



Annual Report

2019 - 2020



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A Message from the President

Giiwednong Health Link (GHL) is delighted to present this Annual Report which showcases our digital health accomplishments throughout the 2019-20 fiscal year. We were very encouraged by the 12% uptake in the number of regular users of the PS Suite EMR in our member First Nation communities from 244 users to 273 users at March 31, 2020. It was also quite interesting to note that 90,709 EMR logins in our Health Centres continued to be led by Nurses (35%); Personal Support Workers (20%); and Mental Health Workers (9%). In addition, a total of 632 support tickets were successfully resolved by GHL throughout the year through a combination of both onsite and remote support encounters.

We were also very pleased to have once again coordinated and hosted a highly successful EMR Users & eHealth Conference. Tremendous positive feedback was received from the event's sixty-four (64) participants which was held in October 2019. Also, a review of the eHealth Survey conducted at the EMR User Conference revealed that ninety-six percent (96%) of respondents were satisfied with GHL's services. The Privacy Webinar that GHL coordinated in November 2019 was another capacity building initiative that was very well-received. The seventy-three (73) participants were treated to a myriad of privacy topics in the eHealth sector from legal expert Kate Dewhirst. In fact, due to overwhelming demand, a further privacy engagement was completed with Ms. Dewhirst in February 2020 at which time she presented and shared updated Privacy Policies and Procedures and PS Suite EMR Audit Procedures.

Part of GHL's response to the January 2019 decision by Indigenous Services Canada to no longer fund EMR Subscription Fees for member First Nations was to renegotiate the EMR Services Agreement with TELUS Health. A new EMR Services – Master Service Agreement (MSA) was subsequently endorsed with TELUS Health in March 2020. The EMR Pricing Model contained in the new MSA is considered to be financially feasible for GHL's First Nation stakeholders over the five-year term of the agreement. We look forward having the new MSA serve to further strengthen our digital health partnership with TELUS Health.

I wish to extend my profound gratitude and thanks to other Directors on the Board and to the GHL staff for their outstanding work and unwavering commitment to GHL's mandate. Last May 2019, this group brainstormed and collaborated to reset the organizations goals and objectives. This work is outlined in GHL's new Strategic Plan 2020-2023. This strategic blueprint will serve to refocus GHL efforts towards the improved health and wellbeing of our First Nation members through digital health tools.

Lastly, best wishes for the continued health and wellbeing of all your families.

Meegwetch,

Leila Macumber

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 of electronic health records.



The Board Of Directors



Leila Macumber
President



Craig Abotossaway
Vice President



Carmen
Wabegijig-Nootchtai
Secretary/Treasurer



Roger Beaudin
Director
(Post Sept 2019)

Vision

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

Principles

- Accountability
- Capacity
- Communication
- Privacy
- Transparency



Pam Debassige
Director
(Until Sept 2019)



Rhonda Peltier
Director



Mary Jo Wabano
Director

Values

Based on the Seven Grandfather Teachings of the Anishinabek, GHL's values are a set of teachings on the ethics of proper behavior and human conduct towards others.

These teachings, which guide the work of GHL, include the following:

- Nibwaakaawin (Wisdom)
- Zaagi'idiwin (Love)
- M'Naadendamowin (Respect)
- Aakode'ewin (Bravery)
- Debwewin (Truth)
- Gwayakwaadiziwin (Honesty)
- Dabaadendiziwin (Humility)



A Map of Our Members

along Manitoulin Island and the North Shore

- Batchewana
- Garden River
- Thessalon
- Mississauga
- Serpent River
- Maamwesying
- Sagamok
- Atikameksheng
- Zhiibaahaasing
- Sheshegwaning
- M'Chigeeng
- Mnaaamodzawin
- Aundeck Omni Kaning
- Noojmowin Teg
- Sheguiandah
- Whitefish River
- Wiikwemkoong

Capacity Building



Active Users

273

up from 244 in 2018-19



Support Tickets

632

up from 512 in 2018-19



EMR Logins

90,709

up from 81,180 in 2018-19



Leading Users

35%
20%
9%

Nurses
Personal Support Workers
Mental Health Workers



Site Visits

142

up from 127 in 2018-19

EMR User Conference

64 participants

October 24, 2019

Topics: eHealth Expert Panel, OCAP Presentation, and PS Suite training sessions by TELUS Health and GHL Trainers.



