



Annual Report

2021-2022



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 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)



PRINCIPALS

Accountability

Capacity

Communication

Privacy

Transparency

GHL's Board of Directors



Leila Macumber
Board President



Craig Abotossaway
Vice-President



Carmen
Wabegijig Nootchitai
Secretary-Treasurer



Roger Beaudin
Director



Rhonda Peltier
Director

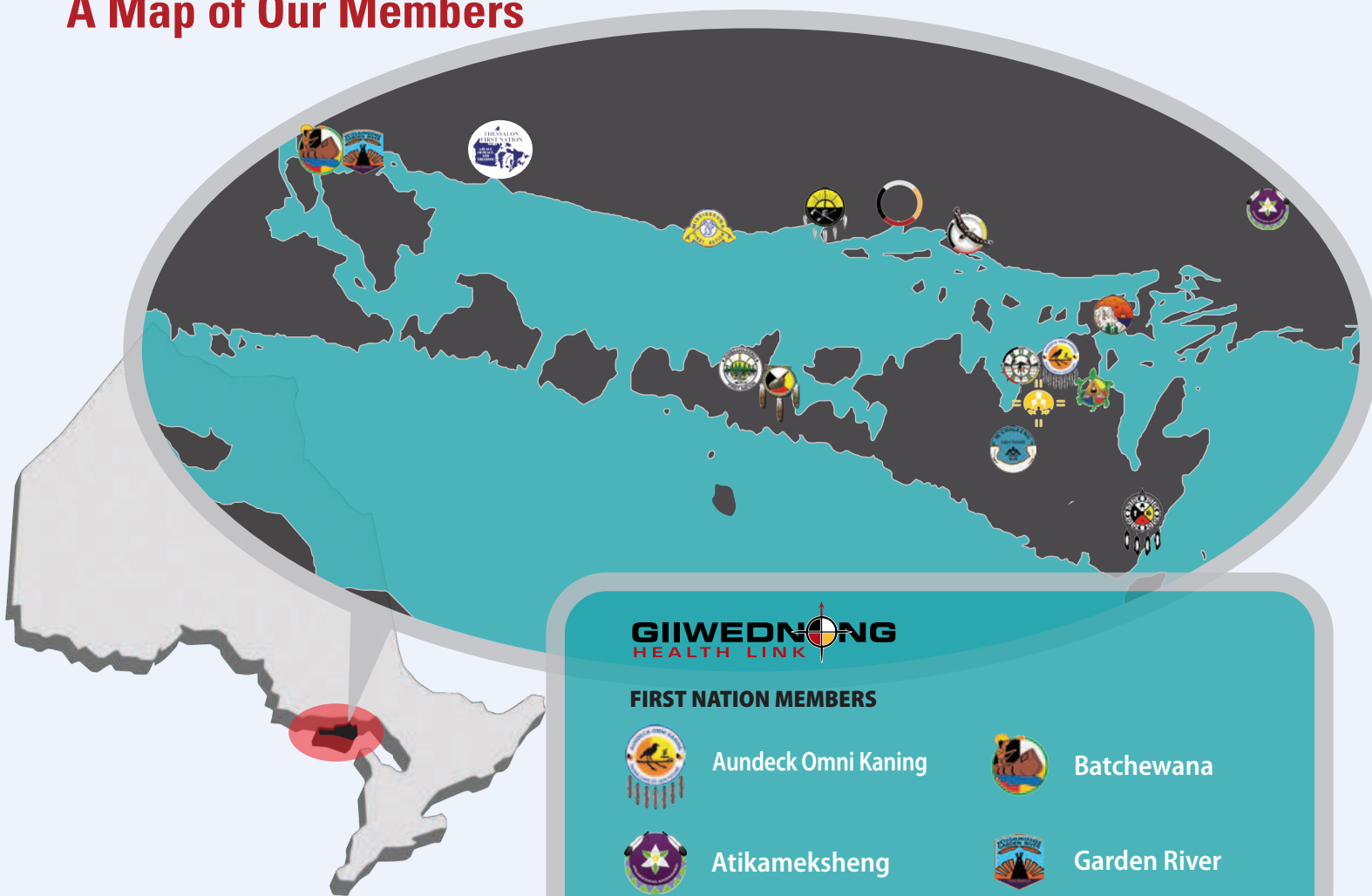


Diane Jacko
Director

New Board Director

In July 2021, Wiikwemkoong Unceded Territory appointed Ms. Diane Jacko to the GHL Board of Directors. Ms. Jacko, who is the Health Services Director for Naandwechige-Gamig Wiikwemkoong Health Centre, brings a wealth of health education, work experience, and knowledge to the Board. She has worked at the Nadmadwin mental health clinic since 1999 and possesses an honours degree in Psychology, a degree in Native studies, and is registered with the College of Psychotherapists. Ms. Jacko firmly believes that "our language, culture and teachings are an integral part of who we are as Anishinabek."

A Map of Our Members



"Jesse and Jonny had excellent IT problem solving with persistence! Delivery of PS Suites training was engaging and interactive. I wasn't scared as a new user to ask questions and felt very supported. Two thumbs up from a social worker!"

