



ANNUAL REPORT

2023-24

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:

01

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

02

Support informed decision-making based on accurate data.

GHL'S BOARD OF DIRECTORS



Leila Macumber
Chairperson



Craig Abotossaway
Vice President



Carmen Wabegijig Nootchtai
Secretary-Treasurer



Floyd Ense
Director



Rhonda Peltier
Director



Diane Jacko
Director

ABOUT GHL

The Giiwednong Health Link (GHL) provides eHealth tools, resources, training services to fourteen (14) First Nation in the Manitoulin Island and North Shore region of Lake Huron. Funding from Indigenous Services Canada (ISC) enables GHL to provide digital health supports such as Electronic Medical Records (EMRs) to member First Nation Health Centre teams. GHL also collaborates with other strategic partners in the health sector to plan, align, and implement First Nation health sector efficiencies that are realized through digital health solutions. GHL was incorporated under the Canada Not-For-Profit Incorporation Act in 2015 and formally commenced operations on April 01, 2016.



GIIWEDNING HEALTH LINK

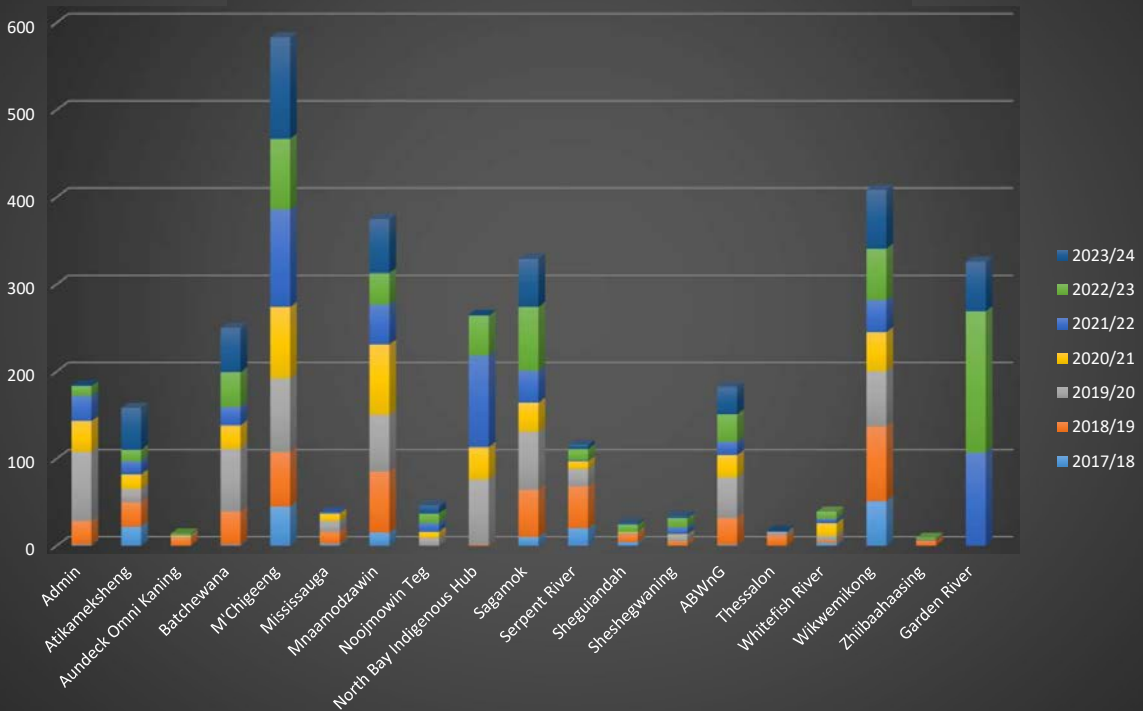
FIRST NATION MEMBERS

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

AFFILIATED ORGANIZATIONS

- 6 Maamwesying
- 13 Noojmowin Teg
- 15 Mnaamodzawin

Resolved Support Tickets Per First Nation (7 Years)



MESSAGE FROM THE CHAIRPERSON OF THE BOARD OF DIRECTORS

On behalf of the Board of Directors, I am pleased to present the 2024 Annual Report for the Giiwednong Health Link (GHL). This year, GHL continued to make strong progress towards our strategic targets which focus on the improved health and wellbeing of the community members within our member First Nation communities. This year's annual report highlights some of the evolving areas of achievement as GHL continues to work alongside our member First Nations and in collaboration with relevant health partners in the digital health sector. In GHL's first 2-3 years

(2016-2018), our priority was to implement and provide preliminary training on the PS Suite Electronic Medical Records (EMR) framework at our member Health Centre sites. In the ensuing 3 years, GHL's main priority transitioned to providing deeper EMR training and support to both more seasoned and newer EMR Users. Further to core EMR training support, these past 2 years have seen GHL make targeted progression towards Health Analytics Dashboards, including EMR Quality Assurance Dashboard tools, and planning for EMR Integration (One Client -

One Record).

