

## About Giiwednong Health Link

Giiwednong Health Link (GHL) is comprised of fourteen First Nations communities on Manitoulin Island and the North Shore of Lake Huron.

The GHL vision of **“Improved health and well-being of GHL First Nations community members through digital health innovation”** was at the forefront of GHLs 2018 activities.



### Governance

Effective leadership was provided by the Board of Directors through both regular and special meetings, including the Annual General Meeting that was held in June 2018.

## EMR Implementations Completed in 2018

- Batchewana First Nation
- Thessalon First Nation
- School Health Support Services  
(A partnership between four First Nation Schools)

\*A total of **14** EMR systems have been successfully implemented by GHL.



## Capacity Development Initiatives

### On Site and Remote EMR Support Services

- **48** onsite EMR support visits
- **21** onsite IT support visits
- **412** Tickets resolved for all 14 Health Centres
- **201** Total EMR Users

### Privacy Training

In partnership with the Alliance for Healthier Communities, GHL hosted two privacy training events where **60** First Nation EMR users increased their knowledge of privacy legislation and security awareness protocols.

- March 27, 2018 at Aundeck Omni Kaning and
- June 26, 2018 at Serpent River First Nation.



### EMR User Conference October 2018

*Embracing eHealth Technology — the Whys, Hows and Wows!*

A total of **65** EMR users enhanced their skills in this successful one-day capacity building event. The conference addressed valuable EMR users' topics such as:

- Where to find help in PS Suite
- Community Based Reporting Tool Forms and How to Use Them
- Custom Made Toolbars
- Effective and Efficient Use of PS Suite and
- Change Management

The guest speaker Derek Debassige presented an engaging keynote address titled “Building Better Care - Using data to drive better health outcomes”.

*“Seeing the GHL community of users so engaged, passionate, and driven to make a difference in the community rejuvenates our own passion and excitement for the possibilities in the EMR world.”*

**TELUS HEALTH'S ALISON FOSTER:  
REFLECTION ON THE USER CONFERENCE**

## Capacity Development Events Continued...

### Computer Hardware Upgrades for Health Centres

GHL provided computer hardware upgrades to facilitate enhanced EMR efficiencies in our First Nation Health Centres.

The purchases included:

- 24 Desktop computers
- 58 Laptops
- 14 Scanners
- 22 Surface Pro Tablets
- 39 Monitors
- 5 IT Infrastructure Installations



## The PMO Activities

### Promotional Media and Events

- Chiefs of Ontario Health Forum February 2018
- Mississauga First Nation Health Fair June 2018
- GHL Website
- GHL Promotional Video
- 2017 Newsletter



### Operational Milestones

- Developed and approved a GHL Governance Policy
- Completion of 11 Service Level Agreements (SLA) with First Nation partners
- Completed eHealth Survey of EMR stakeholders/users
- Mobile EMR connectivity established with School Health Support Services, Sagamok and Wiikwemkoong
- Community Based Reporting Tool forms developed in PS Suite
- GHL Strategic Plan updated



### Establishment of Electronic Health Advisory Team (eHAT)

The GHL eHAT allows EMR user representatives from each Health Centre to meet on best practices, learn from one another and to make recommendations on EMR enhancements. The two meetings of the eHAT occurred on August 22, 2018 and December 11, 2018.

## Looking Forward

- Implementing an EMR with the North Bay Indigenous Community Hub
- Enhancing strategic alignment (membership) within the Alliance for Healthier Communities
- Improving EMR linkages with GHL Partner Aboriginal Health Access Centres (AHACs)
- Engaging the Indigenous Primary Health Care Council
- Reviewing/Updating the EMR Pricing Model with Telus Health
- Developing eHealth Initiatives and EMR Enhancements – Appointment Reminders, Patient Tablets, Expand EMR Remote and Mobile Connectivity
- Increasing EMR Reporting capability
- Developing and improving eHealth Analytics and Health Status Reports
- Finalizing and implementing the User Engagement Strategy for Health Centres



### FOR MORE INFORMATION

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