Brittany Depasquale,
Garden River Health Centre

GIIWEDNONG HEALTH LINK

FIRST NATION MEMBERS



Aundeck Omni Kaning



Batchewana



Atikameksheng



Garden River



M'Chigeeng



Mississauga



Sagamok



Serpent River



Sheguiandah



Sheshegwaning



Thessalon



Whitefish River



Wiikwemkoong



Zhiibaahaasing

AFFILIATED ORGANIZATIONS



Maamwesying



Mnaaamodzawin



Noojmowin Teg

Our Strategic
Objectives

One Client
One Record

Best
Management
Practices

Effective
Partnerships

Quality
Data

Excellent
Service

Message from the Chairperson
of the Board of Directors

On behalf of the Board of Directors, I am pleased to present the 2022 Annual Report for the Giiwednong Health Link (GHL). First and foremost, I wish to extend thoughts and prayers to all who have been adversely impacted by COVID-19 over the past two years. In addition, I also wish to acknowledge the steadfast work and commitment of all health care practitioners who have supported the well-being of our First Nation members. You are all true health care heroes!

Throughout this past year, the Project Management Office (PMO) Team has continued to diligently support the digital health needs of our First Nation Health Centres. A total of **556** Tickets in support of the Electronic Medical Records (EMR) Users were resolved by the PMO Team in 2021-22. This represents an increase of over 30% from the previous year. Also worth noting is the number of active EMR Users has leveled off at **232** Users which we suspect is related to First Nations' shifting health priorities during the pandemic. Despite this, we have been extremely encouraged to see significant upward trends in EMR usage activity. For the year ended March 31, 2022, total EMR logins have increased by 12% from 95,184 (last year) to **106,778** total logins (this year); total EMR interactions increased by 13% to **655,886** from 579,513; and the total number of patients in GHL's member EMRs is up by 27% to **14,946** from 11,729.

The PMO Team realizes and understands that Quality Data within the EMRs is essential to successful EMR performance and functionality. Work on the development of a Quality Assurance (QA) audit guide and a QA toolkit for Health Centres commenced. These resources, which will enable First Nation Health Centres to regularly undertake Quality Data audits, will be shared with our member stakeholders in the upcoming fiscal year.

In June 2021, GHL was delighted to work closely alongside the Garden River First Nation Wellness Centre and TELUS Health to support their implementation of the PS Suite EMR. Since then, Garden River has quickly and successfully embraced PS Suite and has become one of GHL's most active EMR users.

Building e-Health capacity amongst our First Nation stakeholders remains a priority for GHL. Our principal capacity building event is our Annual EMR User Conference. This year, 56 attendees were treated to some very engaging presentations which included Health Law and Cyber Security topics. GHL was also pleased to support the registration/attendance of ten EMR Users in the Certificate in Privacy Law and Information Management in Healthcare program as offered by the Osgoode Law School. Both Capacity Building initiatives were considered very worthwhile and highly successful.

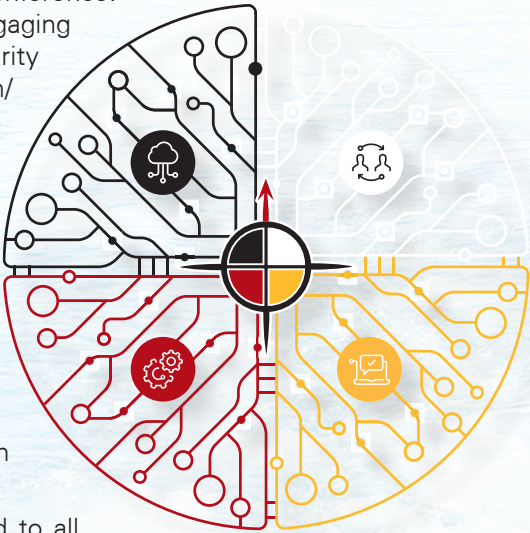
Finally, GHL welcomed Wiikwemikoong's appointment of Ms. Diane Jacko onto the Board of Directors in July 2021. Diane quickly became orientated on GHL's governance structure, responsibilities, and workplans. Her immediate contributions to Board planning and decision-making are reflective of her strong leadership, knowledge, and health expertise.

Best wishes for good health and well-being are extended to all GHL stakeholders and partners. I hope you enjoy this year's Annual Report!