Of course, the GHL Team continues to regularly respond to member First Nations identified EMR questions through our "Ticketing" system. The Project Management Office (PMO) Team successfully resolved **508 tickets** this past fiscal year. Also of note was that the number of active EMR Users increased from **297** to **308** by the end of the year. In addition, there was another strong showing in the total # of EMR logins this year at **121,048 total logins** along with another increase in the total number of patients in GHL's member First Nation EMRs which was up by over **5%** to **19,395** patients.


This year, GHL's premier capacity building event - the annual **EMR User Conference** hosted **63 attendees**. As evaluated by the attendees, the event was overwhelmingly successful. Featured presentation topics included **Cyber-security**, new **Community Portal/Dashboards**, the **Diabetic Retinopathy Eye Scanner** project, Ontario Health's **Ocean eReferral** program, **Using Data to Make a Difference**, and an enthusiastic keynote presentation on the **Importance of a Fully Functioning and Well-used EMR system**. All presentations were considered very valuable and relevant to the workflows of EMR Users attendees.

Our digital health work is guided by collaborations

with our First Nation stakeholders to identify evolving priorities and to drive eHealth value. Two such highly anticipated projects that have gained much momentum as we transition to the new 2024-25 fiscal year include the One Client - One Record (OCOR) Steering Committees and the Community Portal project that will house First Nations Health Analytics Dashboards. The timing for these projects aligns well with GHL's targeted progression of EMR usage of our digital health partners. Within this annual report, we are happy to showcase GHL's work towards a more connected health system that incorporates meaningful First Nation Health Centre analytics and reports that will continue to serve First Nations well into the future.

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

Meegwetch,


Leila Macumber
Chairperson

Our Strategic Priority Objectives



One Client - One Record



Best Management Practices



Effective Partnerships



Quality Data

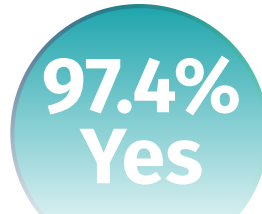


Excellent Service

OCOR Updates

OCOR Steering Committees

The One Client, One Record (OCOR) project continued to build momentum in 2023. GHL commenced participation on the Maamwesying OHT Digital Health Steering Committee in the North Shore region while finalizing the membership of the OCOR Steering Committee in the Manitoulin region. The purpose of the two committees is to have representation and direction from each of GHL's First Nation stakeholder communities in moving this project forward.




Are you in favour of
GHL Further exploring the
One Client, One Record
EMR Project?
(38 responses)

OCOR Survey

In late February, a survey was distributed to all EMR users for direction on the OCOR project. The survey results indicated communities are overwhelmingly in favour of the continuation of the project, with further work identified for data sharing agreements, privacy, and data sovereignty.

The survey results will be shared with the Manitoulin Island OCOR steering committee and Maamwesying OHT Digital Health Committee for further OCOR direction in 2024-25.



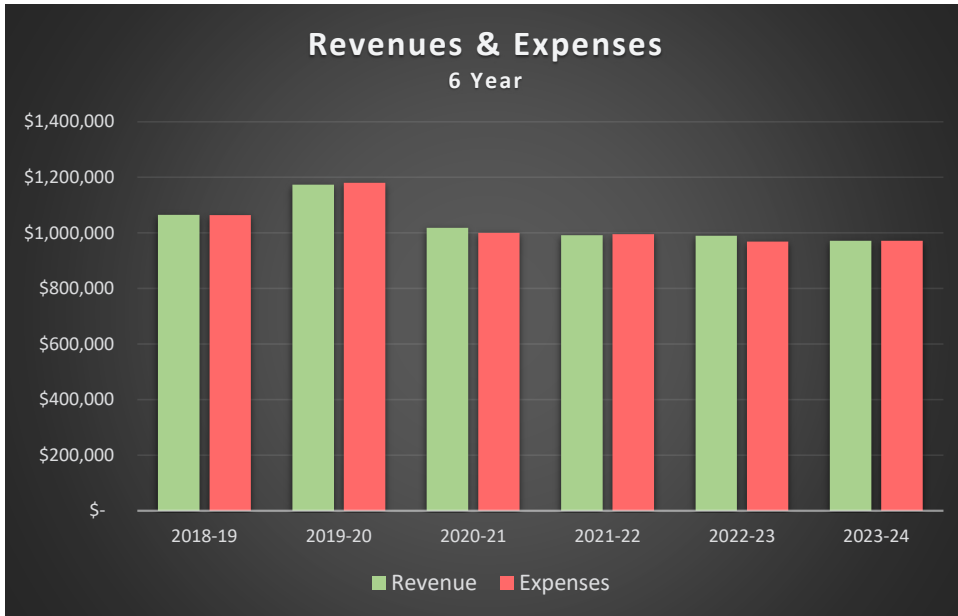
"I think moving to one client one chart would be beneficial for the overall outlook on the care given to clients who are shared among each health organization. It removes the chances of staff having to double chart in multiple EMR's, creating a more cohesive workflow for staff."

- OCOR survey respondent.