From Left to Right: Michael McGregor, Mariette Sutherland, Rod Burns, Pamela Williamson, Tim Ominika

Privacy Webinar

73 participants

November 14, 2019

Facilitated by: Kate Dewhirst, Privacy Expert

Topics: Access and Security; Capacity Consent & Sharing Information with Families; Sharing Information with Other Health Care Providers and Safeguards & Privacy Breach Response.



Privacy webinar facilitated by Kate Dewhirst at Mnaamodzawin / Noojmowin Teg board room

EMR Enhancements & eHealth Initiatives

Mobile EMR Access: Supported mobile EMR remote access for **123** users in **9** First Nations.

EMR Links Team: Engaged representatives from Noojmowin Teg and Maamwesying to develop linkages between their respective EMRs.

Forms Customization: Customized **102** eForms within the EMR to meet the health centre's workflow requirements.

EMR Analytic Reports: Commenced the addition of community reports to EMRs to enable Health Centres to proactively monitor health trends.

EMR Calendar Usage: Promoted the adoption and increased usage of calendars within the EMR to enhance EMR efficiencies and to provide meaningful appointment data.

Patient Self-Serve Tablets: Employed patient forms on **7** self-serve tablets to allow patients to complete forms, questionnaires and evaluations.

Tutorial Video Initiative: Commenced the production of an EMR tutorial video series for frequent support topics and customized EMR functionality.

123

Remote Access Users

102

eForms Created

EMR Solutions Research



Med Dialog: This tool facilitates EMR to EMR communication between the Health Centres and other health care partners.



Virtual Visits: Telus Health's encrypted Virtual Visit functionality is now available for all Health Centres.



Patient Portal: We are now evaluating portal options for Health Centres to encourage clients to actively participate in their health care.



Covid-19 Support

Remote EMR Access: Supported remote EMR access for many First Nation Health Centre workers who provide healthcare to clients at home.

Virtual Visits: Reviewed virtual visit options and recommended the implementation of appropriate software.

Screening and Assessment Tools: Implemented and shared COVID-19 screening and assessment forms with member health centres.

Remote Support & Training: Responded to EMR and IT support tickets and provided PS Suite training to EMR Users.

eHEALTH SURVEY RESULTS

At the October 24, 2019 EMR User Conference, participants completed a survey that focused on "Improving eHealth in your Community".

96%

of respondents were satisfied with GHl's services

TOP 3 REQUESTED EMR IMPROVEMENTS

- 1. Group Programming Statistics
- 2. Service Delivery Statistics
- 3. Extended Demographics

TOP 3 EMR FUNCTIONS

- 1. Charting
- 2. Demographics
- 3. Reports

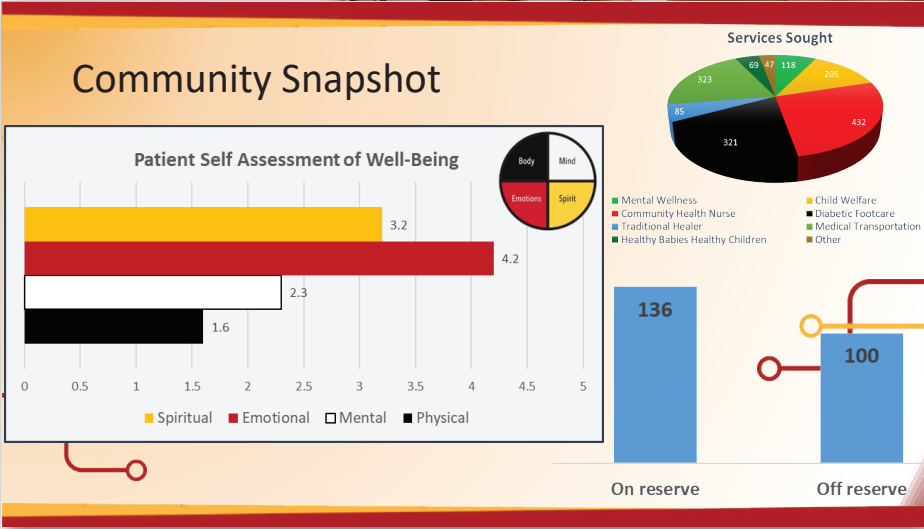
TOP 3 REQUESTED REPORTING NEEDS

- 1. EMR Datasharing
- 2. Community Health Reports
- 3. Privacy Support

New Initiative Community Beat Reports

GHl is launching a new initiative to help our communities. The **Community Beat Report** will contain community analytics, such as:

- Client Well-Being Self-Evaluations
- Community Group Programs
- Health Services Delivered
- Number of Appointments
- Social Determinants of Health
- Client Demographics
- Community Snapshots



Milestones



Governance

- Negotiated and executed new EMR Services – Master Service Agreement with TELUS Health
- Set up new EMR Services – Service Level Agreements with member First Nations
- Coordinated and hosted a successful Annual General Meeting (AGM)
- Completed and distributed the Annual Report to GHl's member stakeholders and partners
- Completed GHl's Strategic Plan 2020-2023
- Supported relevant Professional Development activities for the Board of Directors
- Reviewed and updated all GHl Policies and Procedures

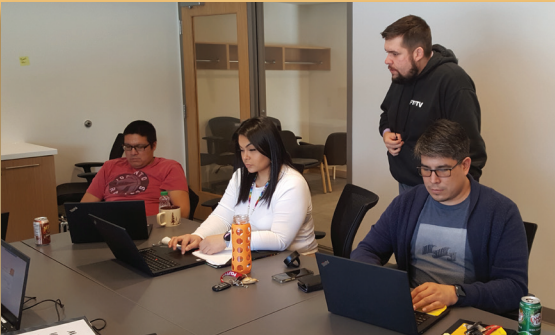


Left to Right - GHl and TELUS Health: Vicky Hutchison, Michael McGregor, Joanne Walker, Rohit Prakash and Evan Farquhar, July 2019



Operations

- Administered final year of EMR Subscription Fee payments to TELUS Health for member First Nations
- Obtained new EMR Training Lab Computers
- Approved for eHealth Intern funding from Northern Ontario Heritage Funding Corporation for 2020-21
- Developed and implemented COVID-19 Pandemic Mitigation Measures
- Attended and Promoted GHl operations at Anishinabek Nation Health Conference
- Supported job relevant Professional Development activities for the GHl Team
- Completed 2 onsite training sessions & provided EMR support for the North Bay Indigenous Hub



GHl Trainer, Jesse Beaudin with the North Bay Indigenous Hub employees, January 2020



Bryan Bird at the GHl booth, Anishinabek Nation Health Conference in Sault Ste Marie, January 2020.



EMR Links Meeting - April 2019



Jesse golfing at the GHL Team Building session, July 2019.



