

VIHA DOCS INTERACTIVELY MANAGE DIABETES & CHRONIC ILLNESSES

A new interactive web-based service is helping VIHA doctors better manage their patients with diabetes and other chronic diseases, enabling them to track patient care and recall patients for timely tests and treatments.

Called the Chronic Disease Management Tool Kit (www.healthservices.gov.bc.ca/cdm/reqaccess.html), the website allows doctors to sign on with their billing code number, in complete confidentiality, and to then enter, access and manage medical data about all of their patients with diabetes, congestive heart failure, high blood pressure and other chronic diseases. "It enables us, with a few clicks, to generate a list of all the diabetic patients in our practice, to make a list of who hasn't had their blood sugar tested lately or those whose blood sugar results were too high," explains **Dr. Ian Bridger**, a Victoria family physician who is the medical lead on the diabetes section of the Chronic Disease Collaborative.

Dr. Bridger says the web based tool kit is a very organized, easy to use system that helps doctors better manage the care they give diabetic patients and patients with other chronic disease. "This will make a huge difference down the line by helping our diabetic patients live longer with better health, with fewer serious complications like foot amputations and kidney failure."

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Connections^{VI} is the Vancouver Island Health Authority's monthly electronic newsletter for staff, physicians, health partners and community members.

Visit www.viha.ca to find out more about our organization, to see what's in the news, or to access previous copies of Connections^{VI}.

This month is Diabetes Awareness Month, and while the web-based tool kit helps doctors manage a range of chronic diseases, the care of management of diabetes in the province is of increasing concern.

Dr. Bridger notes that the 65 Victoria-area doctors now involved with the Chronic Disease Collaborative have a total of 4,000+ diabetics in their practice and that all are finding the new system, as well as other tools are helping improve the quality of care and patient outcomes.

Dr. Ellen Anderson, a Sooke family physician, is one of the doctors in the collaborative who has been using the website, clinical protocols and printable flowsheets for almost 2 years.

"Not only does it really help me manage my patients, particularly those who may miss or skip appointments or whom I haven't seen in a while, but it helps my patients understand and better manage their own care, too. They can be more active partners if they know what they have to do to stay healthy," says Anderson.

"We are hoping more doctors across the province will find this tool a very useful and effective way to help manage their patient care," Dr. Bridger said. *

NURSING STUDENT PLACEMENTS IN MENTAL HEALTH & ADDICTIONS

Over the next two years, VIHA and the University of Victoria (UVic) will provide an opportunity for BSN students in their final clinical placement to take part in an innovative initiative in mental health and addictions with older adults.

This initiative will give students an enhanced learning opportunity in this focus area by providing clinical experience in both acute and community settings. "The real value of this opportunity is that it combines the abilities of educators and nurses from various practice settings and the university to optimize the diversity and richness of learning environments for students," said **Jeannine Moreau, Project Coordinator**.

The first student placements in this initiative will occur in the Victoria area in January 2006 and will include students from UVic, Malaspina University College and North Island College. Placements will occur between Homer 2 (acute geriatric psychiatry inpatient setting), the Elderly Outreach Service and VISTA (Victoria Innovative Seniors Treatment Agency).

Jeannine Moreau is from the UVic School of Nursing. The planning team includes other faculty and students from the School of Nursing, faculty from the Centre on Aging at UVic and from Camosun College, and VIHA staff from Mental Health and Addictions and the Professional Practice Office. The grant obtained by VIHA and UVic for this project includes funding for an evaluation of this initiative. *

INTERPROFESSIONAL EDUCATION UPDATE

VIHA is collaborating with public post-secondary schools across the Island, as well as UBC and BC Institute of Technology, in a new venture to bring students from different professions together in their clinical placements.

Specific VIHA facilities will be identified as enhanced learning environments, where students from at least three different health care professions - including medicine and nursing - will work

and learn together with facility staff and physicians during clinical placements after their second year of professional education.

Funded by Health Canada for the next two years, the project goal is to develop the partnerships and infrastructure necessary to sustain ongoing placements of this nature in future years. The key requirement of the Health Canada funding is that medical, nursing and students from at least one other profession are placed together for clinical experience.

The Island initiative is part of a broader provincial interprofessional network (IN-BC), which is developing curricula, evaluation, and knowledge development to support various interprofessional initiatives across the province.

This new venture builds on the foundations laid by the Interprofessional Rural Placement (IRPbc) program, which has been successfully introduced to several rural locations in BC in the past few years, including the Island community of Port McNeill. **Jeannie Wheeler** and **Dr. Granger Avery** from Port McNeill recently spoke about their IRPbc experience at the Primary Health Care Conference in Vancouver where Minister of Health George Abbott announced the provincial government's \$400,000 commitment to support IN-BC partnership projects. Port McNeill will continue to offer interprofessional education opportunities through the IN-BC initiative and other sites will be identified in the near future.

Lorrie Cramb has been hired by the Professional Practice Office as the Practice Coordinator, Interprofessional Education, to provide coordination and site support to those teams who will be working with these students. She will work closely with **Judy Burgess**, Education Coordinator who has been hired by the Schools to coordinate the student placements and support for the public post-secondary schools.

For more information about this initiative, please contact Lorrie at lorrie.cramb@viha.ca. *

HAVE YOU VISITED THE LUNCHROOM LATELY?

