHN



Primary Care Stakeholder Council, supporting projects to unify the GHHN primary care community.

She will be dearly missed by her colleagues, students and the deep friendships she has formed during her time here.

Dee has been called back to New Zealand to be a loving daughter and carer for her mother. Hamilton will always be her second "home" – and we look forward to maintaining virtual connections and ongoing friendships with Dee for years to come.



# GHHN LTC Innovation Network

## Megan Lynch

Meeting Dates for 2023

Date: Fourth Wednesday of the month

Time: 2:00 pm- 3:00 pm, Via Zoom

Future topics: chosen based on LTC Advisory strategic plan, polls conducted during 2022 GHHN LTC Innovation Network meetings, and legislation such as Fixing Long-Term Care Act

### Upcoming Topics

- LTC Transitions- guests Kathy Brown, HCCSS, Leslie Gillies, Vice President, Community Medicine and Population Health, Hamilton Health Sciences, Jane Loncke, Clinical Director, Post Acute Care, Community Partnerships & Health Professional Practice, St Joseph's Healthcare Hamilton
- Innovative Models of Care in LTC- guests to be confirmed
- Environmental Sustainability in LTC- guests to be invited Dr Myles Sergeant & another health care champion \*with a goal to continue to provide updates on the work to date, and relevance to legislation, and practical implementation strategies

Past meetings: February 22, 2023 Research and Education in LTC- guests Dr. Henry Sui and Bahar Karimi

- 2022 A Palliative Care Approach, Fixing Long-term Cares Act implementation, GHHN supports available through PCOT, Home and Community Care Supports, NLOT, and training sessions including LEAP for LTC.

Please email [megan.lynch@ghhn.ca](mailto:megan.lynch@ghhn.ca) to be added to GHHN LTC Advisory and Innovation Network mailing list.



## GHHN LTC Advisory Announcement

### PoET Program Spread & Scale: Centering Long-term Care Residents in Decision-making about their Care

The GHHN LTC Advisory is excited to share that HAHSO application led by Dr. Henry Siu entitled "Provincial PoET Program Spread & Scale: Centering Long-term Care Residents in Decision-making about their Care" was successful in securing funding. The two-year funding from HAHSO, Hamilton Academic Health Science Organizations, to be implemented over the next two years to expand to the remaining 30 LTCs in the GHHN.

PoET is an award-winning Ethics Quality Improvement Project created by William Osler Health System's Ethics Quality Improvement Lab. This project seeks to reduce consent-related errors in order to ensure that treatment long-term care residents receive is both wanted and beneficial.



# GHHN LTC Advisory Announcement Continued

PoET has been operating in Central West LHIN, HNHB LHIN and Mississauga Halton LHIN since 2012 with over 69 LTC homes being involved with PoET. As co-leads of the GHHN LTC advisory committee, we would like to participate in PoET's ongoing success by helping to support its launch in 30 LTC homes in the GHHN that have yet to launch PoET.

We hope that our participation will accelerate the spread of PoET's findings into provincial practice and be an exemplar for other Ontario Health Teams. We understand that the outcomes of the PoET project stem from the fundamental changes in how staff, physicians, residents, and substitute decision makers make decisions about care and transfers. We are committed to enabling and supporting this change process so that Ontario LTC staff can provide more resident-centred and higher quality end-of-life care.

The GHHN LTC Advisory unanimously agreed to support PoET in the GHHN because we see the immense benefit this program will bring to our LTC residents: reducing transfers to hospital, especially at end of life; training staff in Quality Improvement methods to design, prepare, launch, measure, and sustain changes; being mentored and supported to bring practices more in line with Ontario's Health Care Consent Act, and; supporting the wishes, values, and beliefs of residents towards providing treatment they want and can benefit from.

More information will be shared with the GHHN LTC partners.



## Women's Health Days April 2023

The GHHN and partners have served almost 400 women, trans, and non-binary individuals experiencing homelessness in Hamilton over our 6 events since inception in August 2021.

