



GIIWEDNONG
HEALTH LINK

Annual Report

2020- 2021



About Giiwednong Health Link

Giiwednong Health Link (GHL) is comprised of fourteen First Nations community stakeholders on Manitoulin Island and the North Shore Region of Lake Huron. GHL was incorporated under the Canada Not-for-Profit Incorporation Act in 2015.

In partnership with the Government of Canada via funding from Indigenous Services Canada, GHL collaborates with strategic partners in the health sector to support First Nation communities in the development of digital health solutions, shared service, and implementation and electronic medical records



Vision

Improved health and well-being of GHL First Nations community members through digital health innovation.



Values

The Seven Grandfather Teachings of the Anishinabek guide the work and behaviour of GHL:

- Nbwaakaawin (Wisdom);**
- Zaagidwin (Love);**
- Mnaadendmowin (Respect);**
- Aakedhewin (Bravery);**
- Gwekwaadziwin (Honesty);**
- Dbaadendiziwin (Humility);**
- and Debwewin (Truth)**



Principles

- Accountability**
- Capacity**
- Communication**
- Privacy**
- Transparency**

GHL's Board of Directors



Left to Right: Carmen Wabegijig Nootchtaai, Craig Abotossaway, Leila Macumber, Roger Beaudin, Mary Jo Wabano and Rhonda Peltier

A Special Acknowledgement and Message to all Health Care Heroes

A heartfelt thank you to all of the community Health Care workers who are making daily sacrifices during the COVID-19 pandemic. Your dedication, commitment and courage deserve our deepest gratitude and acknowledgement.

Chi-Miigwetch



A Message from the Chairperson

It is my honour and privilege to once again, present the Annual Report for the Giiwednong Health Link (GHL). We are especially pleased to advise that this Annual Report marks the completion of five (5) successful years of GHL operations.

The 2020-21 fiscal year has been one like no other. Challenges presented by the COVID-19 pandemic affected all aspects of our work and personal lives. Leadership and staff at our member First Nation Health Centres are to be commended for their tireless work in protecting the health and wellness of our members, especially our most vulnerable populations.

To best support our First Nation stakeholders during this turbulent time, the GHL Team shifted priorities at the start of the year to primarily remote EMR and IT engagements. Similarly, many First Nation healthcare staff adopted remote EMR access features which enabled them to remain virtually connected to the EMR while working away from the office. Virtual Visits solutions using the EMR were also provided to Health Practitioners to maintain health services engagement with respective clientele. On-site supports were largely limited to attendance at **15** First Nation Vaccination Clinics where effective IT connectivity and vaccination charting EMR inputs were ensured.

Our Project Management Office (PMO) continued to support the efficient and effective delivery of First Nation Health Centre programs and services through digital resources. While the number of regular EMR users in our member communities remained steady throughout the year at **273 users**, we were very encouraged by the **25%** uptick in the number of patients in EMRs to **11,729**. It was also quite promising to see that # of EMR Logins at our Health Centres increased by **4.9%** to **95,184** logins. In addition, a total of **458** support tickets, mostly remote, were successfully resolved by GHL throughout the year. To continue increased eHealth and EMR usage trends, the GHL Team has developed an EMR Usage Benchmark Assessment Tool. This tool will also serve to further align GHL eHealth and EMR supports with the needs our First Nation stakeholders.

A highly anticipated and valuable capacity building event is GHL's annual EMR User & eHealth Conference. Despite being a virtual event this past year, we were extremely pleased with the results. Feedback from the **65** virtual participants indicated that **95%** gained valuable knowledge and **100%** deemed all presentations engaging.

GHL's member First Nations completed a successful transition to taking on EMR Subscriptions Fees. I am delighted to report that **100%** of invoiced fees were paid! Also, amid extraordinary COVID-19 challenges, Indigenous Services Canada (ISC) authorized a reallocation of GHL's expenditures to subsidize three months of EMR Subscription Fees. This was indeed very welcome. We were also super pleased to have completed the endorsement of a **five-year Funding Agreement to March 31, 2026** with Indigenous Services Canada (ISC).

Finally, late in the fiscal year, we were notified that Mary Jo Wabano, GHL Director from Wiikwemkoong, would be stepping down from her role on the Board. On behalf of the GHL Board and staff, I wish to express our sincerest gratitude to Mary Jo for her many years of outstanding service on the Board. Her leadership, talent, expertise, along with her active participation on the Board of Directors has truly made a difference to GHL!

Best wishes are extended to all GHL's partners for continued health and well-being. We are looking forward continued success for the coming five year term.

