



ANNUAL REPORT 2023

ABOUT GIIWEDNONG HEALTH LINK

Giiwednong Health Link (GHL) services fourteen First Nation 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.

With funding from the Government of Canada via Indigenous Services Canada, GHL provides digital health training and support to First Nation communities in their use of various eHealth tools and resources such as Electronic Medical Records (EMRs). GHL also collaborates with other strategic partners in the Indigenous health sector to plan and implement efficiencies through digital health solutions.

OUR VISION

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



OUR PRINCIPLES

- Accountability
- Capacity
- Communication
- Privacy
- Transparency

OUR 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)**



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.

GHL'S BOARD OF DIRECTORS



Left to Right: Rhonda Peltier, Director; Diane Jacko, Director; Carmen Wabegijig-Nootchitai, Secretary-Treasurer; Roger Beaudin, Director; Leila Macumber, Board President; Craig Abotossaway, Vice-President



GIIWEDNING HEALTH LINK

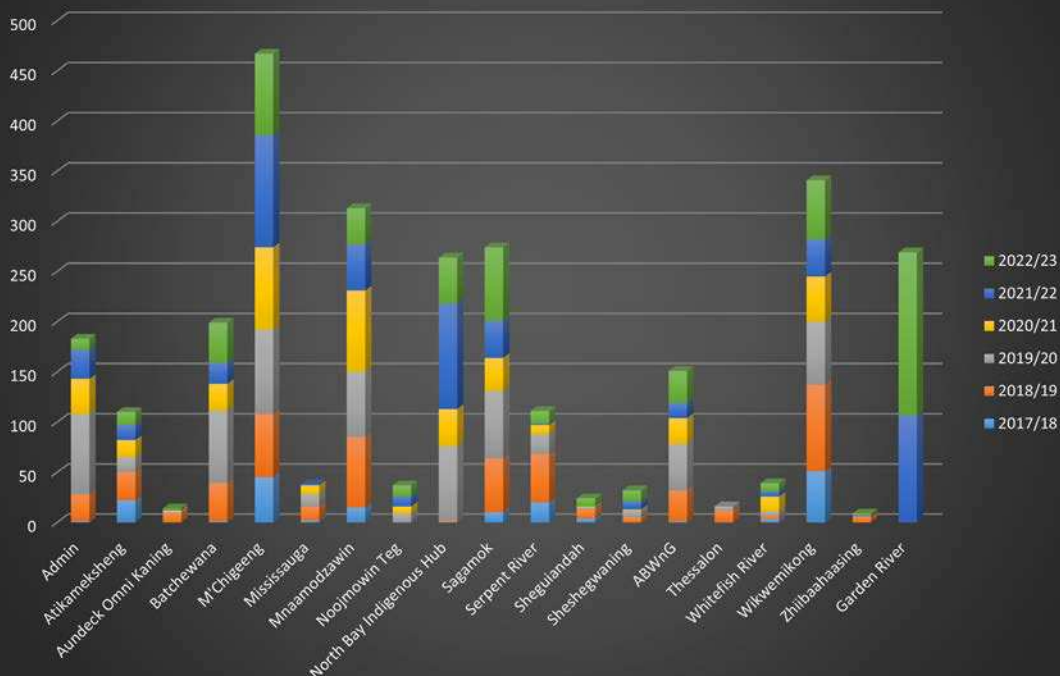
FIRST NATION MEMBERS

- | | | |
|-----------------|--------------------|-------------------------|
| 1 Batchewana | 5 Serpent River | 10 Sheguiandah |
| 2 Garden River | 7 Sagamok | 11 Wiikwemkoong |
| 3 Thessalon | 8 Atikameksheng | 12 M'Chigeeng |
| 4 Mississauga | 9 Whitefish River | 14 Aundeck Omni Kaning |

AFFILIATED ORGANIZATIONS

- | |
|---------------------|
| 6 Maamwesying |
| 13 = Noojmowin Teg |
| 15 Mnaaamodzawin |

Resolved Support Tickets Per First Nation
(6 Years)