Meegwetch,



Leila Macumber, Chairperson

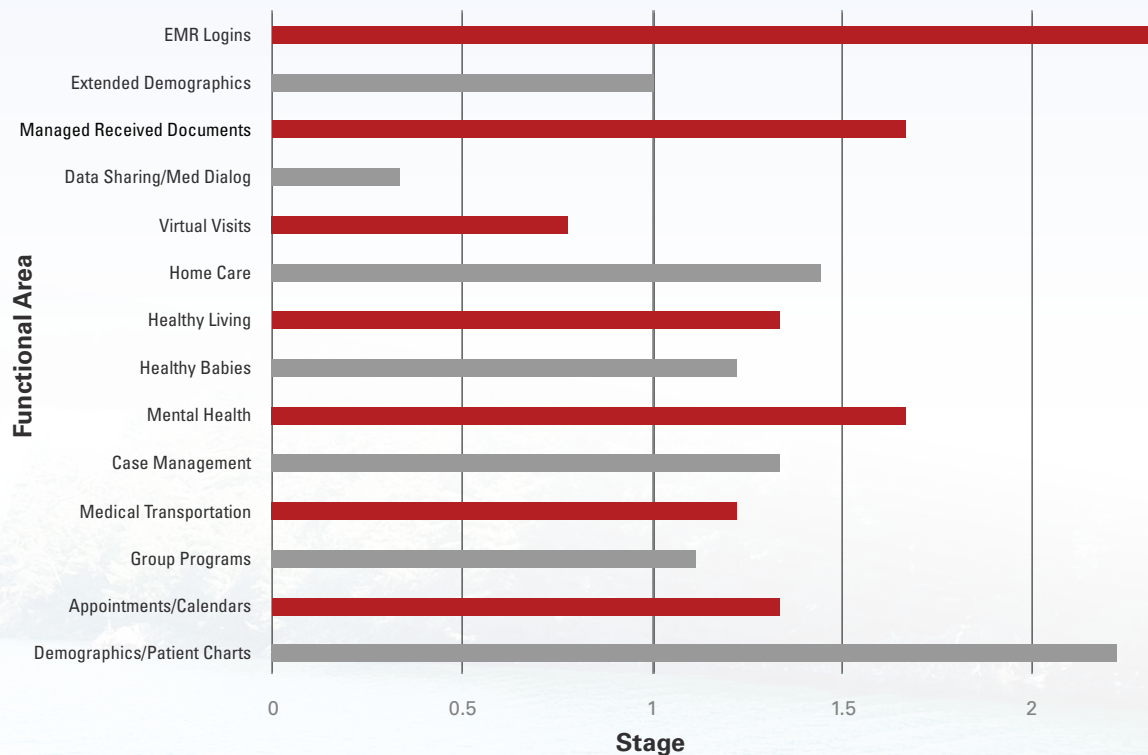


One Client — One Record (OCOR)

Annual Benchmark Assessment at April 1, 2021

Benchmark Assessments of each EMR were completed this fiscal year. The assessment focuses on EMR usage and identifies the most commonly used functional areas of the EMR and functional areas to be focused on in the future.

Most Commonly Used EMR Functional Areas



OCOR Strategic Planning

On January 21, 2022, the GHL PMO team engaged the services of health management consultant Roger Girard, to develop a strategic plan for the One Client, One Record (OCOR) project.

GHL now has an eHealth Integration blueprint to guide OCOR initiatives over the coming two years.

OCOR Benefits

- Better information leading to improved health care services and patient outcomes.
- Reduced complexity and cost of support leading to further improvement in quality of service by GHL
- Improved implementation of new features and advancements due to the greatly reduced number of instances of the EMR

Manitoulin Island Health Care Collaborative



In February 2022, GHL formally became a member of the Manitoulin Island Health Care Collaborative (MIHCC). Driven by a strong partnership between Manitoulin Island's

Network of Health Care Providers, the group regularly meets to plan and implement ways to improve the quality, efficiency and effectiveness of health care for the overall Manitoulin population.



Health management consultant
Roger Girard

"A strategy is only good if it works and if you have learned along the way how to make it better... and you guys are getting it done: keep it up!"

Best Management Practices

Human Resources

New Employee Addition to GHL

GHL is happy to welcome Jonathan Zagula to the GHL Project Management Office (PMO) team. Jonathan joined the team in September 2021 in the role of Informatics, Privacy and Training Coordinator. Jonathan has quickly become a highly effective member of the EMR support team and is now actively delivering EMR supports and training throughout GHL's member communities.



Digital Health Canada (DHC)

The "UpOnDigital 2022": Update on Ontario Digital Health Conference was virtually presented and attended by members of the GHL Team, who were treated to digital health presentations by a variety of industry experts including Ontario Health; Health and Long Term Care; IT; Ontario MD; and Canada Health Infoway.

Chiefs of Ontario

GHL attendance at the Chiefs of Ontario's Annual Health Forum enhances GHL Team capacities and understanding of current Indigenous health topics. The theme of this year's conference, which was held from February 22-24, 2022, was "Resiliency and Caring for Each Other Through the Teachings of our Elders and our Ancestors".



The ongoing impact of COVID-19

So much has changed since the pandemic started, but some things have not. Like the strength and resiliency of the Health Centre workers as they continue to care for the community with dedication and empathy. We are grateful for their unwavering compassion.



Vicky – Best Wishes

Best wishes from the Board of Directors and PMO Team were extended to Victoria Hutchison, Operations Coordinator, who decided to move on from GHL to pursue other career ambitions in March 2022. As one of the first "GHL'ers" in 2016, Vicky was integral in supporting the set-up of a strong operational foundation for GHL.



Canada Health Infoway Canada Health Infoway (CHI)

In early December 2021, members of the PMO Team of GHL were able to virtually attend the partnership conference offered by CHI. The many excellent presentations and workshops made available through this event provided GHL with some excellent digital health learning, knowledge, concepts and solutions.