Jesse and Steven delivering training - User Conference Oct 2019



User Conference 2019 - Little Current



TELUS Health Trainer, Evan & Participants - User Conference Oct 2019

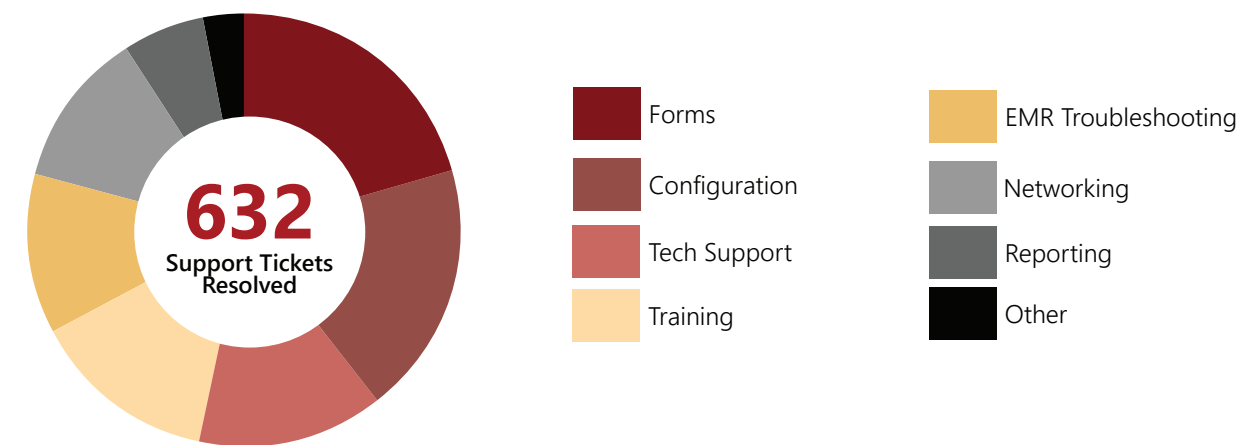


Steven delivering training, Atikameksheng - December 2019

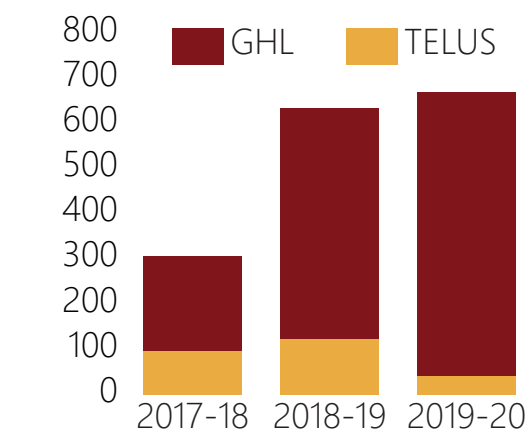
GALLERY

Support Ticket Summary

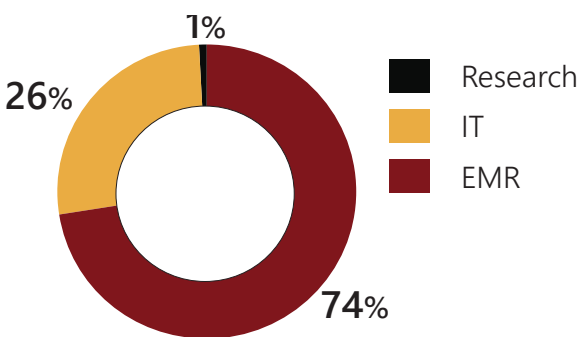
EMR & IT Support Ticket Categories



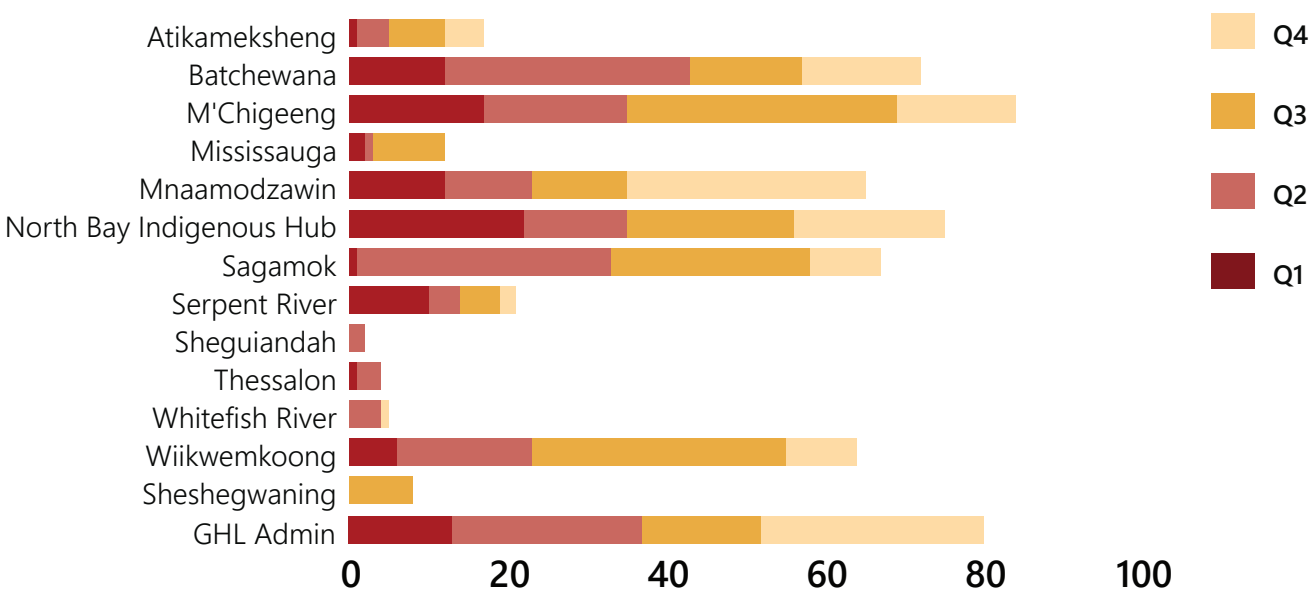
Support Tickets Per Year



Support Ticket Types

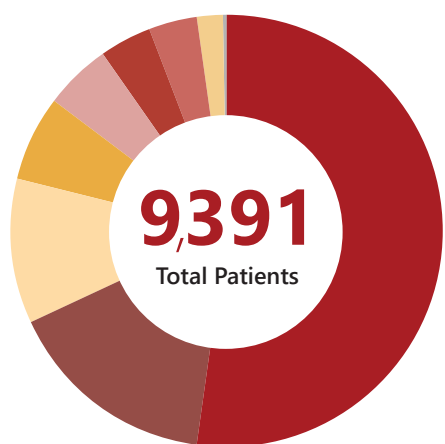


Quarterly Support Tickets Per Organization

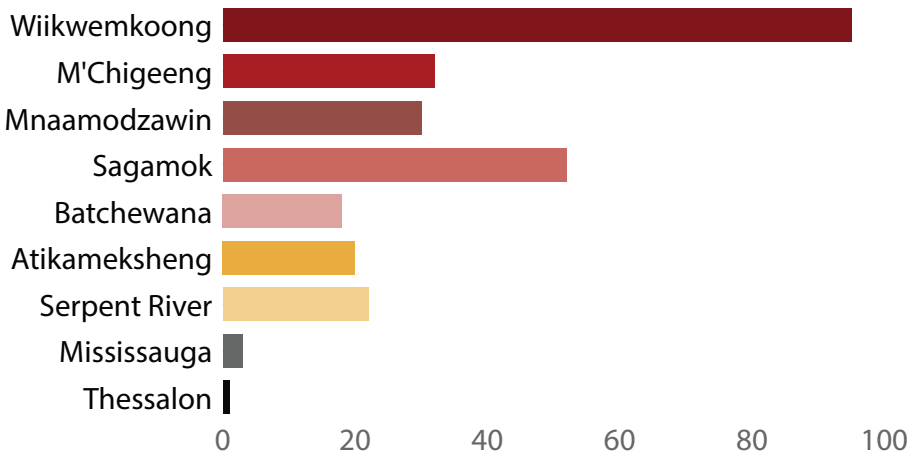


EMR User Statistics

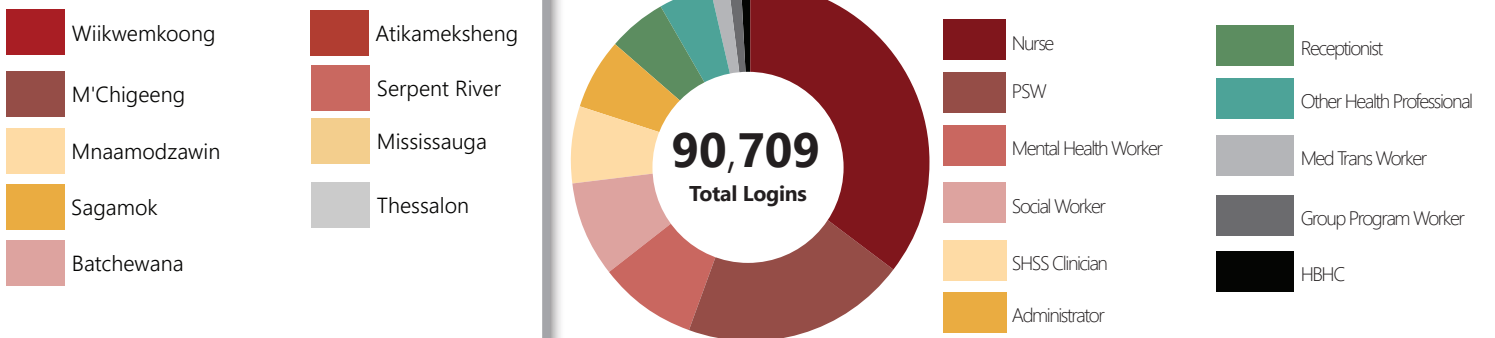
Total Patients



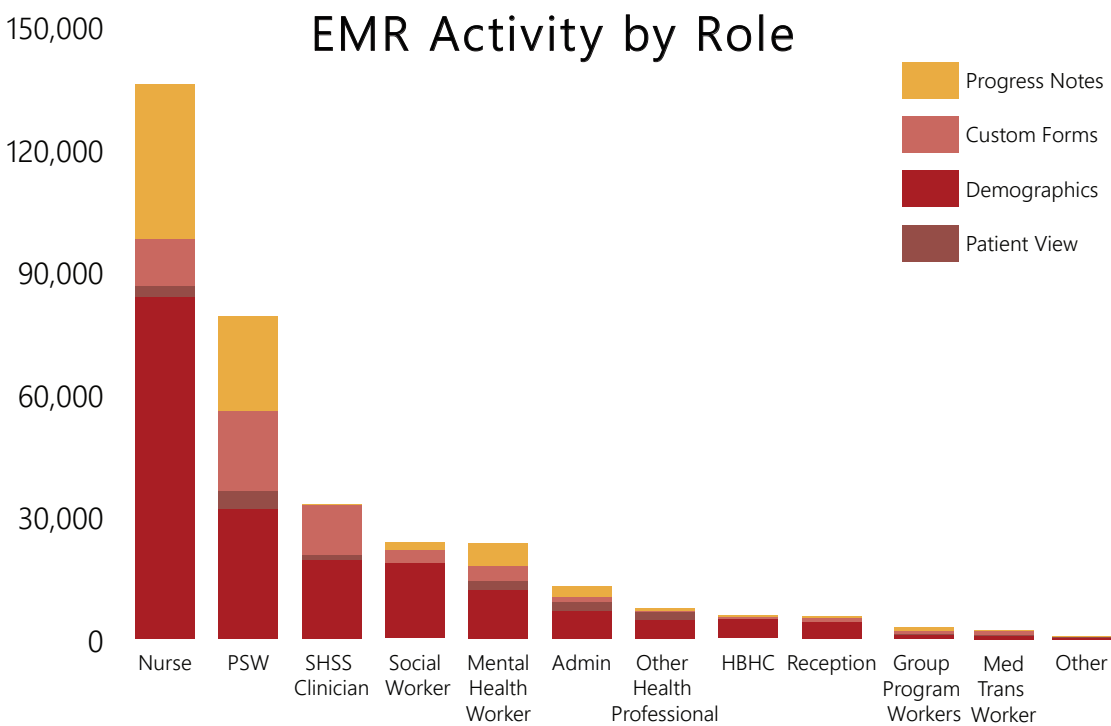
Active Users



Total Logins by Role



EMR Activity by Role



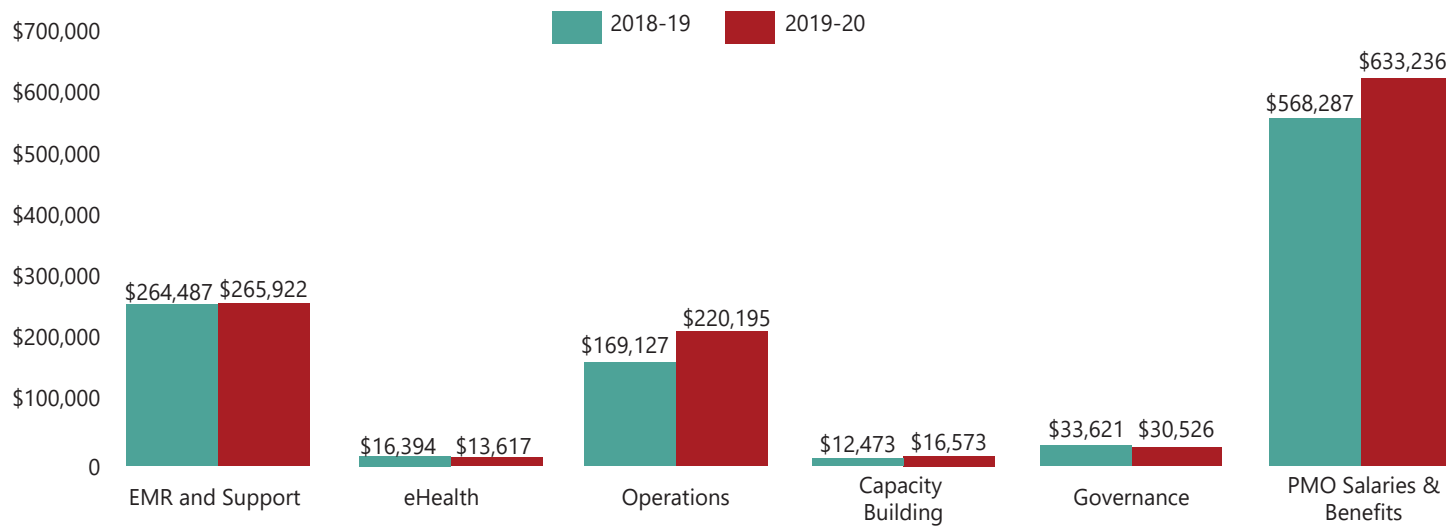
TOTAL
EMR
INTERACTIONS

330,543



Financial Summary