98%

% of EMR users
satisfied with
GHL services

609

Resolved
Tickets in
2022-2023

MESSAGE FROM THE CHAIRPERSON OF THE BOARD OF DIRECTORS

OUR STRATEGIC PRIORITY OBJECTIVES

ONE CLIENT
ONE RECORD

BEST
MANAGEMENT
PRACTICES

EFFECTIVE
PARTNERSHIPS

QUALITY
DATA

EXCELLENT
SERVICE

On behalf of the Board of Directors, I am pleased to present the 2023 Annual Report for the Giiwedhong Health Link (GHL). Over this past year, the GHL Team finally transitioned back to delivering “on-site” digital health training and support services in our member First Nation Health Centres. This has been a very welcome change from all the remote/virtual interactions that we have had over the past three years.

Upward trends in EMR activity have continued in 2022-23. The total # of tickets resolved by the Project Management Office (PMO) Team increased by **10% to 609** tickets in this past year. Similarly, it is also noteworthy that the number of active EMR Users increased by **28% to 297** Users. Further, there have been sizeable upward trends in EMR usage activity which saw total EMR logins increase by **13%** from 106,778 last year to **121,163 total logins** this year; and the total number of patients in GHL’s member EMRs is up by **23%** to **18,435** from 14,946. This increased activity in tracked EMR metrics has been attributed to greater engagement of digital health resources by our member First Nation Health Centres.

As EMR usage becomes more prevalent, we know and understand that it is important to conduct regular EMR data cleansing Assurance (QA) audits the datasets contained within GHL member EMRs. In working closely with the PMO Team has now that are slated to be collaboration with First Nations Digital Health in Ontario, Digital Health Leads from member First Nations, and of course, from GHL which demonstrated some advanced EMR usage topics and tools. Also, GHL was pleased to support the registration/attendance of two EMR Users in the Certificate in Privacy Law and Information Management in Healthcare program as offered by the Osgoode Hall Law School. Both Capacity Building initiatives were considered very worthwhile and highly successful.

Building our First Nation digital health resources continues to be one of GHL’s priorities. Our primary capacity building event is our Annual EMR User Conference. This year, attendees were treated to some very engaging presentations which included Patient Engagement tools from Ocean, First Nations Digital Health in Ontario, Digital Health Leads from member First Nations, and of course, from GHL which demonstrated some advanced EMR usage topics and tools. Also, GHL was pleased to support the registration/attendance of two EMR Users in the Certificate in Privacy Law and Information Management in Healthcare program as offered by the Osgoode Hall Law School. Both Capacity Building initiatives were considered very worthwhile and highly successful.

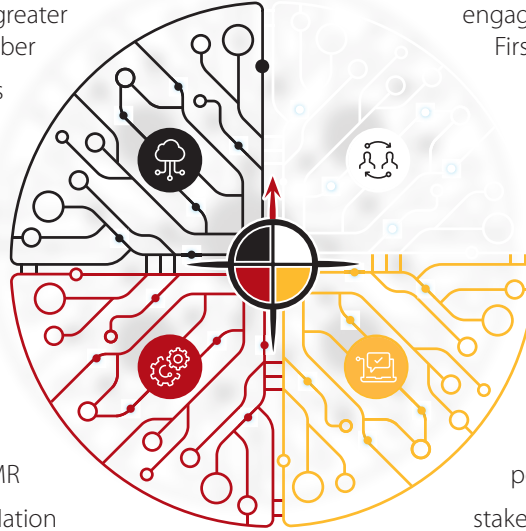
Finally, we wish to extend our sincere appreciation to our stakeholders who attended the Strategic Planning Session held in November 2022. We were delighted that we had representation from **all** fourteen of our First Nation communities who re-affirmed our strategic priorities and to set the blueprint for digital health work for the coming five-year term. This will include plans to formally “kick-off” our planned One Client – One Record (OCOR) initiative in 2023-24. As such, be sure to look out for the preliminary OCOR consultation meetings with our newly hired eHealth Integration Project Coordinator in the first half of the fiscal year.