National Institute for Health Informatics (NIHI):

Various members of the GHL Team have completed training programs as offered by NIHI such as Data Analytics certificate program.



Administration Organization Evaluation

As a component of GHL's strategic plan and fiscal workplan, NVision Insight Group Inc. (NVision) was engaged to work with Giiwednong Health Link (GHL) to provide an organizational evaluation of GHL since commencing operations in April 2016. Along with a review of GHL's key success factors,



this review will also provide recommendations for improved organizational performance. The final report is expected in Q1 of 2022-2023.

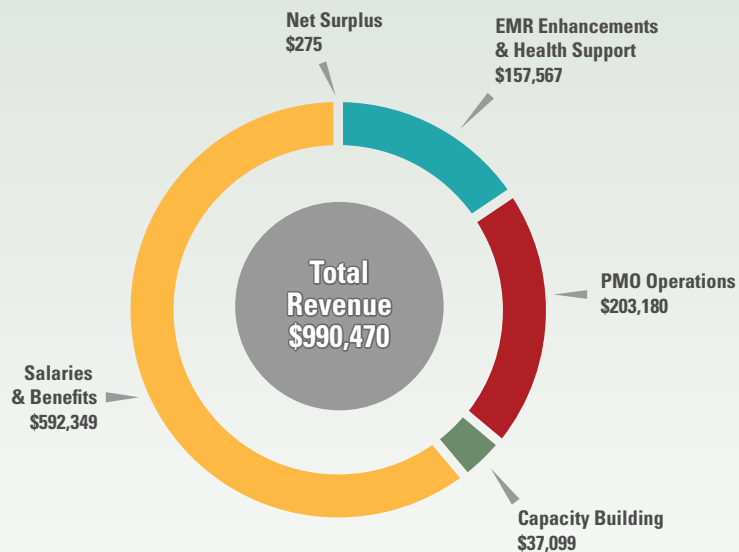
Insurance Renewal for 2022-2023

Completed a competitive Request for Proposals (RFP) process for renewing our insurance policies for 2022-2023 effective April 1, 2022. Knox Hutchison Insurance will be providing insurance coverage for GHL.

Finance

Financial Highlights

- Salaries and benefits represent 60% of total expenditures
- Successful balanced budget for the year (\$275 net surplus)
- Completion of the second year of our five-year Funding Agreement with Indigenous Services Canada
- 93% of all EMR fees paid by member First Nations at March 31, 2022
- 100% of collected EMR fees from members are directly paid out to TELUS Health for services



Governance

Board Highlights

- Updates to Finance Policy reviewed and approved by the board August 11, 2021
- Updates to Human Resource Policy reviewed and approved by the board August 11, 2021
- Updates to Governance Policy reviewed and approved by the board January 31, 2022
- Board meetings held this year – 7
- Annual General Meeting (virtual) on June 10, 2021

GHL Feasting of Vision Statement

GHL was very honoured to have its vision statement translated into Anishinabemowin (Ojibway language) by Whitefish River First Nation Elder Leona Nahwegahbow. GHL was able to feast the translated vision statement at a cultural ceremony facilitated by Craig Abotossaway at the Mnaamodzawin Healing Lodge in Aundeck Omni Kaning in the fall of 2021.



GHL Board of Directors and PMO Team

Information Technology (IT)

Security Audit and Consultation – KPMG

KPMG was engaged by Giiwednong Health Link (GHL), to perform a Digital Health Security Audit & Consultation. The Final Report was completed and presented in April 2021.



IT Managed Services

The GHL PMO team successfully transitioned their internal IT work to an IT Managed Service vendor, Computrek. This transition allowed for heightened network and data security and created organizational efficiencies by allowing staff to be reassigned to other digital health projects.



MISSION STATEMENT

We strive to be a Centre of Excellence that collaborates with GHL First Nations health care providers to:

Achieve 1 client – 1 record, shared amongst all health care providers and available when needed and where needed.

Support informed decision-making based on accurate data.

Effective Partnerships

MD+A Health Solutions

To support the Assembly of First Nations' development of a Digital Health Business Case, the GHL Team met with consultants - Katherine Kresta and Blair Witzel of MD+A Health Solutions in December 2021. The GHL Team was able to convey thoughts on current programs, initiatives, challenges, and opportunities related to infrastructure and connectivity for digital health for First Nations in Canada.



Anishinabek Nation (AN) Health Transformation Meeting

The PMO Team attended a virtual planning meeting with the AN's Health Transformation Team on October 26th, 2021. In support of the AN's regional Health Transformation agenda, the PMO Team provided a presentation on GHL's "eSolutions for Data Management".



Giiwedno Mshkikiiwgamig (North Bay Indigenous Hub)

GHL continued to provide PS Suite EMR training and support services to the staff at the North Bay Indigenous Hub. GHL's Service Level Agreement (SLA) was renewed with the "Hub" for the upcoming 2022-2023 fiscal year.