These events are rewarding and beneficial to the participants as well as the providers. Participants can access health and social service supports all in one location while receiving food, donations, and a kind conversation. Providers gain an opportunity to work in a well-resourced supportive team co-located in the same location, at the same time.

Our next event is April 12 and 13 from 1-4 pm. If you would like to offer a donation, volunteer, or learn more please email [megan.lynych@ghhn.ca](mailto:megan.lynych@ghhn.ca).

*Building community health together*





# Mental Health Week

#ChalkAboutIt



Mental Health Week is coming up on May 1-7, 2023. On May 2nd, Chalking Day, we are encouraging the community and GHHN Partners to chalk messages of hope, wellness and support across Haldimand, Hamilton and Niagara Northwest. Be sure to tag us in your photos, use the hashtag #GHHN and #ChalkAboutIt, and let us know if you will be participating by emailing [info@gghn.ca](mailto:info@gghn.ca). Chalk About It and end the stigma!

## Marvin Ross

### Patient Advisor

As a father of someone with schizophrenia, I have always been involved in ensuring that services have been the best possible. Over the years, I have been chair of the Hamilton Chapter of the Schizophrenia Society of Ontario and a member of the provincial board and a member of the Hamilton Program for Schizophrenia Family Association. I am presently a member of the Working Group 2 - Primary Health Services Integration and Working Group 4 - People with Complex Needs of the Health Canada Standards Council Task Force for improving mental health care.

In addition to my lived experience as a family member and advocate for improved service, I am also a medical writer and publisher specializing in the area of mental illness. I was a regular columnist on mental illness for Huffington Post Canada and since 2014, I've been writing a blog on mental illness with a psychiatrist colleague. That blog is in the top 100 mental health blogs worldwide and rated number 4 in Canada. I've written 3 books on schizophrenia and my company, Bridgeross Communications, has published a total of 12 books on mental illness. Two of my authors were awarded the Queen Elizabeth Jubilee Medal for their efforts, two were named Courage to Come Back Awards by Vancouver Coastal Health and one was one of the five faces of mental illness in Canada. I am interested in joining the GHHN to work on improving supportive housing for those with serious mental health illness and improving their meaningful activities and integration into society. There is an opportunity for us to work together to make a difference.



# Primary Care Update

Marijke Jurrians

On Thursday February 2nd, the Ontario Government released Your Health: A Plan for Connected and Convenient Care. Per their announcement, “the plan focuses on providing people with a better health care experience by connecting them to more convenient options closer to home while shortening wait times for key services across the province and growing the health care workforce for years to come.” In this plan, there were several important announcements for primary care, including an investment of \$30 million to expand team-based primary care. The money will be allocated to create new and/or build upon current interprofessional primary care teams and to help bridge the gap in accessing team-based care for vulnerable, marginalized and unattached patients.

Over the past few years, the GHHN primary care community has established a functioning Primary Care Network (PCN) under the Hamilton Family Medicine (HFAM) branding. HFAM has quickly become the voice for primary care throughout the GHHN and has enabled the primary care community, regardless of affiliation (i.e., FHT, FHO, CHC, FFS, FHG), to collaborate on projects and share information and resources. It is because of this collaboration and unification that the GHHN is in a position to submit one proposal on behalf of the HFAM community, which will ensure that all residents within the GHHN catchment area are provided equitable access to team-based primary care independent of their provider’s affiliation.

In January 2023, a GHHN Primary Care Summit was held with primary care leaders representing various primary care



organizations including the Beamsville FHT, Centre de Sante, Compass CHC, De dwa da dehs nye CHC, Haldimand FHT, Hamilton FHT, Hamilton Health Sciences, McMaster FHT, St. Josephs Healthcare Hamilton, Public Health, Refuge: Newcomer Health, Shelter Health, Smithville FHT, and Hamilton Urban Core CHC. Leaders were brought together to develop interpersonal relationships, establish a sense of trust and community, and continue conversations around the development of a formal PCN. The timing of the February 2nd provincial announcements has allowed us to capitalize on the momentum and energy created at the GHHN Primary Care Summit and have corroborated the group’s ultimate objective of reducing inequities experienced by patients across the GHHN. This group met on January 16th, during which we agreed on key principles for a single proposal to be submitted to the Ministry of Health on behalf of the GHHN primary care community. Our next steps include working with an external party to develop the proposal, conducting engagement and feedback sessions with stakeholders, and submitting a final proposal around April 2023. If you would like to learn more or if you have questions, please reach out to us at [HFAM@GHHN.ca](mailto:HFAM@GHHN.ca).