Miigwetch,



Leila Macumber, Chairperson

Our Strategic Objectives

**One Client
One Record**

**Excellent
Service**

**Effective
Partnerships**

**Quality
Data**

**Best
Management
Practices**

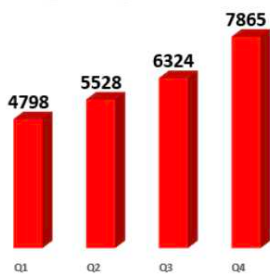
One Client — One Record

EMR Benchmark Assessment Tool

This newly developed resource will be applied in collaboration with First Nation partners to assess EMR usage levels and plan for opportunities to increase usage of various EMR functionalities.

Benchmark Category Summary				
Category	1	2	3	4
Demographics/Patient Charts				
Appointments/Calendar				
Group Programs				
Medical Transportation				
Case Management				
Mental Health				
HBHC				
Healthy Living				
Home Care				
Virtual Visits				
Data Sharing/Med Dialog	N/A			
Managing Received Documents				
Extended Demographics				
Reporting/Community Portal	N/A			
Logins				

Logins by Quarter



EMR Logins (completed throughout fiscal year):

95,184

4.9%
ANNUAL
INCREASE
from 90,709
last fiscal year



Active EMR Users:

273

**AS AT
MARCH 31,
2021**



Total # of Patients in EMRs:

11,729

25%
ANNUAL
INCREASE



Total EMR Interactions

579,513

+75%
ANNUAL
INCREASE

COVID-19 Support:

EMR connectivity and vaccination charting support provided at 15 vaccination clinics.

A GHl Webinar on COVID-19 EMR Tools and Tips was also completed on March 10th with 10 attendees from both the North Shore, Manitoulin, and the AHACs.