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)

OCOR Project Underway

OCOR aims to provide a seamless, communicative, integrated, and client-centred healthcare experience. The GHL Team is working closely with our First Nation partners to determine OCOR needs and create best practices, policies, and streamlined EMR workflows to strengthen the circle of care within our communities.

With new staff, Rebecca being hired as the eHealth Integration Project Coordinator, GHL is proud to say that the One Client, One Record project is officially underway. OCOR remains one of GHL's top strategic planning priority areas.



Collaborative Health Record (CHR) Sandbox

TELUS Health introduced the new EMR, Collaborative Health Record (CHR) to the GHL team in 2022. Since then our EMR Support team has been actively involved in training, discovery, and constant exploration in collaboration with TELUS Health.

The CHR is designed to offer clinics a collaborative platform to provide efficient service delivery to all patients. We're looking forward to further exploring this product to better understand how it can benefit our communities.

Prince Edward Island– Paving the Way for OCOR

GHL learned that PEI is doing a province-wide EMR chart project that is similar to GHL's ongoing One Client, One Record project. Upon reaching out to the Health PEI team, we were delighted that they agreed to meet with the GHL team to discuss their OCOR project. Our plan is to meet quarterly to discuss the EMR, review best practices and lessons learned along the way.

Health PEI
One Island Health System

Manitoulin Island Health Care Collaborative

GHL continued to participate at meetings of the Manitoulin Island Health Care Collaborative (MIHCC) in 2022-23. Driven by a strong partnership between Manitoulin Island's network of health care providers, the group met quarterly to plan and implement ways to improve communication, efficiency and effectiveness of health care delivery for the overall Manitoulin population.



BEST MANAGEMENT PRACTICES

Cyber Security Training and Resources

The GHL team received "Be Cyber Aware" training from Computrek. This training provided insights into the threat of cyber-attacks and the importance of being cyber-aware in the workplace and at home. We also reviewed the purpose of phishing scams, what to look for, and the possible outcomes of an attack. In addition to this, the GHL staff now has access to the uSecure software platform which offers a wide variety of security training and learning resources.



Annual General Meeting

GHL's Annual General Meeting (AGM) was held virtually on June 8, 2022. With strong attendance from GHL's First Nation member stakeholders, all required AGM business was successfully completed. KPMG's presentation of the audited financial statements for the year-ended March 31, 2023 was approved by the voting members as was the Annual Report, which was co-presented by Leila Macumber, GHL Board Chair and Michael McGregor, GHL Executive Director. The AGM also featured a presentation from TELUS Health representative Marc Faktor, who shared information on TELUS Health's newest Electronic Medical Records (EMR) platform - the Collaborative Health Record (CHR). GHL has commenced a review of this new solution to determine whether it may be an EMR solution that better meets the needs of GHL's stakeholder communities.

BEST MANAGEMENT PRACTICES

Strategic Planning

GHL was delighted to have full stakeholder representation at the Strategic Planning session that was held in Sault Ste Marie on Oct 4-6, 2022. Participants provided input and direction into the completion of GHL's updated five-year Strategic Plan for the period from 2023-2028.



GHL team with stakeholders at the Strategic Planning Session.

Anishinabek Nation Health Conference

To remain aligned with current and emerging regional indigenous health topics, Michael McGregor, Executive Director and Evan Farquhar, IT Project Manager, attended the Anishinabek Nation Health Conference in Sault Ste. Marie, ON from January 17-18, 2023.



Main Conference room at Anishinabek Nation Health Conference.

Rebecca Wright- eHealth Integration Project Coordinator

In January 2023, GHL welcomed Rebecca Wright to the GHL Team. Rebecca has quickly immersed herself into the eHealth Integration Project Coordinator position, a new role at GHL. Be on the lookout for Rebecca to consult with your Health Centre in 2023-24 to collaborate and implement ways to achieve One Client – One Record frameworks.