BEST MANAGEMENT PRACTICES

2023/24 Financial Highlights



3 Years

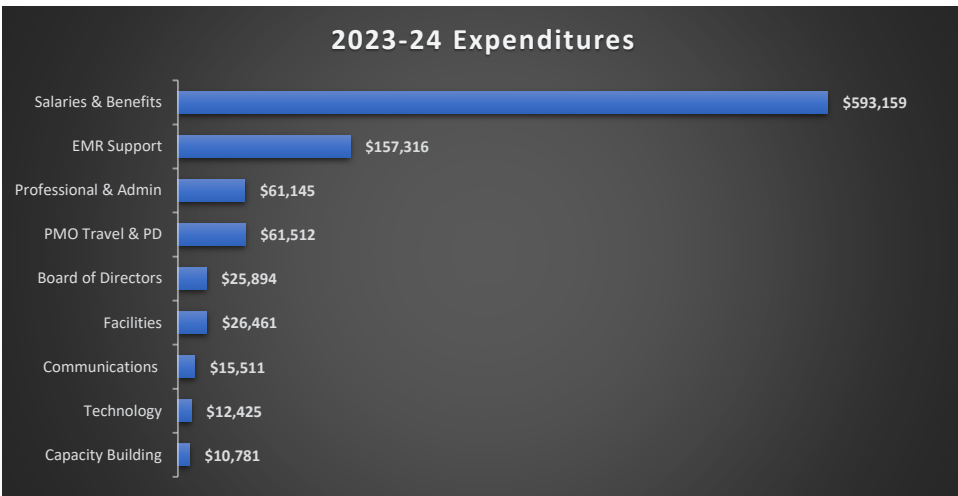
Completed 3 of 5 year ISC funding agreement.

100%

% of EMR Fees paid by First Nation Stakeholders

\$774

Balanced budget: Year-end surplus



| | Assets | Expenses, (Total) | Revenue (Total) | Operating Net Assets, end of year |
|-------------|------------------|-------------------|--------------------|-----------------------------------|
| 2024 | \$342,448 | \$979,134 | \$972,567 | \$774 |
| 2023 | \$519,174 | \$981,595 | \$990,694 | \$197 |
| 2022 | \$763,601 | \$995,930 | \$991,714 | \$275 |
| 2021 | \$989,278 | \$999,977 | \$1,018,073 | \$200 |

BEST MANAGEMENT PRACTICES

Cultural Awareness and Sensitivity Training

In keeping with GHL’s Anishinabek values and “Cultural Awareness and Sensitivity” policy, the PMO Team were provided with some insightful Hand Drum Teachings and Songs by H. Neil Monague from the Beausoleil First Nation. All of the team left the session with a newly established and/or renewed understanding of the teachings of the drum and stories behind some of Neil’s inspirational songs.



H. Neil Monague (centre) with the GHL Team.

Chiefs of Ontario and Anishinabek Nation Health Conferences

Members of the PMO Team attended both the 9th annual Anishinabek Nation Health Conference (October 17th-10th 2023) with the theme, “Healing Through Change”; and the Chiefs of Ontario’s Community Wellness Conference (March 19 – March 21st, 2024) with the main theme of, “Making the shift to intergenerational healing”. This afforded the GHL Team with the opportunity to network with local community health care providers, vendors and allied health professionals while also providing a cultural and professional learning experience for our team.



GHL team at the Chiefs of Ontario’s “First Nation Community Wellness Conference”.

GOVERNANCE: Board Director Change

The GHL Board Director from M’Chigeeng First Nation transitioned from longtime representative Roger Beaudin, former Health Manager to our newest representative Floyd Ense, M’Chigeeng Health Manager in September 2023. We are happy to welcome Floyd as our newest Board

member, and we look forward to his sharing of ideas and input into GHL’s current and new projects. We are grateful for the work that Roger has done for and with GHL over the years since inception and we extend our best wishes to him on his future endeavours. Chi-Miigwetch Roger!



Roger Beaudin, former GHL BOD member and M’Chigeeng Health Manager.

BEST MANAGEMENT PRACTICES

Board Professional Development

GHL strives to continually provide learning opportunities to our board of directors to support their work on GHL's board but also the work they do in their respective communities. Two of our Board Directors attended the 11th Annual First Nations Health Managers Conference. Directors Leila Macumber and Floyd Ense attended the conference the theme of which was "Celebrating and Sharing



our Inherent Knowledge in Health Leadership and Management." Some of the highly valuable workshops that they attended included: "Telling

Our Stories: Using Health Data and Indicators to Drive Change" and "Self Care: An Essential Leadership Skill". We would also like to acknowledge that two of

our other Board Directors, Craig Abotossaway and Diane Jacko attended as presenters during the event.

Human Resources Update

Well Wishes to Team Members Who Moved On

Three of our team members have moved on to other endeavours and we wish them all the best. We are grateful for the contributions of Bryan Bird, Jonathan Zagula, and Rebecca Wright. We thank the three of them for their work they have done with and for GHL over the years.

eHealth Professional Development



Jesse and Jonathan attending the 2023 eHealth Conference in Toronto.