Vaccination Clinic,
at Whitefish River
First Nation —
March 2021

GHl's Jesse Beaudin,
Vaccination Clinic
at M'Chigeeng First
Nation — March 2021

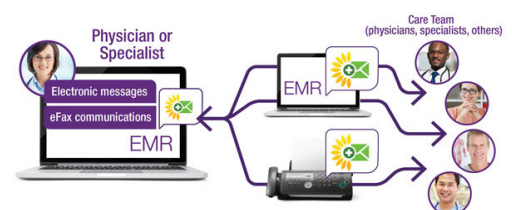


3 Med Dialog implemented
in (3) First Nations EMRs



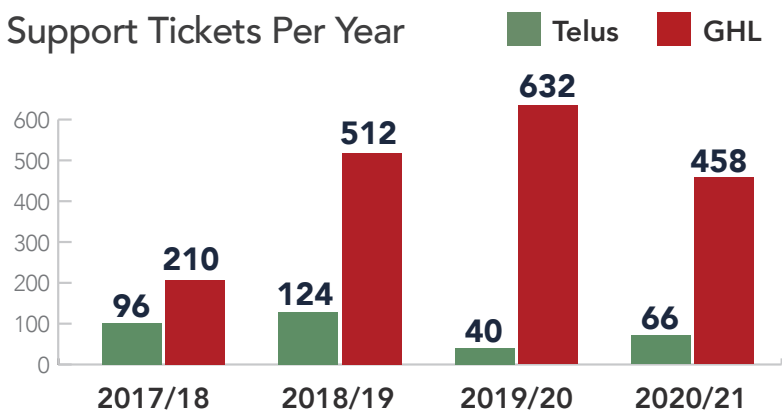
MedDialog
by
TELUS Health

- Wiikwemikoong
- Mnaamodzawin
- M'Chigeeng

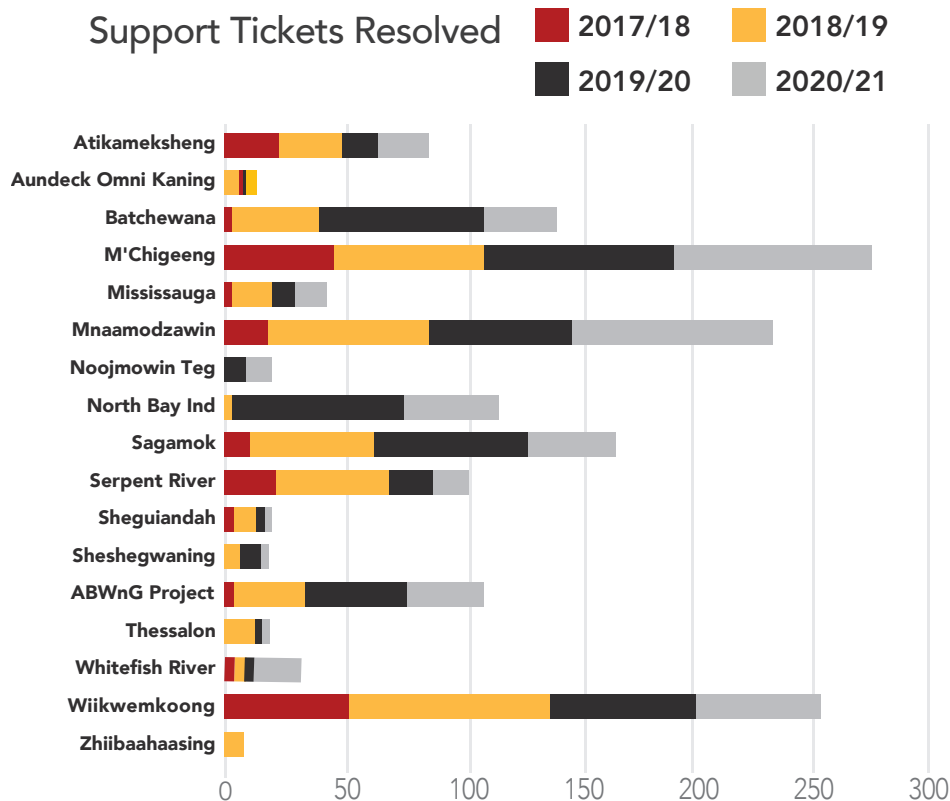


Excellent Service

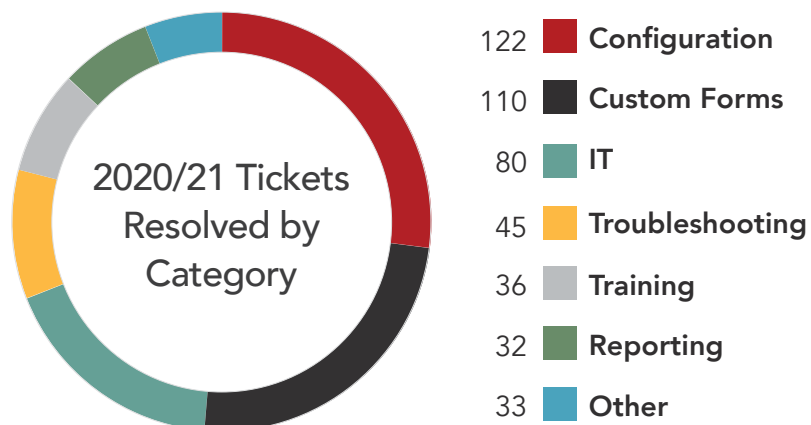
Support Tickets Per Year



Support Tickets Resolved



2020/21 Tickets Resolved by Category



"Very happy with the service we received during these trying times. We are thankful for the support received with the mass vaccination clinic"

Valerie Beaudin, EMR User,
M'Chigeeng First Nation

EMR User Survey Results

- 53%** Use the EMR 2-3 times per day
- 84%** In favour of increased IT Support
- 90%** In favour of improved Privacy and Security support
- 85%** In favour of Data Sharing amongst EMR Partners



58

EMR User surveys completed

91%

SATISFACTION RATE with GHL services

Capacity Building



106

Scheduled training sessions included 95 EMR remote events, 7 EMR onsite events and 4 IT events.



6

Member Privacy Officers Attended a Privacy Learning Event hosted by the Alliance for Healthier Communities.

Excellent Service

User Conference

GHL hosted its 3rd annual eHealth & EMR User Conference, using Zoom video conferencing on November 03, 04 & 05, 2020.

Presentations included:

- **Indigenous Peoples & Digital Health** by Dr. Alika Lafontaine
- **Pathways to Analytics in Primary Care** by the B.C. First Nations Health Authority
- **The Shift to Virtual Care and a Reaction to COVID-19** by Derek Debassige
- **Building Resilience & Managing Stress During COVID-19** by Dr. Karyn Gordon
- **Community Dashboard Portal, Community Beats Report & Virtual Visits** by GHL



65 Total Virtual Participants

97% Gained Valuable Knowledge

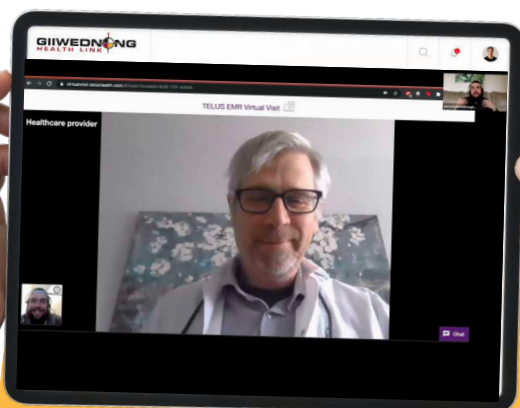
100% Deemed Presentations Engaging

Tutorial Videos

16 tutorial videos were created and are available on the GHL website. The tutorial video series has been designed to build EMR and IT knowledge and skills of EMR Users.

