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Health Association's New Shared Financial Services Program

In case you missed it, the Health Association Nova Scotia recently announced the introduction of a new fee-for-service program -- **Financial Services**.

The transactional accounting service was developed in response to a request from a group of long term care members who were seeking a collective platform for this corporate function. The service is designed to free up organizational resources and time while still allowing for the continued financial management, reporting, and oversight by the organization's senior financial management team.

The new service was successfully piloted at a member nursing home in fall 2016 and is now available to other interested Health Association members. The Health Association's Financial Services solution involves the use of "cloud-based" software packages (Hubdoc, Xero, and ApprovalMax) that integrate to provide a seamless end-to-end solution. Included among the transactional accounting services provided are accounts payable, accounts receivable (including resident/client billing), payroll and reporting. The organization's financial team has full access to the accounting system for purposes of reporting.

As a fee-for-service program, a fixed annual price will be determined based on the estimated number of transactions. All software and payroll costs are included in the pricing. Transaction volume will be reviewed annually with adjustments for following years made accordingly. Implementation costs will be estimated on a case by case basis.

"The Health Association has almost sixty years' experience in delivering high quality, cost-effective shared services and we strive to be responsive to the needs of our members for programs that provide better value for money than could be achieved independently," says Mary Lee, President/CEO. "We were very pleased with the outcome of the pilot and are excited to make this new service available to all Health Association members."

If you would like to learn more about the Health Association's new Financial Services program, please contact Jim Cook, CFO & Director of Corporate Services, at 902-832-8500, ext. 306 or jim.cook@healthassociation.ns.ca

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New Dawn Enterprises Now Accredited

New Dawn Homecare and New Dawn Guest Home have both successfully completed Accreditation Canada's Primer program.

Accreditation Canada is a national organization that sets standards for quality and safety in healthcare and accredits healthcare organizations in Canada and around the world based on how well they meet those standards. The accreditation program is recognized as best in class internationally and is designed to improve client outcomes and health system performance.

The Primer Award, which sees New Dawn Homecare and Guest Home join local hospitals, long-term care facilities, and the VON in Cape Breton - the areas only other accredited health care providers – is the culmination of eighteen months of organizational and policy development.

New Dawn Homecare and Guest Home now turn their attention to Accreditation Canada's Qmentum program – the next step in ensuring quality and safety throughout both organizations – from governance and leadership to direct care and infrastructure.



Photo (left to right): Adele Boutilier (Administrative Assistant, Guest Home and Home Living), Linda McDougall (Administrator, Guest Home and Home Living), Myrtle Campbell (Board Member), Linda Hodder (Client Care Manager, New Dawn Homecare), Sabrina Vatcher (Director, New Dawn Healthcare Division), Jerry Ryan (Board Member).

NSHA's Lindsay Peach Awarded the Robert Zed Young Health Leader Award

Nova Scotia Health Authority's Vice President Integrated Health Services – Community Support and Management Lindsay Peach has been recognized by the Canadian College of Health Leaders for leadership in improving the effectiveness and sustainability of Canada's health system.

Lindsay was awarded the Robert Zed Young Health Leader Award as part of the 2017 National Awards Program, which recognizes the success of individuals, teams and organizations who have demonstrated leadership qualities, commitment, integrity and development of leading practices across the health industry.

"Lindsay is a passionate, accomplished and committed leader, who has been instrumental in leading changes in support of better health and better care for Nova Scotians," said NSHA, President and CEO Janet Knox. "We hope our partners will join us in extending congratulations to Lindsay on this prestigious honour."

Lindsay has more than 15 years of progressive leadership experience in healthcare, starting as a change specialist with Providence Healthcare, progressing to the role of Vice President, Nova Scotia Health Authority, with responsibility for mental health and addictions, continuing care, seniors, rehabilitation and psychosocial services. She has a

Master of Health Administration from Dalhousie University, is a Certified Health Executive and has completed the EXTRA Fellowship with the Canadian Foundation for Healthcare Improvement. Lindsay is an executive member of the Bluenose Chapter of the Canadian College of Health Leaders serving as the chapter's liaison with Dalhousie University and is an advisor for the executive of the Emerging Health Leaders, Nova Scotia node.