Welcome New GHL Team Members

This year saw additions to the GHL Support Team. We welcomed Austin Rich and Gabrielle "Ellie" Poirier as our newest Informatics Privacy & Training Coordinators. They have been fitting into their roles very well and have begun to work in the GHL First Nation stakeholder communities. They bring a youthful enthusiasm to their work and have been learning their roles very well and quickly.



Austin Rich



Gabrielle Poirier

BEST MANAGEMENT PRACTICES

AGM 2023

GHL was happy to resume the hosting of an in-person session for our Annual General Meeting (AGM) this past year. We gathered in the community of Aundeck Omni Kaning First Nation at their spacious 4Directions Complex. This event was well supported by our stakeholders with 11 of the 14 voting members in attendance. The AGM highlighted previous AGM Minutes Review, the Financial Audit Presentation, and the Annual Report. Additionally, our guests



2023 AGM at 4 Directions Building in Aundeck Omni Kaning First Nation.

were presented with an engaging session by our keynote speakers from the Maamwesying Ontario Health Team. Presenters Katie Humphries, Digital Health Lead and Nikki

MacDonald, Project Coordinator provided an informative session about the background and overview of their journey in attaining their Ontario Health Team

designation in October 2022. Exciting things are happening in our region! We look forward to further collaborations with the Maamwesying Ontario Health Team.

2024/25 GHL Workplan

The Board of Directors along with the PMO Team met for this inaugural group meeting to discuss the Strategic Plan progress and 2024/25 Workplan. This meeting was held on February 29, 2024, at the Mnaamodzawin Health Services boardroom in Aundeck Omni Kaning. The session has proven valuable to the Directors and the Staff to work through our Key Performance Indicators, acknowledge accomplishments, and, come together for a working document that will guide GHL in the upcoming 2024/25 Fiscal Year. The board and staff look forward to this annual review and planning exercise.



GHL staff and Board of Directors at the Strategic Plan and Workplan Development Session.

EFFECTIVE PARTNERSHIPS

Telus Health's PS Suite: Electronic Medical Records

Approximately 7 years ago, GHl stakeholder communities began transitioning from paper-based charting and workflows to electronic based medical records. There are now 308 active EMR users in these communities! The solution they have been utilizing is TELUS Health's PS Suite Electronic Medical Record (EMR) software. GHl and TELUS Health have developed an effective partnership over the years, with strong communication links and collaboration initiatives.

The tools within PS Suite have

evolved greatly over time. The software platform has gained several functionalities such as a mobile application, the ability to communicate between other EMR instances (Med Dialog) and improved reporting functionality. In addition to this, the GHl support team's strong custom form and report development skills have played a large role in adding additional tools to the EMR. Since 2017, the GHl support team has resolved 804 EMR form customization related support tickets.

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

 TELUS HEALTH

Donated Assets to Mental Wellness Program in M'Chigeeng

With GHl's closing of its Sudbury satellite office, plans were made to donate the office equipment and furnishing to one of GHl's member First Nations health partners.

In response to the donation proposal from GHl to all our member communities, M'Chigeeng's

First Nation Mental Wellness Team indicated their interest in the available assets. Upon receiving the assets, team lead Mikhayla Patterson expressed great appreciation for the donations which are now being used in their new office space in M'Chigeeng First Nation.

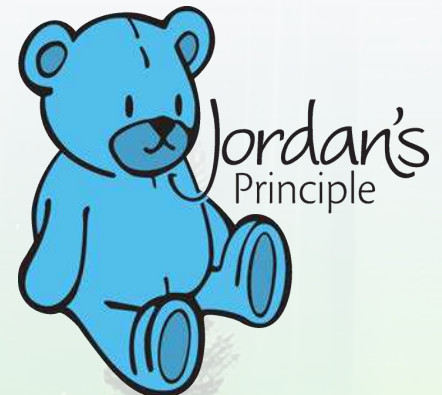


Mikhayla Patterson from M'Chigeeng Mental Wellness Team with some donated office assets.

First Nation Community Jordan's Principle Programs

In the spirit of providing excellent service and quality data to our communities, GHl continues to collaborate with partnered health clinics to improve the quality of service under the Jordan's Principle initiative. This initiative aims to provide appropriate care and opportunities to First Nations children across our regional area. Much work has been done with developing innovative workflows and tools to improve the quality of care being

provided thanks to key partners such as the Aasgaabwitwindaa Binoojiinhik Wiin ni Gshkiwewziwaat (ABWnG) program based out of Wikwemikong Unceded Territory, and the Jordan's Principle team in Garden River First Nation. Look out for Batchewana First Nation and their newly transitioning team dedicated to delivering services under the Jordan's Principle initiative to work in partnership with GHl in the 2024/2025 fiscal year.



Health and Digital Health Partner Collaborations

Manitoulin Collaborative Updates

GHL continued to attend quarterly meetings of the Manitoulin Collaborative in 2023-24. At these meetings, the 20 members of the group share updates and reports on health programs and services provided to the overall Manitoulin Island population from their respective organizations. Further, the Manitoulin Collaborative, which is largely led by the Manitoulin Health Centre administrative team, plans for improvements and the collaboration of all health services delivered on Manitoulin Island.