Popular Topics Include:

- **CBRT Forms**
- **EMR Password Resets**
- **Remote EMR Access**
- **Custom Forms**
- **Calendar Usage**
- **Immunizations**



"The work that GHL is doing to vet and incorporate digital tools puts the GHL user community ahead of much of the country."



Dr. Alika Lafontaine,
Alberta Health Services

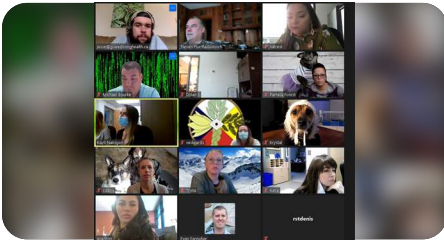


Privacy Training

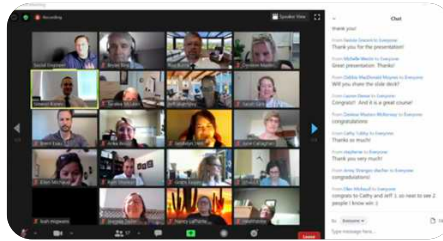
GHL supported two Privacy Officers' completion of the Privacy Law and Information Management in Healthcare certificate program as offered by the York University - Osgoode Hall Law School.



Effective Partnerships



North Bay Indigenous Hub
provided Virtual EMR
Training Session



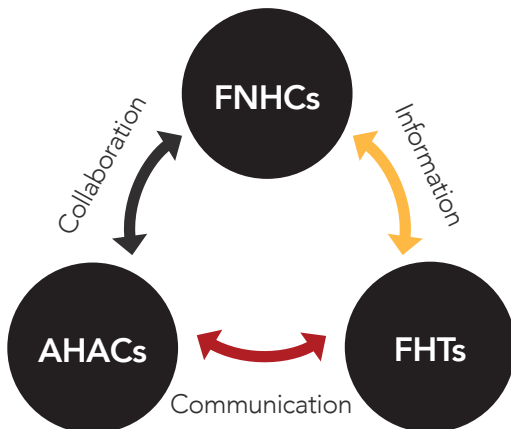
**Alliance for
Healthier Communities**
Alliance pour des
communautés en santé

**Alliance for Healthier
Communities**
Professional Learning Event
Jan 25-29, 2021



Garden River First Nation
Completed plan to
transition to PS Suite EMR

EMR Links Planning



AHAC's - Aboriginal Health Access Centres
FHTs - Family Health Teams
FNHCs - First Nation Health Centres

\$4.49M

**Secured a Five (5) year
Funding Contribution Agreement
Effective April 01, 2021**



Indigenous Services
Canada

Services aux
Autochtones Canada

Aligning with Indigenous Partners and Digital Health Leaders



Quality Data

Custom Forms

GHL is continually developing and revising custom forms for First Nation Health Centre usage within the various EMRs. Custom forms are an important tool which contributes to data quality assurance and data standardization, which in turn allows for effective and meaningful reporting.



111 custom forms
created or revised

EMR Calendar Usage

GHL prioritized the increased usage of EMR calendars functionality through the development of a tutorial video and webinar.



37 cumulative
departments using
calendars

VPN Remote EMR Access

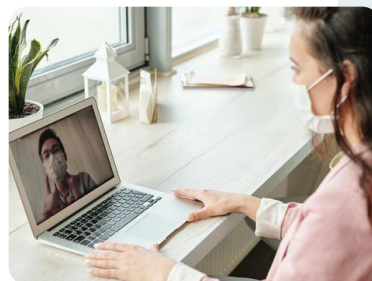
This year GHL supported set up and training of 100 additional EMR Users on Remote EMR Access. Health Centre staff can now provide remote client care out of their homes.



A total of **223** EMR
users are now set up
with VPN remote access.