Indigenous Primary Health Care Council (IPHCC)

GHL and the IPHCC continued their partnership through the sharing of digital health resources with one another. Further, IPHCC's Chief Executive Officer – Caroline Lidstone-Jones provided a superb Keynote Address at GHL's 2021 AGM.

OntarioMD

The GHL Team commenced attending quarterly PS Suite Community of Practice (COP) meetings, hosted by OntarioMD. These meetings, which have been very informative, provide a forum for PS Suite Users to have discussion groups and receive training and updates regarding TELUS Health PS Suite EMR.



"GHL has been helpful and supportive in adapting to our changing program needs, including data collection and workflow."

Jocelyn Bebamikawe
Manager, Aasgaabwitwindwaa Binoojiinhik
Wiin ni gshkiwewziwaat

Aasgaabwitwindwaa Binoojiinhik Wiin ni gshkiwewziwaat (ABWnG, formerly School Health Support Services)

GHL continued to provide PS Suite EMR support services to the ABWnG team, who in turn provide specialized health services for children with exceptionalities living and receiving education on-reserve within the GHL catchment area.



Alliance for Healthier Communities
Alliance pour des communautés en santé

Alliance for Healthier Communities (AHC)

GHL's PMO Team virtually attended the AHC's 6th Annual Privacy Professional Learning Event held on Sept 27-Oct 7, 2021. Several highly knowledgeable speakers were featured throughout the event which was considered to greatly enhance "privacy awareness and capacities" of all attendees.

Quality Data

Phase I - Quality Data Guide

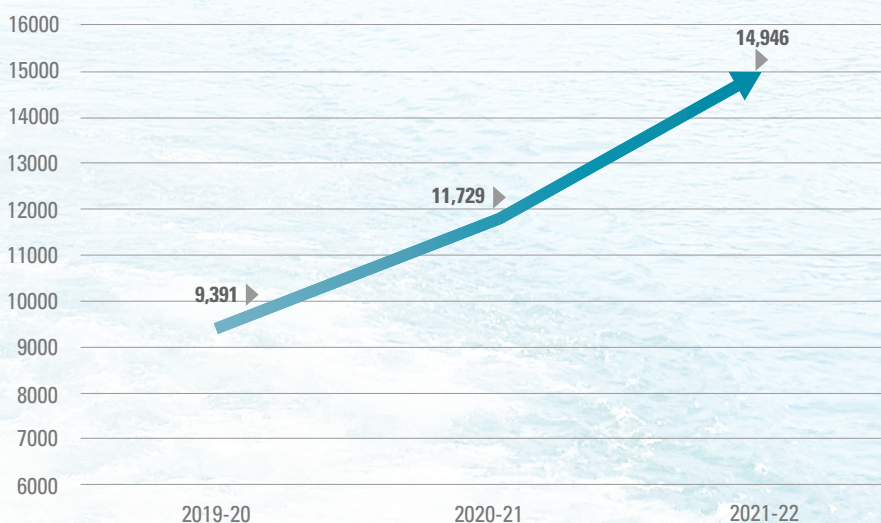
GHL completed the first phase of its quality data improvement initiative with a survey of frequent users, conducted by data governance and technology firm Innov-8 Legal Inc. Innov-8 prepared a report of its findings and developed an audit guide to help ensure that data in the EMRs are complete and accurate. The audit guide will be the ongoing quality assurance and measures to keep the EMR accurate for clinicians and decision makers.



New Custom Report Generators

GHL worked closely with the TELUS Health customizable content team in implementing two new custom report generators this year in both the Home and Community Care and the Medical Transportation departments. These custom report generators are designed to maximize the data extraction process efficiency on specific custom forms to provide administrators a tool for easily accessible data for their programs. In a matter of seconds, you can have a layout of your entire year of programming available in one spreadsheet!

Cumulative Patients in all EMR Systems



EMR Usage at a Glance



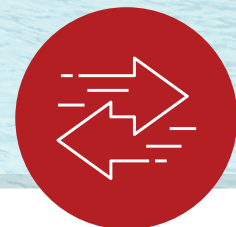
106,778 Total Logins
(up by 12%)



Total Number of Patients 14,946
(up by 27%)



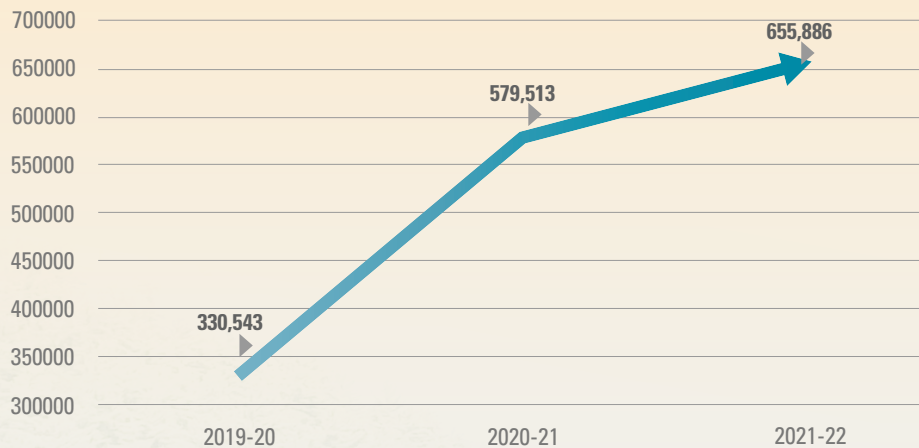
655,886 Total EMR Interactions
(Up by 13%)