Northeast Ontario Health Team – Digital Steering Committee

In Q3, GHL joined the Digital Health Steering Committee of Northeast Ontario Health Team (OHT) as a Collaborative Partner. This OHT covers the Sudbury, Espanola, Manitoulin Island and Elliot Lake region. The purpose of the Digital Health Committee is to lead the planning and implementation of digital and virtual health solutions for the OHT. Ontario Health Teams bring together health care providers from across health and community sectors, including primary care, hospitals, home and community care, mental health and addictions services, and long-term care, as one collaborative team to better coordinate care and share resources.



Screenshot from a Manitoulin Island Healthcare Collaborative Meeting.



Ontario Health

Collaborative Health Record EMR Update

The GHL team remains committed to monitoring the progress and TELUS Health updates regarding their newest EMR product, the Collaborative Health Record (CHR). The CHR is designed to offer our clinics a collaborative platform to provide efficient service delivery to all patients. TELUS Health introduced the CHR to the GHL team last fiscal year at which time we immersed ourselves in learning the software. GHL continues to await direction from TELUS Health on their timelines for the potential from PS Suite to the CHR. GHL will remain prepared and in frequent conversations with TELUS Health and our assigned project manager. We are optimistic to have clarity on timelines and migration options in the 2024-25 fiscal year.



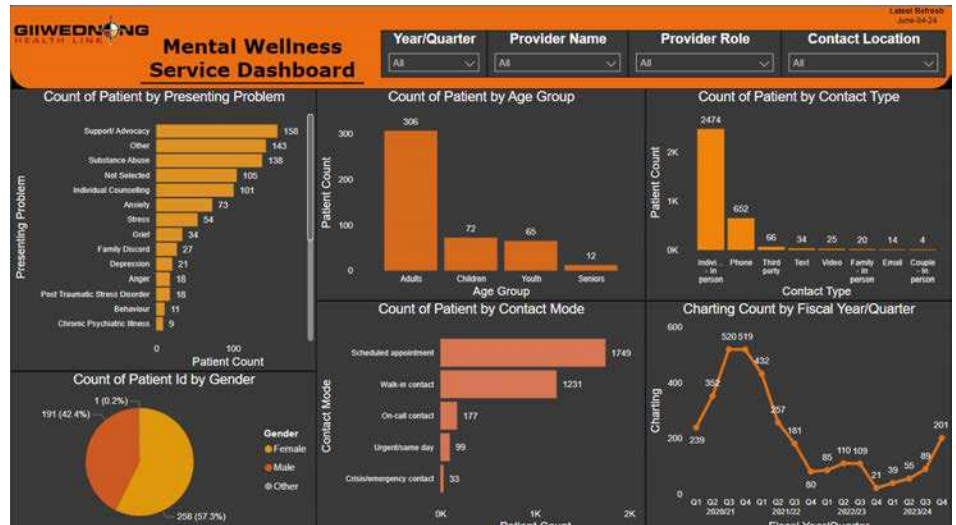
“TELUS is investing significantly in the CHR to ensure this rich and modern platform meets and exceeds the expectations of the PS Suite User Community”

– Jeremy Gordon,
Client Services Manager, TELUS Health

Community Dashboards and Community Portal

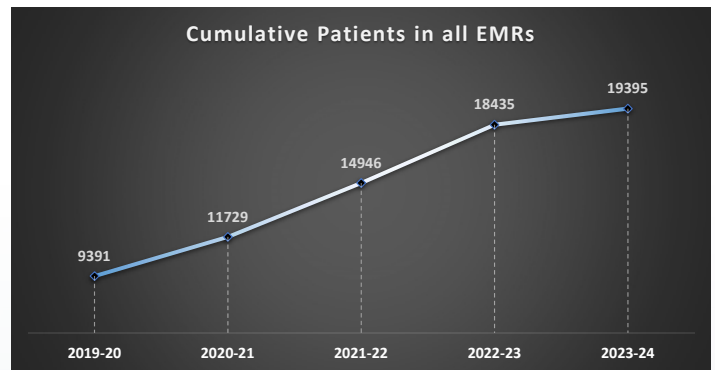
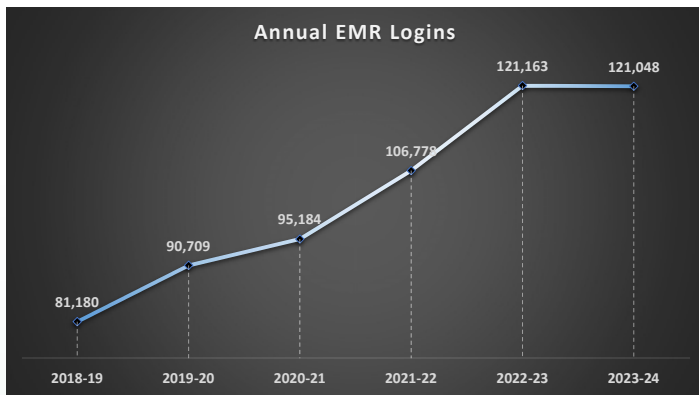
The PMO team has been diligently creating standardized dashboards with the data from the respective community electronic medical record (EMR) systems. These meticulously designed and customized dashboards currently encompass five essential areas: user engagement, appointments and calendars, quality assurance, group programs, and community demographic profiles. These tools empower healthcare providers with valuable insights driving better decision-making to improve health outcomes.