Lindsay Peach
Vice President Integrated Health Services – Community Support and Management, NSHA

The Canadian College of Health Leaders is a national, member-driven, not-for-profit association dedicated to ensuring that the country's health system benefits from capable, competent and effective leadership. In announcing the 2017 awards, CCHE President and CEO Ray Racette said, "The individuals and organizations being recognized exemplify leadership at its finest. Our award recipients demonstrate the impact that one person, or one team, can have within their organization and beyond. These recipients are indeed the pride of our profession."

(Source: NSHA news release, May 25, 2017)



IWK Researchers Win Governor General's Innovation Award

The IWK's Dr. Patricia Lingley-Pottie and Dr. Patrick McGrath are one of six winners of the second annual Governor General's Innovation Awards announced May 5, 2017, in Ottawa. The awards recognize and celebrate outstanding Canadian individuals, teams and organizations whose exceptional and transformative work help shape the future and positively impact quality of life.

Drs. Lingley-Pottie and McGrath are the creators of the Strongest Families Institute, a non-profit organization that delivers evidence-based mental health programs to children, youth and families through a unique distance-delivery system. Using proprietary software technology, trained coaches are able to connect with users by phone or via the Internet allowing families greater flexibility when accessing mental health services.

"We started Strongest Families as a research program at the IWK Health Centre and Dalhousie University nearly 20 years ago, as a means of overcoming the barriers that were clearly preventing families from receiving desperately needed care," says Dr. McGrath, Vice-President of Research, Innovation and Knowledge Translation at the IWK Health Centre and Nova Scotia Health Authority. "There are truly groundbreaking innovations coming out of Canada's research hospitals and universities. The challenge is to get them to market, which is where partnerships and vehicles like the Strongest Families Institute come into play."

Dr. Lingley-Pottie is the president and CEO of the Halifax-based Strongest Families Institute, as well as an assistant professor of psychiatry at Dalhousie University and a scientist at the IWK Health Centre. With 29 years of pediatric nursing experience and research expertise to her credit, she has spent the past 17 years focusing on psychological research, specifically harnessing the advantages of technology to deliver accessible and timely distance evidence-based interventions to children and families.

Dr. Patrick McGrath is the vice-president of Research, Innovation and Knowledge Translation at the IWK Health Centre and Nova Scotia Health Authority. He created

the Translating Research into Care grants, a partnership among scientists, administrators, patients and foundations, and founded BIOTIC, a translational imaging research facility. He is a professor of science, pediatrics, community health and epidemiology and psychiatry at Dalhousie University.

"Dr. McGrath and Dr. Lingley-Pottie are visionary leaders who are transforming health care through innovative programs like Stronger Families which reach deep into communities across Canada and around the world. Through their passion and commitment, they are providing families and youth the skills and knowledge they need to help overcome moderate mental health issues and build healthy futures," said Tracy Kitch, President and CEO, IWK Health Centre. "We are extremely fortunate to have such leadership and talent here at the IWK and extend our congratulations to them both on this prestigious honour."

The purpose of the Governor General's Innovation Awards is to inspire Canadians to embrace innovation and to emulate innovative, entrepreneurial risk-takers who have developed new or better ways of creating value and who are having a meaningful impact on our quality of life.

"Dr. McGrath and Dr. Lingley-Pottie are visionary leaders who are transforming health care through innovative programs like Stronger Families which reach deep into communities across Canada and around the world. Through their passion and commitment, they are providing families and youth the skills and knowledge they need to help overcome moderate mental health issues and build healthy futures,"

TRACY KITCH, PRESIDENT & CEO
IWK HEALTH CENTRE

(Source: IWK news release, May 8, 2017)



Health Association Nova Scotia has Twitter
Tweet us or follow us @HealthAssnNS



Continuing Care Council Highlights

The Continuing Care Council is here to represent sector needs and issues that have an impact on member organizations. If you have any questions or concerns please contact a Council representative or Health Association Member & Partner Engagement staff.