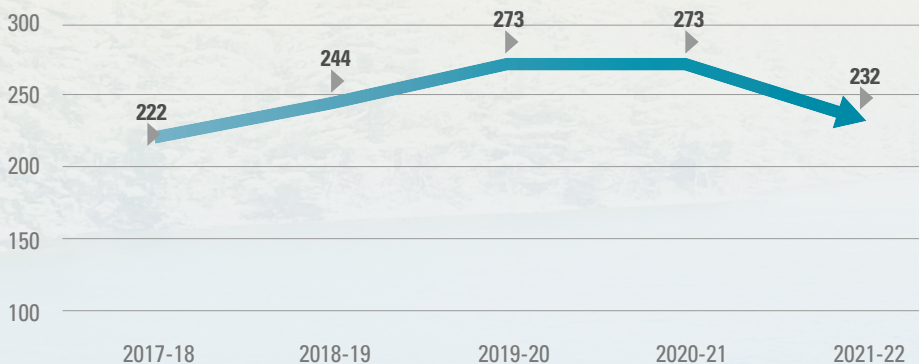
166 Custom Forms Revised
(Up by 51%)

Quality Data

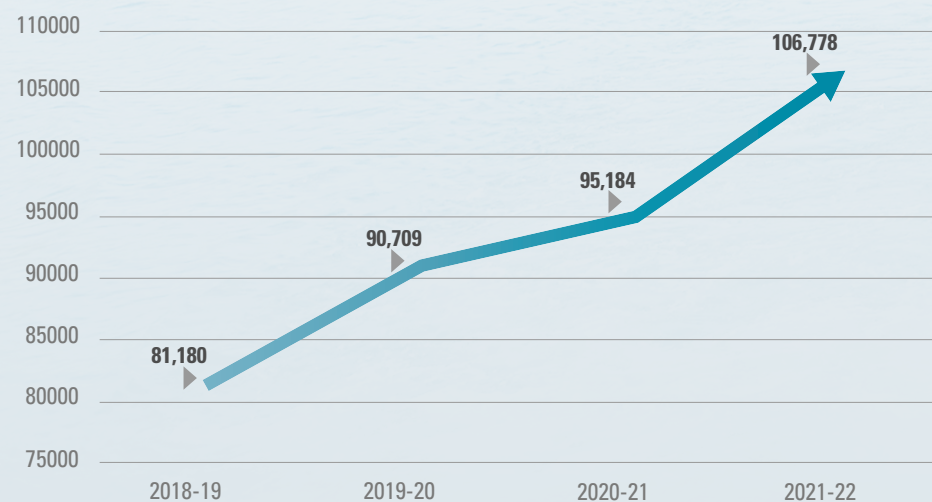
Annual EMR Activity (Total EMR Transactions)



Active EMR Users



Annual EMR Logins



Annual GHL EMR User Conference

Giiwednong Health Link hosted its 4th Annual User Conference on November 3rd and 4th and had an attendance of 56 participants. It was a two day virtual event that was MC'd by Neil Debassige. The event consisted of 4 very informative speakers; Paul Sammut - Partner Cyber Security KPMG, Kate Dewhirst - Kate Dewhirst Health Law, Rebecca Swick - Provincial Lead- Equity-Indigenous Communities Ontario Health/OTN, and our support team from GHL: Bryan Bird, Evan Farquhar, Jesse Beaudin, Jonathan Zagula. Elder Mary Elliot opened and closed the event with prayer and song and was extremely engaging as she wove in personal perspectives and stories.



Paul Sammut,
Partner Cyber
Security KPMG



GHL Support Team



Kate Dewhirst
(Kate Dewhirst
Health Law)



Rebecca Swick,
Provincial Lead-
Equity-
Indigenous
Communities
Ontario Health/
OTN,

Excellent Service

Return to Onsite EMR Training and Support



Clinical staff and GHL support team outside of Garden River Wellness Centre.



EMR Training Session at Sheshegwaning First Nation Health Centre.

New Health Centre Equipment Purchased

GHIL purchased four state of the art Welch Allyn Connex Spot Monitors. The monitors will be setup for use in the 2022-23 fiscal year in four different First Nation health centres.

The Connex® Spot Monitor connects wirelessly to your EMR and sends vitals to the patient chart from the point of care to help improve efficiency. It features an easy-to-use, vivid touchscreen display and provides accurate vital signs measurement including:



- blood pressure averaging
- digital respiration rate
- spot checking
- interval monitoring and
- custom scoring across patient populations.

The Fight against COVID-19!