# Healing, Hope and Recovery Exchange Health Webinar

## Courageous Conversations: Communicating in Challenging times

### Session 1:

Tuesday, March 28, 1:00-2:00 p.m.

### Session 2:

Tuesday, April 25, 1:00-2:00 p.m.

**For:** Open to all Hamilton, Haldimand and Niagara Northwest health and community care workers

### Zoom Webinar

Registration: <https://www.eventbrite.com/cc/hope-healing-recovery-exchange-1855369>

Conflicts are natural aspects of our workplace as well as personal relationships. They arise when people have different points of view, styles of expression, or different opinions. Knowing how to resolve conflict situations involves holding difficult and courageous conversations. Such conversations can not only help with the conflict resolution, but also contribute to improvement in collaboration skills and building stronger relationships.

The Hope, Healing and Recovery Exchange are virtual panel sessions on wellness that are open to all Hamilton health and community care workers. We encourage you to sign up for our upcoming Courageous Conversations: Communicating in Challenging times Series. The goal of these sessions is to provide strategies on how to hold difficult conversations, improve your ability to express verbally and non-verbally, and how to bring respect to the conversation when dealing with conflicts.





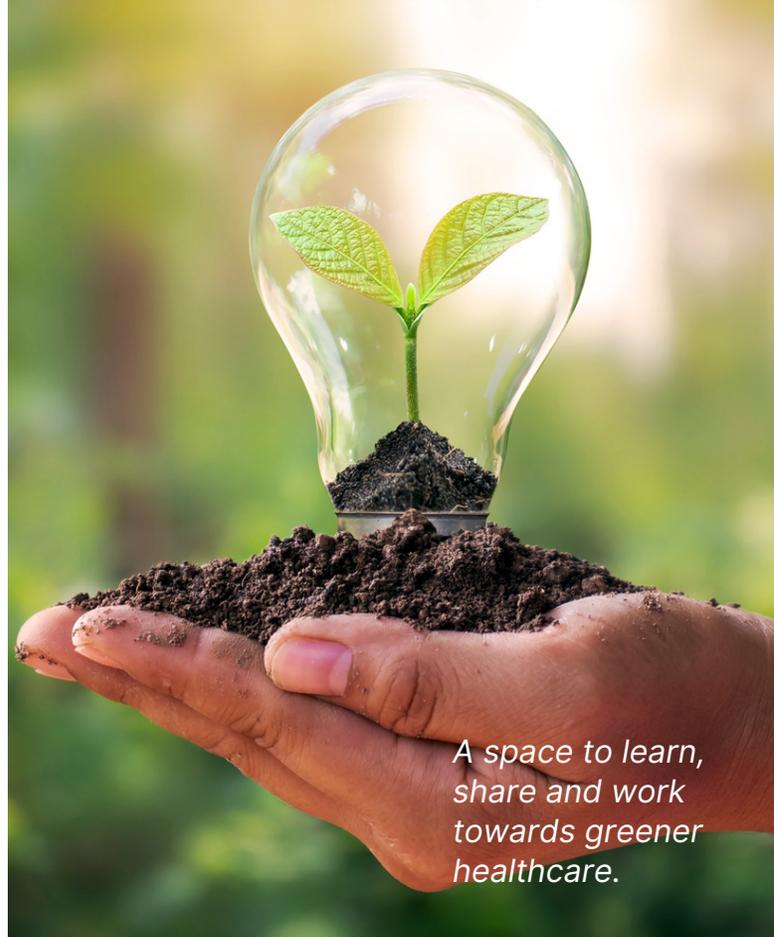
## Marijke Jurriaans Project Manager

The GHHN is excited to be working with students from McMaster's Advocating for Sustainability course on two projects: 1) Implementing the PEACH Road Map to Environmental Stewardship for Hospitals at the Haldimand War Memorial Hospital and 2) Developing an "Environmental Sustainability in Health Care" Workshop for Leaders in Health Care Organizations.