As part of their forward-thinking approach, the GHL team envisions these dashboards being seamlessly integrated into a community portal.



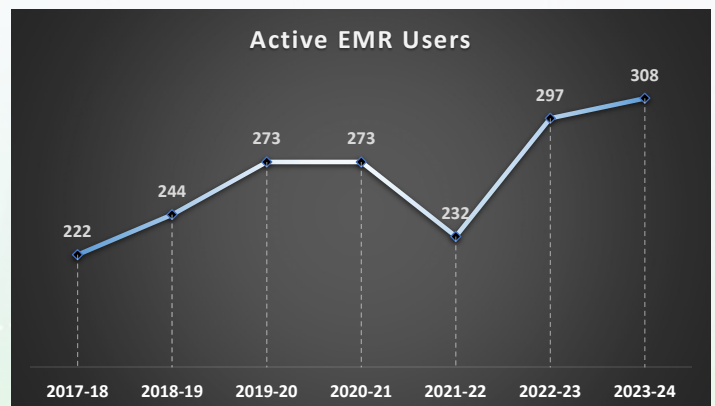
Through continued innovation and well-being of GHL community and refinement, the team remains committed to improving the health members by leveraging the power of technology and data.

EMR Trends



Community Portal: Legal and IT Considerations

GHL engaged **INNOV8** also ensure the services of INNOV8 Legal Inc. to ensure the legal and IT/security considerations of our community portals project. This project will ensure the legal architecture of the community portal is highly secure. INNOV8 will ensure the legal vetting of all GHL's community portal related agreements and policies. Further, INNOV8 will



EXCELLENT SERVICE

EMR User Survey

With 68 respondents providing valuable feedback, we're pleased to report overwhelmingly positive sentiments about GHL's provided services via our annual EMR User Survey.

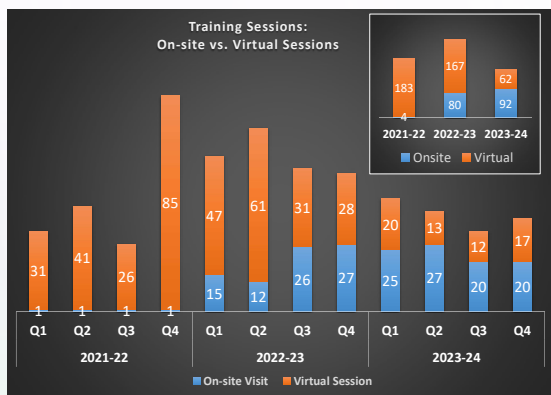
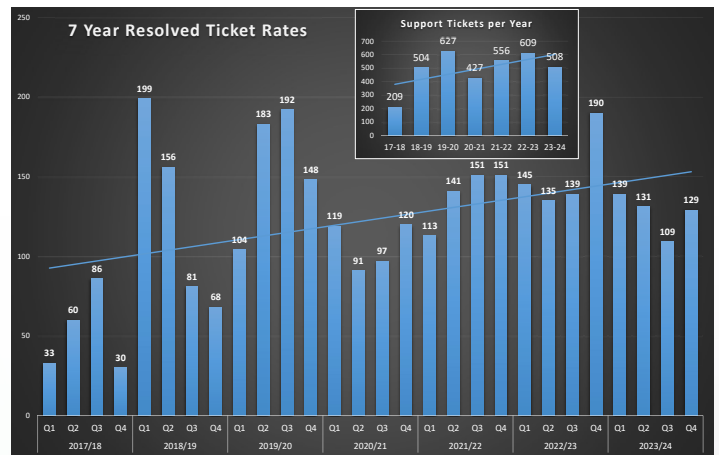
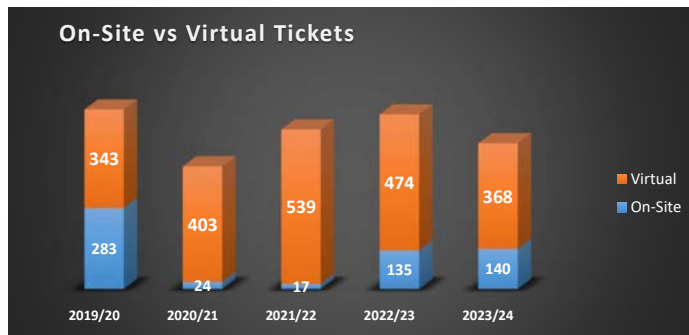
Respondents reported a staggering 94.3% overall satisfaction rate with GHL's services and support, and 86.4% overall satisfaction with onsite training and support indicating a high level of satisfaction with services. Feedback indicated that high priority areas moving forward are

"GHL listens, they respond in a timely fashion and they are fun to work with. They have great communication and connectivity skills"

– GHL EMR Survey Respondent

data sharing (OCOR) and community health reports. The responses also highlighted the need for further training, ongoing education, and support initiatives. This will ensure that users feel confident and empowered in utilizing the EMR system to its fullest potential.