Chiefs of Ontario Health Forum

Members of the PMO Team attended and set-up a promotional booth at the Chiefs of Ontario's Annual Health Forum on February 28 – March 2, 2023. This afforded the GHL Team with the opportunity to promote GHL's digital health products network to other indigenous health teams in Ontario and to build the team's understanding of current Indigenous health topics. The theme of this year's conference, which was the 17th Annual, was "Our Time, Our Health: Time to Reconnect, Restore and Refocus".



Left to Right: Michael McGregor; Jonathan Zagula, Jesse Beaudin, Evan Farquhar.

Organization Evaluation - NVision Report

The NVision Insight Group Inc. completed their Organization Evaluation engagement focusing on GHL's first five years of operation. The report found that GHL is largely meeting its mandate. Report recommendations for GHL to improve its work with First Nations stakeholders were integrated into the updated strategic plan.



"Health Directors and Managers of First Nation Health Centres and EMRs reported that the GHL is highly valued, and that leadership and staff are very confident in the service. GHL is recognized as playing a major role in e-health development and establishment of effective record systems within the communities."

Evelyn Aguonia - Operations Coordinator

Welcome to Evelyn Aguonia who joined our team in May 2022 as our new Operations Coordinator. Evelyn, a Sheguiandah First Nation member, brings a wealth of experience and education in administration and finance. She has proven to be a quick study and seamlessly transitioned into making significant contributions to the GHL Team!



BEST MANAGEMENT PRACTICES

Our 2023 Financial Highlights

Revenue	\$ 989,450
Expenses	968,513
Balance before Transfers	20,937
Net Assets, Beginning of Year	275
Transfers of capital Assets	21,015
Net assets (deficit), end of year	\$ 197

EMR Fees Paid

- 100% of all EMR Fees paid by First Nation members

Year Three Completed

- Completed three years of our current five-year ISC agreement

Balanced Budget for Year

- Year end surplus of \$197

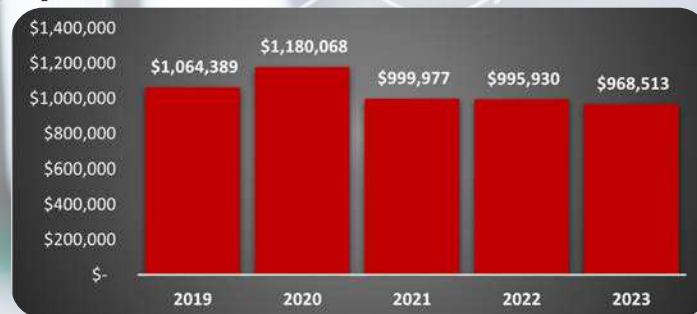
2023 Revenues



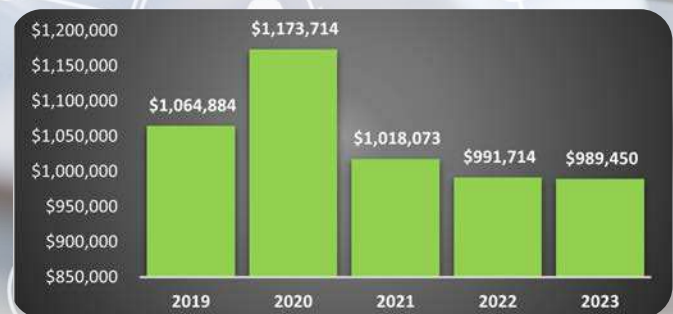
2023 Expenses



Expenses 2019-2023



Revenues 2019-2023



Board Professional Development

While attending the annual First Nation Health Managers Association conference on November 1-3, 2022, the GHL Board of Directors had the opportunity to attend many informative workshops on indigenous health. The keynote address was provided by Dr. Alikia Lafontaine, the first indigenous President of the Canadian Medical Association.



Winter Team Building

This February, the GHL team gathered at the Little Current Curling Rink for our Winter Team Building day. Knowledge Keeper and Elder, Mary Ellen Kitchikake of Wiikwemkoong was invited to share how to prepare the traditional dishes and how to honour Spirit whilst feasting.