A review of the Giiwednong Health Link's (GHL) 2019-2020 financial results along with a comparative review of the results from 2018-2019 are outlined in the chart below. An analysis of these expenditures indicates that the eHealth investment in GHL from Indigenous Services Canada's is consistent and comparable from year to year in total spending and also, in each of the spending categories. Further, the total annual expenditures in the amount of \$1,180,068 serves to provides a clear indicator of the financial investment required to maintain and continue the growth of digital health for the GHL member communities. GHL's Project Management Office (PMO) has demonstrated the ability to be fiscally responsible in utilizing allocated financial resources to prudently achieve its eHealth mandate.



Our EMR Solution



PS Suite EMR

Transforming healthcare delivery across the circle of care.



- Increased efficiency for health professionals
- Seamless flow of health information
- Patients playing an active role in managing their health
- Improved healthcare experiences

Strategic Planning 2020-23



On May 22-23, 2019 the Board of Directors, the GHL PMO team and health consultant Roger Girard developed a goal-oriented strategic plan to guide us for the next 3 years.

Our Five Goals

One Client – One Record
Healthcare providers will be able to efficiently access the client records, when and where needed

Quality Data
Providers, managers and decision makers will have access to accurate and timely data to support evidence-based decision-making in the care of individuals as well as care for the community at large.

Effective Partnerships
To work collaboratively with all Indigenous, Health and eHealth organizations that share GHL's vision.

Excellent Service
We will strive to provide the highest possible service levels, which consistently meet the evolving needs of our users.

Best Management Practices
We strive to employ the best available practices in order to insure all GHL member stakeholders that GHL will operate in the most efficient, effective, and responsible way possible.



The Board of Directors and the GHL Team from left to right: Michael McGregor, Dustin Grant, Vicky Hutchison, Evan Farquhar, Carmen Wabegijig-Nootchtai, Bryan Bird, Leila Macumber, Rhonda Peltier, Jesse Beaudin, Pam Debassige, Steven Fox-Radulovich, Mary Jo Wabano, Craig Abotossaway

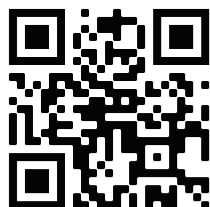


A Centre of Excellence for First Nations e-Health

Your healthcare team needs accurate, real-time information to effectively serve your health-care needs. We provide the tools.

FOR MORE INFORMATION

Giiwednong Health Link
1300 Highway 540 Unit 3
Aundeck Omni Kaning,
ON P0P 1K0
1 800 985 5713
giiwednonghealth.ca



Indigenous Services
Canada

Services aux
Autochtones Canada