This year, GHIL played a key role in the bulk data migration process between multiple stakeholder clinics and the provincial database known as COVAX Ontario. COVID-19 vaccination data was organized from stakeholder EMRs and deposited into the provincially recognized COVAX system. The seamless integration resulted in a quicker distribution of vaccination passports for community members across Manitoulin Island and surrounding areas.

In addition to this, GHIL support team supported 32 COVID-19 vaccine clinics offering EMR input and IT support.



GHIL supporting vaccination clinic hosted by Mnaamodzawin Health Services and Noojmowin Teg Health Centre

Our EMR Solution

PS Suite EMR

Transforming healthcare delivery across the circle of care.



Increased efficiency for health professionals



Improved healthcare experiences



Seamless flow of health information

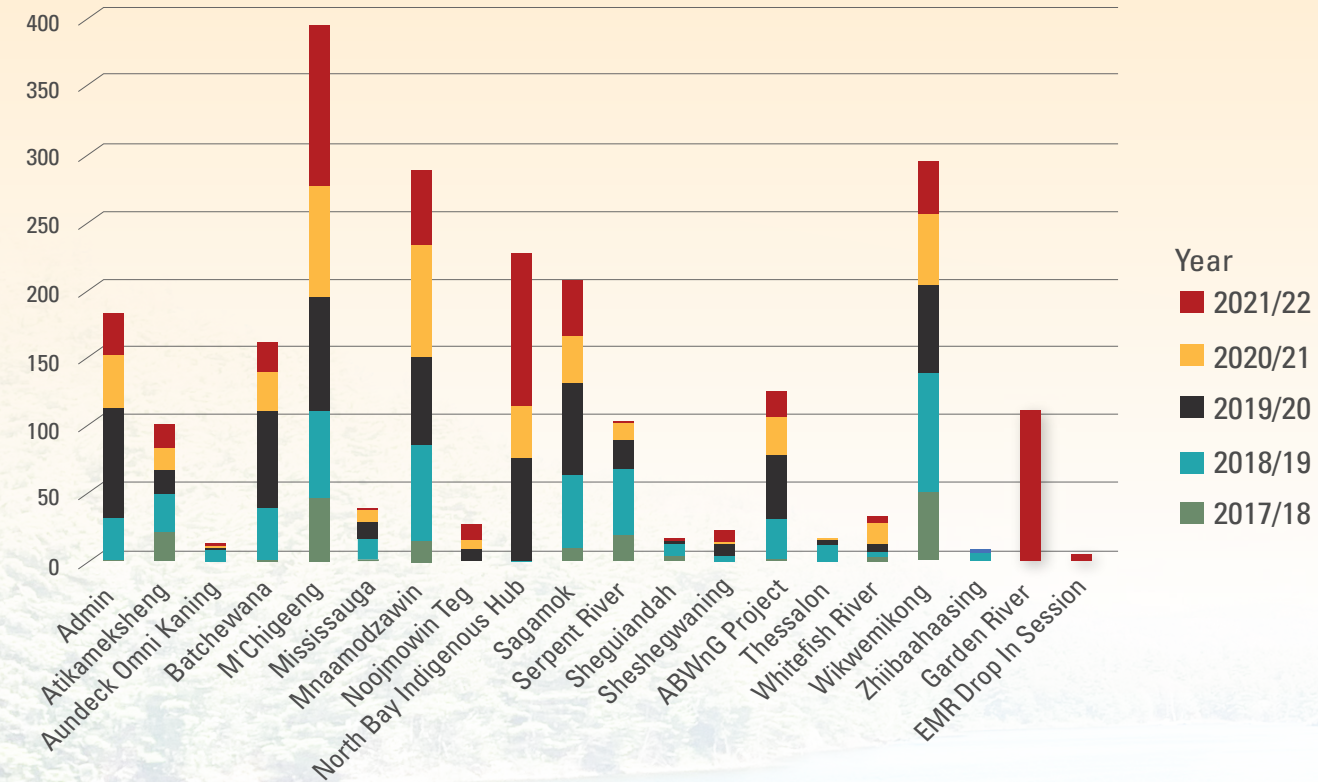


Patients playing an active role in managing their health

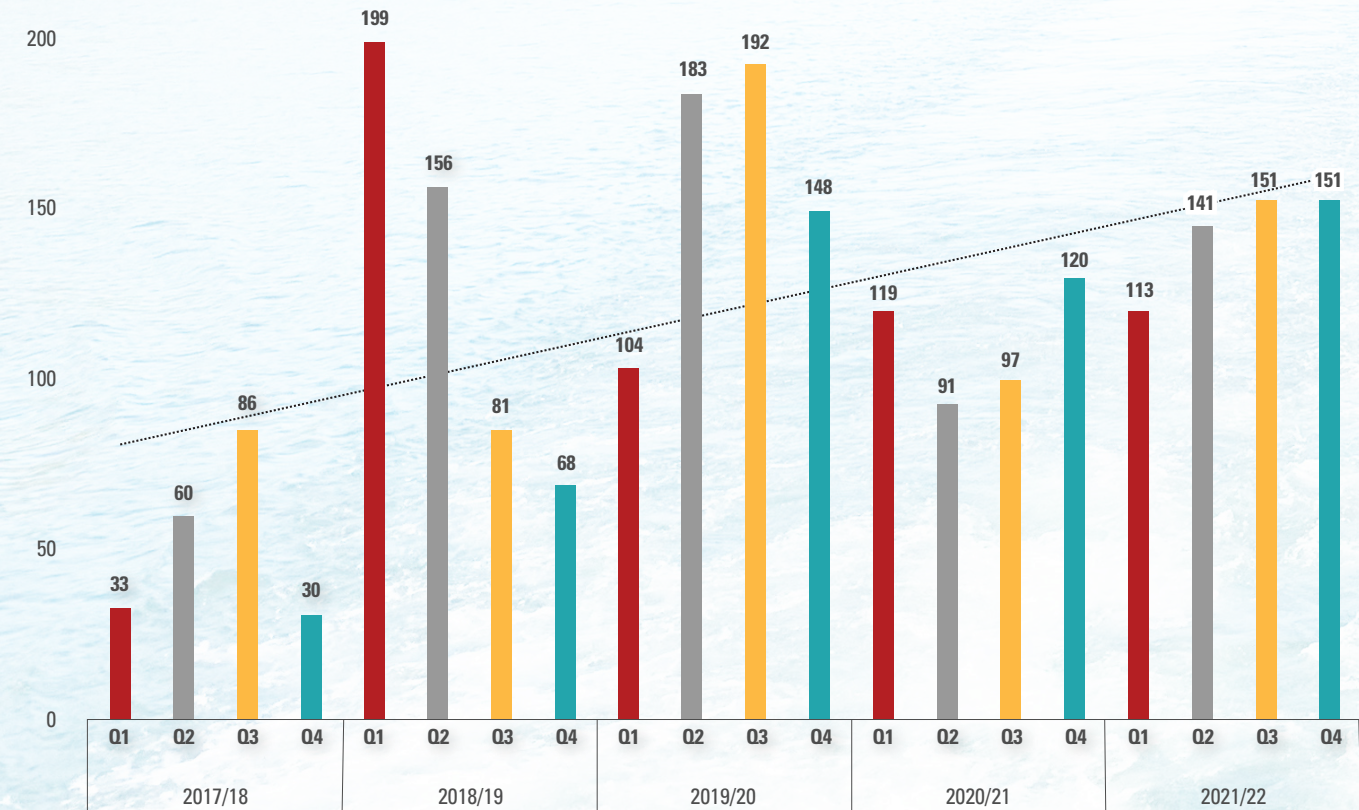


Excellent Service

5 Year Cumulative Resolved Support Tickets Per First Nation



5 Year Resolved Ticket Rates (by Quarter)



Excellent Service

Mobile lab computers updated

GHL updated their eight mobile lab computers which are used for onsite support and training sessions.



New Initiative: Weekly EMR Drop-In Sessions

GHLs EMR Drop-In Sessions are one of our new training initiatives that started in February 2022. These sessions give our clinic's staff a chance to hop into a zoom meeting where GHL trainers are available to answer questions, troubleshoot issues, provide PS Suite tips and tricks and also be an opportunity to network with other clinics. The EMR Drop-In Sessions takes place every Thursday at 1:00pm.