Left to Right: Michael McGregor, Evelyn Aguonia, Evan Farquhar, Bryan Bird, Jesse Beaudin, Rebecca Wright, Jonathan Zagula

After our delicious meal, the GHL team hit the rink for a fun afternoon of curling and curffling, led by local renowned curler, Jordan Chandler.



EFFECTIVE PARTNERSHIPS

Diabetic Retinal Scanners

The GHL team acquired an eye retinal scanner on loan through a Diabetic Retinopathy Screening Program offered by the Vision Loss Rehabilitation Canada (VLRC) and the Indigenous Diabetes Health Circle (IDHC). GHL's trainers received training from VLRC focusing on how to effectively operate the scanner. Plans are now underway for GHL to deliver eye scanning training and assist with eye scanning clinics with the various diabetes teams in our member First Nation Health Centres and Aboriginal Health Access Centres.



GHL trainers delivering eye scanner training to Noojmowin Teg diabetes team.

Jordan's Principle Tools and Workflows

Using the PS Suite EMR system, GHL has collaborated with the Jordan's Principle Teams from the Garden River Wellness Centre and the Aasgaabwitwindaa Binoojiinhik Wiin ni Gshkiwewziwaat (ABWnG) Team from NAANDWECHIGE-GAMIG Wikwemikong Health Centre to develop case review/monitoring forms and search tools. These digital tools will support the efficient oversight of Jordan's Principle case files by Care Coordinators and Administrators.

QUALITY DATA

Quality Assurance Project

Improving the quality of the data in the EMRs is an important initiative for GHL and its member First Nation Health Centres. GHL has engaged a legal and technology firm, INNOV-8 Legal Inc., to develop Quality Assurance (QA) tools which identify missing, incomplete, and incorrect data in the EMR.

The Final Report has been completed and knowledge transfer sessions between the GHL support staff and INNOV-8 have commenced. The PMO Team is finalizing the schedule to demonstrate the tools and train First Nation Health Centres on using the new QA tools in 2023-24.

INNOV8

Computer Hardware Donations



Jonathan Zagula presenting Lila Aguonie and Marida McGregor (acting Health Director) the donated hardware.

Congratulations to the Mississauga First Nation and Sheguiandah First Nation Health Centres for being selected as this year's recipients of GHL's computer hardware donations. Once again, GHL donated gently used computer equipment to member First Nations for use within their respective Health Centres. It was uplifting to hear that the computer equipment was used by the recipients in their medical transportation program and for appointment booking services.

User Conference

Giiwednong Health Link hosted its 5th annual EMR User conference virtually on Nov 15th and 16th. The event focused on presenting tools and resources to improve daily service delivery. Participants explored CognisantMD's OCEAN platform tools for patient engagement and secure messaging, as well as PS Suite's appointment calendar functionality. First Nations Digital Health Ontario presented its services for digital health access, and representatives from GHL's user community shared the benefits of having dedicated digital health lead positions. The conference also highlighted optimized service forms for Home and Community Care and Mental Wellness programs, data extraction tools, and Power BI dashboards.

Privacy Training Certification

GHL sponsored two(2) digital health leads from our First Nation clinics, to obtain certification in Privacy Law and Information Management in Health Care. This initiative aims to empower clinics with the skillset to manage digital health needs, including data assurance, reporting strategies, and privacy audits.

"I had the pleasure of attending The Osgoode Certificate in Privacy Law and Information Management in Healthcare. I was educated with a vast array of topics regarding privacy laws that we face today in healthcare. The presenters were engaging and thought provoking."

Kellie Robinson RN
Digital Health Lead, Mnaamodzawin

QUALITY DATA

Community Portal

GHL is developing interactive data dashboards specifically for its First Nation Health Centres. Using data extracted from PS Suite, these dashboards will be integrated with Power BI, providing health directors and managers with a powerful analytical tool for quality data assurance and community health needs.