Council Members:

- Annette Fougere, Chair
St. Anne Community & Nursing Care Centre
annette.fougere@sacentre.nshealth.ca
- Pam Smith, Vice Chair, Western Region Home Support, pamsmith@bellaliant.net
- Sharon Crane, Cape Breton County Homemakers, sharon@cbcohomemakers.ca
- Caroline Campbell, Shannex Healthcare Inc. ccampbell@shannex.com
- Millie Colbourne, Breton Ability Centre (ARC/RRC Rep), mcolbourne@cb-bac.ca
- Janet Watt, VON
janet.watt@von.ca
- Roberta Duchesne, Harbourview Lodge roberta.duchesne@nshealth.ca
- Helen Marsh, New Waterford Homecare Service Society, hmarsh@ns.aliantzinc.ca
- Josie Ryan, Northwoodcare
jryan@nwood.ns.ca
- Carson Samson, Richmond Villa carson.samson@richmondvilla.ca
- Joyce d'Entremont, Mountain Lea Lodge/The Meadows ARC
jdentremont@homesforcare.com
- Jorge VanSlyke, Grand View Manor jorge.vanslyke@grandviewmanor.org
- Angela Berrette, Saint Vincent's Nursing Home, aberrette@svnh.ca
- Greg McKim, CBI/We Care Health greg_mckim@wecare.ca

Thank you, Carol Curley, Regional Director, Northern & Eastern Zones, VON for your dedication and participation to advancing Council's initiatives! And, welcome to our newest Council member Janet Watt, Senior Manager, VON Colchester East Hants.

COLLECTIVE IMPACT FRAMEWORK – in the fall of 2016, the Continuing Care Council underwent a strategic planning process and the result was a decision to start using the Collective Impact Framework (CI) as a method and philosophy to its work. In essence, CI is an advanced form of collaboration that brings different sectors and stakeholders together to solve a large-scale problem in a coordinated way. More information about the CI can be found here: <http://www.tamarackcommunity.ca/collectiveimpact>.

Preliminary meetings with various provincial stakeholders have been held to discuss the theme and determine if it is something all groups can get behind. To date, the groups met with have been supportive. Information/engagement sessions will be held with HANS members and other stakeholder groups over the summer (dates to be announced soon). It is anticipated that Council will hold a kick-off event as part of the fall assembly.

CONTINUING CARE STRATEGY - following Council's request to DHW that the sector be represented on the CC Strategy Steering Committee, Annette Fougere, Council Chair, was appointed to the committee.

PATHOLOGY & LAB REQUIREMENT – NSHA will be addressing this issue with a Memorandum of Understanding rather than contracts; this should address some of the concerns raised by the sector.

LTC FINANCE WORKING GROUP – Morneau Shepell provided a second information session to answer specific questions around attendance management. The data quality sub-group has engaged the academic community to look at the development of common financial indicators and definitions and a reporting template to ensure consistent data collection and reporting. Discussions continue to assess whether there is an opportunity for collaboration on this initiative.

The shared resources sub-group is in the process of finalizing the resource binder and expects it to be ready for distribution to the sector this summer. It will include information such as group purchasing and FAQs; various shared services opportunities; what MASH agreements exist, etc.

BROKEN HOMES REPORT – Advisory Committee on Recommendations – Council representatives that sat on the advisory committee advised that their work is finished and the report has been completed.

Upcoming Council Meetings:

- June 8, 2017
- July 13, 2017



Introducing our New Strategic Directions, Mission, Vision and Values

We are delighted to introduce our new Strategic Directions, Mission, Vision and Values, which formally came into effect in April, 2017. Together, these statements will support the strategic focus of the organization over the next seven years.

STRATEGIC DIRECTIONS

- **GROW SHARED SERVICE DELIVERY**
With a focus on continued financial stability and our commitment to provide high-quality, cost-effective shared services, we will expand and diversify our customer base, adopt the most appropriate business models, and continue to anticipate and meet evolving customer needs.
- **DRIVE INNOVATION AND SERVICE QUALITY**
With the aim of advancing the HANS Brand for the benefit of members, we will focus on achieving continuous, measurable improvement; responding to customer needs; and finding creative ways to enhance services and delivery. We will also drive innovation and service delivery through the role we play in supporting our member continuing care forums and advancing issues and concerns of the sectors they represent.
- **INVEST IN OUR PEOPLE**
With the aim of continuing our efforts to promote a high performing workplace, we will attract, develop, and recognize our employees. A key underpinning of the services we offer is the expertise and skill of our employees and their commitment to quality that is second to none. As such, we recognize the importance of ensuring that staff are supported in their ability to learn and innovate.

MISSION:

Health Association Nova Scotia provides exceptional human resource shared services, innovative clinical engineering solutions, policy support, and expertise our customers can count on.

VISION:

Preferred Partner in Shared Services and Support

VALUES:

The following values are the touchstones we will follow as we pursue our mission and vision.