Virtual Visits

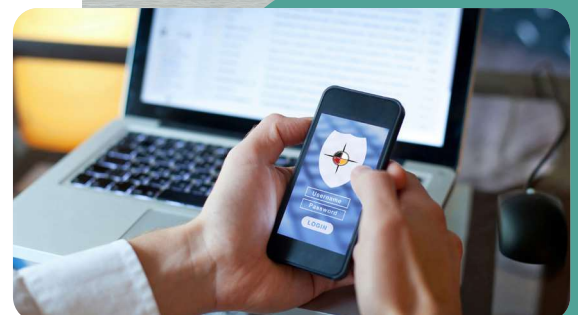
This functionality was implemented within First Nation EMRs at three sites: Wiikwemkoong, Mnaamodzawin & Mississauga.



3 health centres setup
with virtual visits

Community Portal

Designed a data portal to analyze the health information within community EMRs. First Nation EMR users will have a dashboard view of community health analytics through a business intelligence tool. Ongoing collaboration with Telus Health and a Business Intelligence software vendor is in the works to complete the community portal project.



Best Management Practices

Governance

AGM

A Virtual Annual General Meeting for 2019-20

6

Board of Director Meetings

3

Policies Reviewed and Approved

Evaluation

Board Self and Group Evaluation

Director Training

Governance for Indigenous Councils & Boards

Human Resources

Establishment of PMO Wellness Program

Successful Northern Ontario Heritage Fund Corporation Internship

Nick Barss hired on as IT & Informatics Coordinator

Achievement of Professional Development Certifications in the areas of

- Project Management Professional
- Privacy Law Information Management in Healthcare
- Data Analytics

GHL's average employee length of service is 41 months, an exceptional level of retention for a young organization of 5 years.

Procurement and Completion of Office Redesigns for COVID-19 Safety Measures



Communications



Soft Rebrand of GHL Logo and Promotional Materials



#StayDen

COVID-19 Pandemic Social Media Contests



2019-20 Annual Report
2020 Annual Newsletter

Finance

- Approval of 2019-20 Audited Financial Statements
- Approval of 2020-21 Annual Budget
- Submission of ISC 5 Year Funding Proposal

Information Technology



IT Security Audit and Consultation Report:

KPMG was engaged to work with GHL to complete this project.

- Security audit of GHL's IT Systems
- Consultation regarding the community portal framework
- Consultation regarding GHL's business continuity plan
- Consultation and Assessment of GHL's Intellectual Properties.



Donation of 8 Training Laptops to 2 First Nations – Sagamok & Wiikwemkoong

Financial Highlights By the numbers

\$55,175

EMR & eHealth Support

Financial support initiatives included MedDialog, Virtual Visits, 4th Quarter EMR Fees and other value-added features.

\$186,563

PMO Operations

Expenditures to maintain effective and efficient operations to service GHLS First Nation stakeholders.

\$17,525

Capacity Building

Notable investments included costs related to the virtual EMR Conference and Privacy Training events.

\$200

Net Surplus

GHLS achieved a net surplus of \$200 on a overall fiscal budget of \$1,014,732.

\$646,758

Salaries & Benefits

The expertise of GHLS human resources allows for the effective delivery of its digital health mandate.

100%

EMR Subscription Fees Paid by the member First Nations

The total fees paid in accordance with the Service Level Agreement terms were \$68,850.

About the EMR Vendor



PS Suite EMR

Transforming healthcare delivery across the circle of care.



Increased efficiency for health professionals



Improved healthcare experiences



Seamless flow of health information



Patients playing an active role in managing their health

Wiikwemkoong



M'Chigeeng



Aundeck Omni Kaning



Sheguiandah



Sheshegwaning



Mnaamodzawin Health Services



Serpent River



Zhiibaahaasing



Thessalon



Whitefish River



MAAMWESYING
NORTH SHORE COMMUNITY HEALTH SERVICES INC.
Maamwesying North Shore Community Health Services

Atikameksheng



Batchewana



Garden River



Mississauga



Sagamok



Noojmowin Teg Health Centre



Miigwetch Mary Jo

for your years of service and guidance
on the GHL Board of Directors.

"Your ideas, input, and enthusiasm were most helpful and have assisted in making valuable improvements to the organization"

Leila Macumber, Chairperson



PMO Team
Vicky Hutchison,
Evan Farquhar,
Michael McGregor,
Steven Fox Radulovich,
Bryan Bird,
Nick Barss and
Jesse Beaudin.



FOR MORE INFORMATION

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giiwednonghealth.ca



Indigenous Services
Canada

Services aux
Autochtones Canada