To maintain security and confidentiality, the dashboard will be accessible through a secure, password-protected portal on GHL's website. This community portal will house a collection of exclusive resources and tools tailored for First Nation Health Centres, including Privacy Tool Kits, BCRs/Letters of Support, and the Power BI dashboards. Access to these pages will be restricted to authorized managers and health directors, ensuring that sensitive information remains protected.

Stay tuned for more updates on this exciting project as GHL continues to innovate and enhance healthcare workflows for First Nation Health Centres.

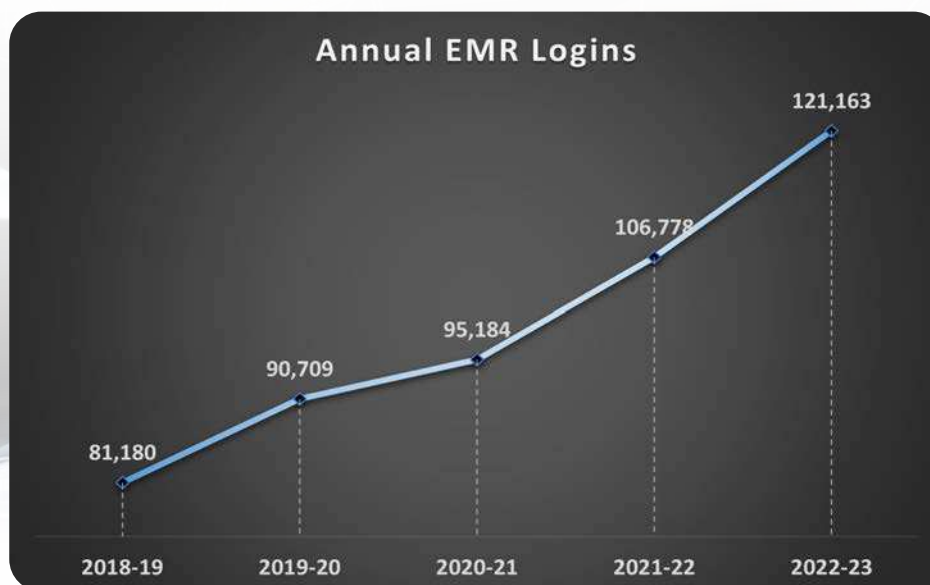


Vital Sign Monitors



Wiky Health Centre Nursing Department. Hali Pitawanakwat, Mary Aiabens

The Welch Allyn Connex Spot Monitors, donated and implemented by GHL, are now fully operational in four select clinics — NAANDWECHIGE-GAMIG Wikwemikong Health Centre, Sagamok Naandwedjige-Gamik, M'Chigeeng Health Centre, and Garden River Wellness Centre. These clinics were strategically chosen due to their nursing staff's high EMR activity rates. These vital sign monitors are enhancing healthcare delivery in these clinics by providing reliable and precise assistance in real-time patient care.