The first project, Implementing the PEACH Road Map to Environmental Stewardship for Hospitals at the Haldimand War Memorial Hospital (HWMH), has students working with HWMH to identify low-hanging (low-cost, high-impact) fruit (action items) as outlined within the [PEACH tree report](#) and to develop an interactive advocacy display within the hospital outlining the connection between health care and the environment and documenting the green initiatives implemented at HWMH. It will also provide an opportunity for staff and clients to comment on the current work and suggest areas for future projects. The students will be heading out for a field trip shortly to meet fellow project champions, Sharon Moore and Dr. Reza Kazemi, to plan out their interactive advocacy display and to get a better sense of the hospital, the people, and the community.

The second project, Developing an "Environmental Sustainability in Health Care" Workshop for Leaders in Health Care Organizations, has students addressing recommendation four, building capacity through education and funding, from the GHHN Environmental Sustainability in the GHHN: Research Findings and Report. Students are developing the outline for an introductory workshop geared towards leaders of GHHN partner organizations, which we hope to host in fall 2023.

# GHHN Environmental Sustainability Corner



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

If you would be interested in attending this workshop and have ideas on what you would like to learn, please let us know by emailing me at [Marijke.Jurriaans@GHHN.ca](mailto:Marijke.Jurriaans@GHHN.ca).

As these projects progress and conclude, we will continue to provide updates. In the meantime, if you are interested in hosting a student-led sustainability project, please reach out! It is very exciting to see students, many of which have health care career aspirations, interested and engaged in this work and we are grateful for the opportunities our partners provide in fostering practical educational experiences and shaping the next generation of health care workers!



## Haldimand Corner

Barbara Klassen

The GHHN Haldimand Stakeholder Council continues to add new members to the Council, most recently the Haldimand Norfolk Public Health Unit. This addition brings a needed voice to our table expanding the membership of the Council to include those who deliver critical services and supports to our Haldimand population.

Communication remains a priority. Council has approved a comprehensive communications plan developed in collaboration with and with support from the GHHN project management staff. Additionally, a link to the GHHN has been added to Haldimand County's website. This is a positive step forward in communicating with and engaging our broader Haldimand community in our work at the GHHN. You can visit the website [here](#).

# Improving Language Accessibility in Healthcare through Interpretation Services



## Hear from interpretation service providers, We Speak and Voyage:

Join us and learn how interpretation services can help improve language accessibility to provide safe care and services. This webinar will support organizations in making an informed decision on what would best serve their needs to improve provision of interpretation and translation services.



**Join us!**

Friday, March 24th  
2023

12PM to 1PM  
via Zoom

**Register!**

**Let's improve language accessibility together!**



## Digital Health Update

### Ceara Holditch

The Greater Hamilton Health Network, in collaboration with the eHealth Centre for Excellence, has deployed over 129 licenses to support online appointment booking as of January 2023 – with a total of 349 sites expected to be live by March 31, 2023. The GHHN website offers a directory with providers that are enabled with online appointment booking. Please visit our Patient Booking webpage [here](#).

### **New Digital Health Secretariat**

We would like to sincerely thank Dr. Jeremy Petch, founder of CREATE and Director of Digital Health Innovation at Hamilton Health Sciences for his years of service as one of the founding Co-Chairs for the GHHN's Digital Health Secretariat. Since 2019, Dr. Petch supported the digital health maturity of our OHT through his leadership and advocacy with local, regional, and provincial stakeholders. As Jeremy steps down from his role as a Co-Chair, we wish him all the best as he continues incredible work with digital health innovation. We are pleased to welcome Steven Rolfe, Director of Health Partnerships at Indwell who has been appointed to fill the vacant chair position for a two-year term, joining Dr. Tammy Packer and Tara Coxon as Co-Chairs in supporting this secretariat into January 2025.

# Stay Connected!



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