Thank you to all who participated in the survey. This feedback helps GHL to continually improve the user experience and provide the best possible support for our communities!



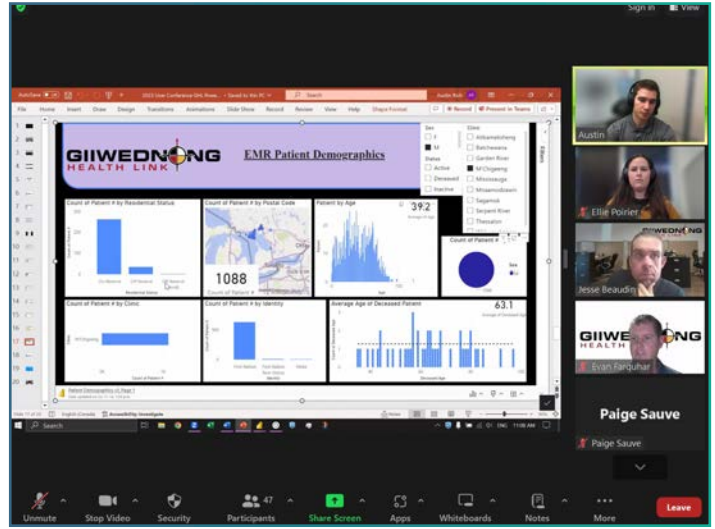
User Conference and Evaluation

On November 15th & 16th, Giiwednong Health Link hosted its annual EMR User Conference. Sixty-three (63) health care practitioners and staff, including the GHL team, attended the virtual event. The sessions opened and closed with teachings and prayers from Elder Josh Eshkawkogan. The conference was kept on track by event emcee and former GHL board member, Roger Beaudin.

Day 1 featured presentations on cyber security from Simeon Kanev from the Alliance for Healthier Communities, new community portal

dashboards from the GHL team, the Indigenous Diabetes Health Circle team outlining their project with the Diabetic Retinopathy Eye Scanner, and Marnie Fitzsimons-Watkins demonstrating Ontario Health's Ocean eReferral program.

Day 2 began with Carol Mulder of InfoAccess Consulting providing a presentation on using data to make a difference. Derek Debassige then delivered a lively keynote address on the importance of a fully functioning and well-used EMR from a health care practitioner's perspective.



GHL's Annual EMR User Conference.

The event evaluation results from attendees were outstanding. Attendees rated their knowledge gained at a score of 4.6/5, an engaging presentation

score of 4.6/5, and a length of presentation score of 4.4/5. Chi-miigwetch from the GHL team to all who joined us to make this year's conference a huge success!

Eye Health Screening Initiative

Through our ongoing partnership with the Indigenous Diabetes Health Circle, the GHL team has continued to provide diabetic retinopathy scanner training to clinics and health centres on Manitoulin Island and the North Shore. Clinic staff have been trained in capturing images with the camera, using the AI software

to analyze the images, and sending positive cases out to an established referral network. This concerted effort ensures that individuals at risk of diabetic retinopathy receive timely and essential care, underscoring our commitment to improving health outcomes within Indigenous communities. In the



The GHL support team delivers diabetic retinopathy scanner training in Atikameksheng Anishnawbek First Nation.

2023/24 fiscal year, GHL provided this eye scanner training and/or supported eye scanner screening clinics in Noojmowin Teg Health Centre, Atikameksheng, M'Chigeeng, Garden River, Batchewana, Aundek Omni Kaning and Whitefish River First Nations.

"The Eye Health Screening Initiative (EHSI) is deeply grateful to Giiwednong Health Link (GHL) for their exceptional partnership in bringing diabetic retinopathy screening to communities. GHL's enthusiastic and skilled staff have been instrumental in deploying innovative technology and supporting the training and implementation of the program in the communities they serve, ensuring screenings are effective and culturally safe."

- Caitlin Lazarus, National Director, Eye Health Screening Initiative, Vision Loss Rehabilitation Canada

EXCELLENT SERVICE

Portable Vital Monitors Initiative Expanded

In a step towards enhancing healthcare accessibility and improving patient outcomes, GHL continued the initiative to provide portable vital monitors to GHL member community clinics. These portable devices enable healthcare providers to monitor vital signs such as blood pressure, heart rate, oxygen saturation, and temperature. This empowers community healthcare workers to conduct regular health assessments during home visits. The portable vital monitors will play a crucial role in facilitating timely intervention, increasing efficiencies, and promoting better health outcomes. The units were delivered to Mnaamodzawin Health Services, Serpent River, Zhiibaahaasing, Wiikwemkoong, and Mississauga First Nation. Looking ahead, GHL will be providing additional portable vital monitors to the remaining communities in 2024-25.