Garden River Wellness Centre EMR Implementation Training and Go Live

GHL welcomed the Garden River First Nation Wellness Centre as its 15th EMR instance in June 2021. The EMR PS Suite implementation plan was successfully completed

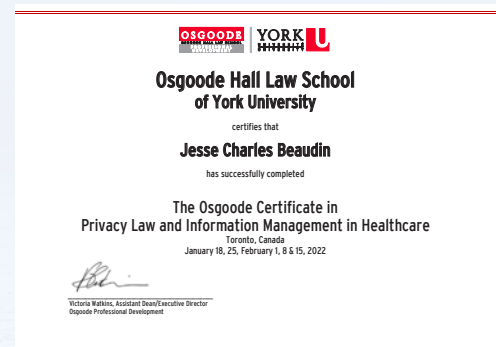


followed by a virtual Go Live celebration on July 13, 2021. The EMR implementation included phases of technical assessment and readiness, planning sessions with vendor and GRHC staff, remote training and post go live support. The Garden River First Nation Wellness Centre has been an active EMR user since the go live date.



Osgoode Privacy Training

GHL successfully enrolled 10 enthusiastic users from various stakeholder communities into the "Osgoode Certificate of Privacy Law and Information Management in Healthcare" training program. This 5-week course provided opportunities for attendees to develop new skills with the focus of privacy law and information management in healthcare, as well as networking opportunities with like minded professionals across the province.



Looking Ahead

- Quality Data Audit Framework and Report from Innov-8
- Implementation of Quality Data Audit Tools and Resources
- GHL Organization Evaluation: Final Report from NVision
- Updated GHL Strategic Planning 2023-2028
- Implementation of One Client One Record Plan
- Transition Planning for Collaborative Health Record EMR





GIIWEDNONG
HEALTH LINK

1-800-985-5713

or visit us online at

giiwednonghealth.ca

Special thanks to ISC, our primary funder



Indigenous Services
Canada

Services aux
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