49%

**4-Year
Growth Rate**

121,163

**Logins for
2022-2023**

QUALITY DATA

Active EMR Users



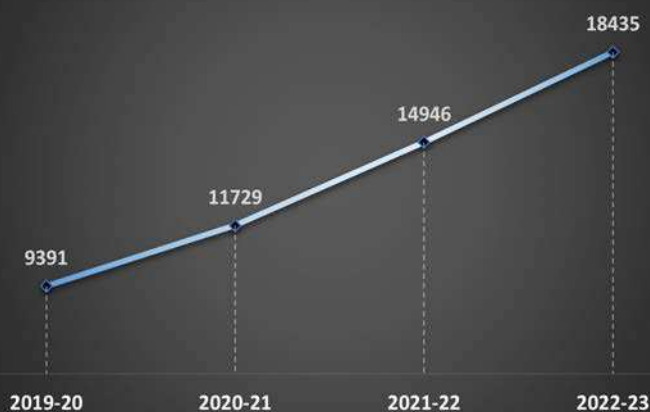
34%

5-Year
Growth Rate

297

Active Users at
March 31st, 2023

Cumulative Patients in all EMRs



96%

3-Year
Growth Rate

18,435

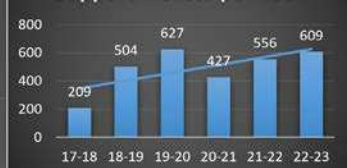
Cumulative
Patients in all
EMRs

EXCELLENT SERVICE

6 Year Resolved Ticket Rates



Support Tickets per Year



43%

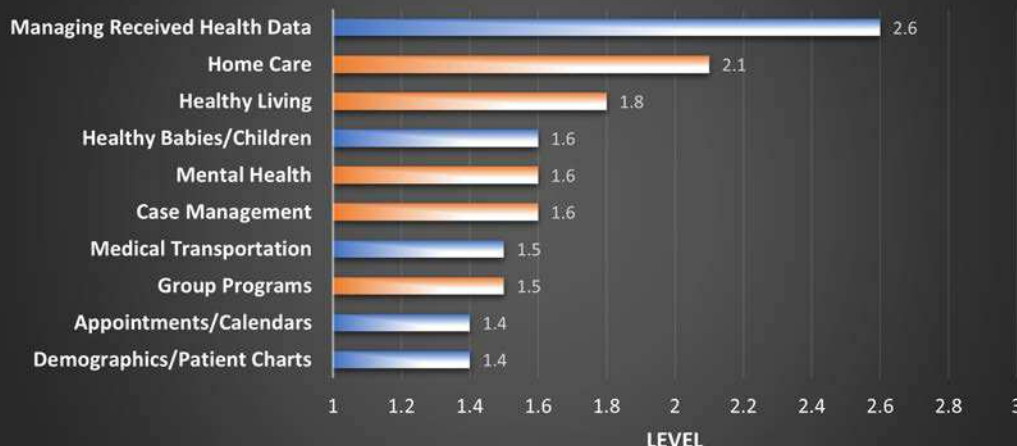
2 Year
Growth Rate

190

Q4 2022-23 had the
highest ticket rate in
over 3 Years

EXCELLENT SERVICE

Most Commonly Used EMR Functional Areas



Health Manager Consultations

GHL has recently seen an increase in requests for consultations focusing on EMR enhancements and workflows. The majority of these consultations have taken place between GHL's trainers and the respective health centre directors, discussing training plans and exploring strategies to improve EMR effectiveness and efficiencies.

On-Site vs Virtual

Resolved Support Tickets 4 Year Trending



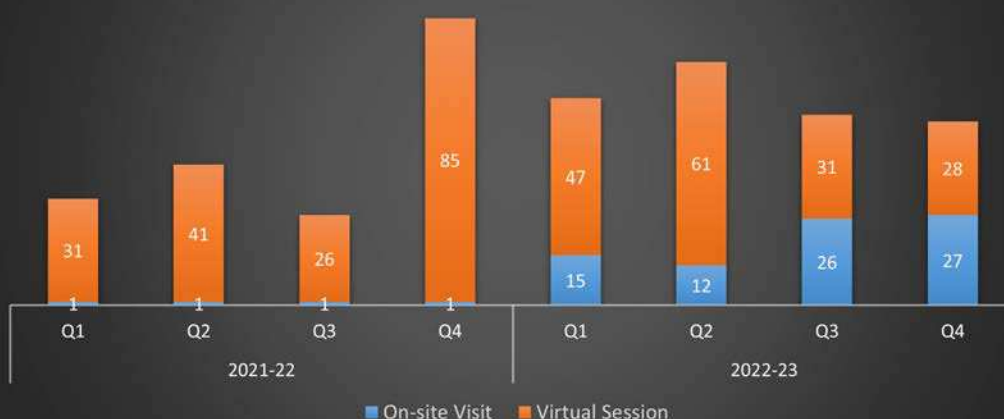
694%

On-site Tickets Grew from 17 to 135

10%

Increase in Tickets from 2021-22 to 2022-23

On-site Visits vs. Virtual Sessions



20x

On-site visits have increased from 4 in 2021-22 to 80 in 2022-23

247

Training Sessions In this Fiscal Year



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
Autochtones Canada