Mnaamodzawin Staff Lauren Dewar and Kathleen Taylor Receiving Donated Vitals Monitor.

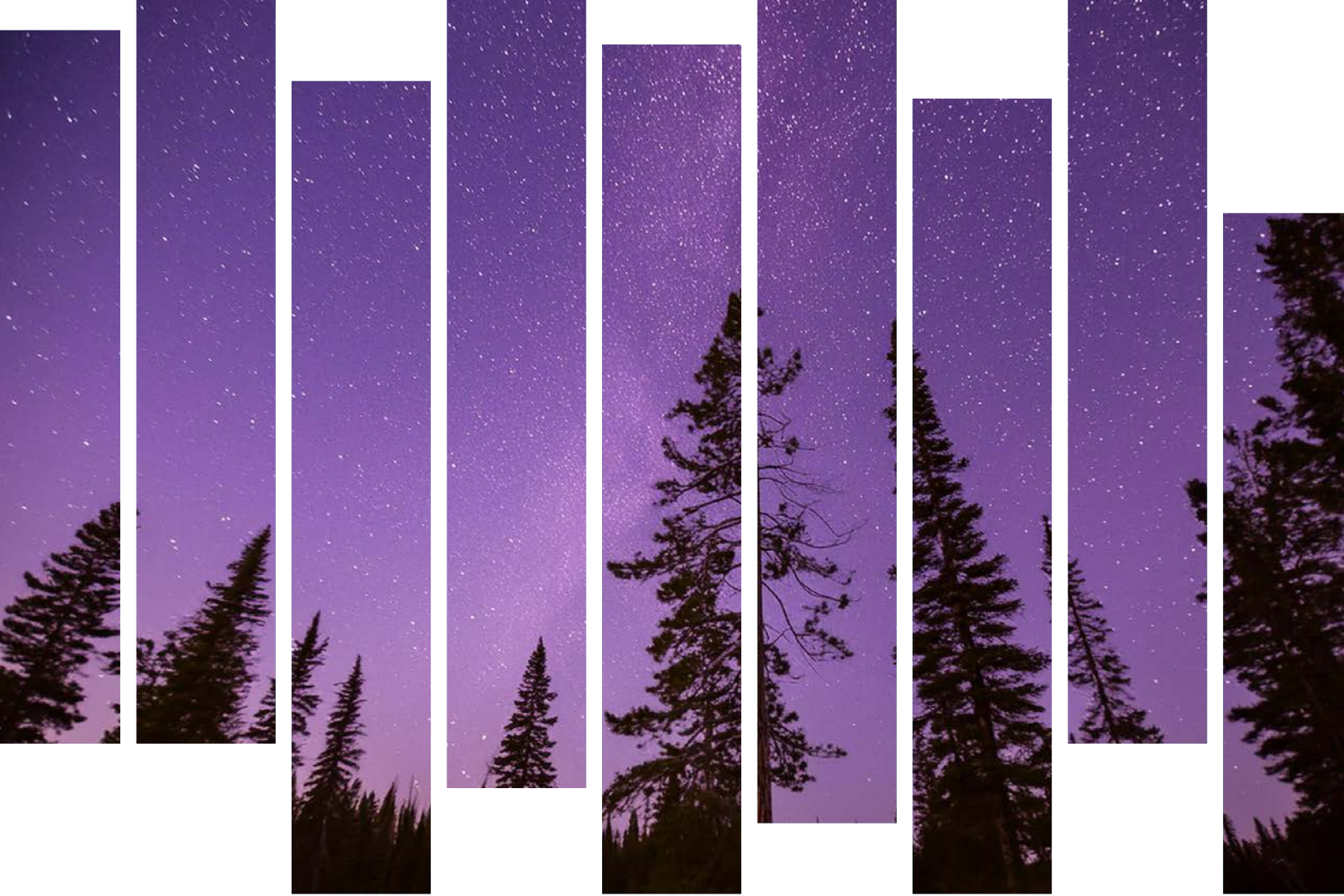
Osgoode Privacy Certification Course

Congratulations are in order to two of our dedicated staff members, Austin Rich and Ellie Poirier and two First Nation community health centre workers, Shelley Watts-Proulx (Sagamok) and Hali Pitawanakwat (Wiikwemkoong). The group successfully completed York University's prestigious Osgoode Certificate in Privacy Law and Information Management in Healthcare. Over the course of five weeks, students immersed themselves in an intensive program facilitated by renowned expert in the field,

Gillian Kafka. Through comprehensive coursework, interactive discussions, and vibrant presentations from respected privacy professionals, they gained invaluable insights into the intricate landscape of privacy law and information management

within the healthcare sector. The successful completion of this program underscores our commitment to upholding the highest standards of privacy protection and information management in healthcare delivery. By equipping our team members and community partners with advanced knowledge and expertise in this critical area, we are better positioned to safeguard patient privacy, uphold regulatory compliance, and foster trust and confidence within our community.





CHI-MIIGWETCH

2023-24



1-800-985-5713
or visit us online at
giiwednonghealth.ca

Special thanks to ISC, our primary funder



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