- **RESPECT** - We act with the best intentions and in a professional and ethical manner at all times. We treat people with fairness, compassion, openness and value diversity in ideas and opinions.
- **TRUST** - We build strong relationships by being honest, genuine, dependable, and accountable.
- **EXCELLENCE** - We are committed to continuous, measurable improvement. Cost-effective, responsive, innovative, and client-focused are the touchstones that guide our efforts to continually enhance service quality and provide an exceptional customer experience every day.
- **PEOPLE** – We are dedicated to fostering a workplace that attracts, develops, rewards, and retains exceptional talent. We encourage employees to innovate, promote excellence and support them to reach their greatest potential.

The journey to shape this seven-year plan began last summer when our newly constituted Board of Directors held their first strategic planning retreat. Once the high level strategic goals were established, the Board and Senior Leadership Team engaged employees from across the organization in the process of crafting our new mission, vision and values. In addition to ensuring the new mission and vision would reflect the future strategic direction of our organization, we felt it was imperative that staff could see how they contribute to our mission and vision through the work they do each day.

Finally, the Board of Directors has also approved a change in our tagline to create better alignment with our new mission, vision and strategic directions. Instead of **LEADERSHIP. SERVICES. SUPPORT** our tagline will be changed to **EXPERTISE. SERVICES. SUPPORT**.

We look forward to advancing our new strategic directions and continuing to provide high-quality services and expertise that our customers can count on and trust.



Online News You May Have Missed

May 31, 2017 - Drugs sold on amazon.ca may pose serious risks, Health Canada warns

Health Canada is warning people who bought unauthorized products from amazon.ca labelled to contain the prescription drugs tryptophan or lithium to be aware of serious health risks.

L-tryptophan is prescribed in combination with antidepressants for patients with depressive disorders. Lithium is approved to treat manic episodes of manic-depressive illness.

Learn more...

<http://www.cbc.ca/news/health/tryptophan-lithium-health-canada-1.4139112>

May 30, 2017 – Health Canada investigating 2 allegations of babies burned by Banana Boat sunscreen

Health Canada is investigating two cases where mothers alleged that their babies received second-degree burns after using Banana Boat sunscreen for children.

This agency is also looking at a third similar case but has not yet revealed the age of the alleged victim.

“We’re definitely looking into it and we’re taking [the cases] very seriously,” said Health Canada spokesperson Renelle Briand.

Read more...

<http://www.cbc.ca/beta/news/business/banana-baby-boat-sunscreen-1.4136851>

Digital Health Tools Support Nursing Practice and Patient Care: Survey

A survey conducted by Canada Health Infoway (Infoway), Canadian Nurses Association (CNA) and Canadian Nursing Informatics Association (CNIA), reveals that by using digital health technologies in their practice, 50% of Canadian nurses are experiencing improved productivity, while 56% report better quality of care, notable improvements since the 2014 nurses survey.

As reported in the 2017 National Survey of Canadian Nurses: Use of Digital Health Technology in Practice, nurses are also experiencing more access to electronic record functionalities such as communication and clinical documentation tools than they did three years ago.

Survey highlights:

- Canadian nurses report that by using digital health technologies in their practice, they are improving patient and clinician experience, including:
 - » Improved quality of patient care (56% versus 46% in 2014)
 - » Improved practice productivity (50% versus 38% in 2014)
 - » Improved continuity of patient care (71%)
- Nearly two thirds (63%) of nurses report using six or more electronic functionalities to support patient care in their main practice setting. Nurses use of specific functionalities has advanced since 2014 with regard to:
 - » Electronic clinical documentation (74% versus 63% in 2014)
 - » Electronic list of all medications taken by an individual patient (66% versus 53% in 2014)
 - » Electronic ordering/order entry of laboratory tests (65% versus 53% in 2014)
 - » Electronic access to provincial/territorial patient electronic health record systems (e.g. encounters, drug, laboratory, diagnostic images, discharge summaries) has advanced substantially (60% versus 43% in 2014)
- There has been improvement since 2014, but nurses report that the top two barriers that prevent accessing or realizing the full value from electronic systems continue to be the need to use a combination of paper and electronic records to support patient care (46% versus 61% in 2014) and multiple logins (36% versus 54% in 2014).
 - » Three-quarters of respondents (76%) report using systems that require more than one login
 - » 40% report requiring more than three logins
 - » 55% of nurses providing direct patient care state that they work with a combination of paper and electronic records

More survey findings, including results by specific care settings, are available in the [2017 Nurses Survey Report](#).