<http://intranet.viha.ca/>



REMEMBER FIRE SAFETY AT CHRISTMAS TIME

Christmas is approaching once again, and as per fire regulations and VIHA's Fire Policy, VIHA Protection Services will be doing extra fire inspections to watch for the following:



- All decorations must be flame retardant.
- No open flame lighting devices (i.e. candles)
- No live Christmas trees shall be brought into the buildings
- Decorations may not be attached to the sprinkler heads
- Exit signs must remain clearly visible
- All decorative lights must conform to VIHA's Facility Maintenance and Operation safety code requirements
- Empty cardboard boxes, paper wrappings, etc. must be cleared from the building as soon as possible
- Remember not to overload electrical outlets

For any fire related questions, please contact Protection Services in Victoria at (250) 370-8575 and ask to talk to the Team Leader, or e-mail FIRE@viha.ca

Thank you for making this a safe Christmas season!

ON-LINE FRANCOPHONE DIRECTORY

Improving access to health care services and resources for Francophones in BC is the goal of a collaborative initiative between RésoSanté Colombie-Britannique, the Provincial Health Services Authority and Vancouver Coastal Health. To improve access to French-language services, a directory of French-speaking health professionals in the province is being created.

If you are prepared to offer services in French, please register online at: www.resosante.ca/main/formulaire_professionnels.htm

For further information visit our websites at: www.vchfrancophonehealth.ca *

VIHA.CA GOES REGION-WIDE WITH ACTIVE DIRECTORY

Starting in September 2004 the Information Management/Information Technology group at VIHA began a multi-phased project to implement Microsoft's Active Directory Service across the entire region. Active Directory is the new service that connects VIHA's 6500+ desktop and laptop computers to the network and enables access to all VIHA applications and data. The rationale behind this bold initiative was to create a stable, uniform computerized framework that will lead the VIHA into the future.

With Phase One of the project now complete, a crucial foundation has been laid that will be built upon by successive project phases - but already the new Active Directory service is providing immediate benefits with respect to communications and consistent user access. Some of the highlights delivered so far are:

- **Regionalized access** - all VIHA user accounts, workstations and mailboxes have been moved to a single integrated Microsoft IT environment so that now all staff can log on anywhere in the region and access their E-mail, calendars, and most applications. The intranet (and access to intranet applications) have also been regionalized.
- **Common E-mail format** - all E-mail accounts have been converted to a standardized "firstname.lastname@viha.ca" format for consistency across the organization. An efficient and organized Distribution list and Global Address List (GAL) will be created to ensure that the correct E-mail addresses are selected by the sender and received by the intended party.
- **Simplified log-on procedures** - user logons are now more efficient, effecting significantly reduced logon times.
- **Remote E-mail access** - Outlook Web Access (OWA) and Nfuse has been implemented with significant improvements for current users.
- **Technical Stability** - behind the scenes, Active Directory has provided the technical infrastructure for storage of critical information about all our network-based entities (i.e. applications, files, printers, and users). Network environments are typically made up of distributed and discrete resources and we now have a consistent way to name,

Active Directory Update Cont'...

describe, locate, access, manage, and secure information about these various entities.

The goal of Phase Two of the Active Directory project will be to leverage the successes that we have already achieved, and move towards even greater benefits for the organization. Some of the key initiatives that our customers and users have requested are:

- **Collaboration Tools and Processes** - the stage is now set for initiatives that rely on close collaboration between different groups within VIHA. Tools such as Microsoft's 'Sharepoint' for example, allow information to be accessed and updated in a collaborative setting, and we now have the necessary IT environment whereby we can build such tools and educate staff on how to use them effectively. These new opportunities for collaboration are not only limited to VIHA, as the standardization level that we've obtained is common to all Health Authorities. This paves the way for close involvement in future inter-health activities and opportunities.
- **Spam E-Mail Reduction** - the organization has noted a significant increase in the volume of "junk" E-mail (SPAM), which creates an ongoing frustration for all VIHA staff. Over the next few months, the old E-mail service (caphealth.org and cvihr) will be completely retired, leading to a renewed opportunity for spam reduction and potential elimination of this unwanted E-mail.
- **Single Logons** - Active Directory provides VIHA with an IT environment that is reliable, robust, highly secured and which remains supported by our vendors. The goal of our vendors (e.g. Cerner and Meditech) is to make their applications Active Directory compliant, which means that the application will be immediately recognized by the Active Directory toolset, moving us closer to the world of 'single-user authentication'. It is also anticipated that users will be able to access any VIHA application from any workstation in the region using a single logon.

Where you come in...

To assist in the completion of the email change to the regional standard of viha.ca please ensure that you note the new e-address in your signature line in Outlook, and notify appropriate groups and partners. *

INFORMATION SESSIONS ARE STILL ON-GOING...

...and we need to
hear from you.

To provide
feedback on
VIHA's **draft**
Five-Year

Strategic Plan, please click
[here](#).



ISLAND MEDICAL PROGRAM FACILITY CONSTRUCTION IN VICTORIA

Construction work is underway for the new Island Medical Program (IMP) buildings at both the Royal Jubilee Hospital (RJH) and Victoria General Hospital (VGH) sites.

At RJH the main floor of Coronation Annex is being completely renovated to accommodate class rooms, a new lecture theatre, meeting rooms and offices. There will also be a new addition built onto the building to house on-call rooms for the medical students.

At the VGH site a similar development is underway with the addition of a new building adjacent to the staff parking area. This building will also contain on-call rooms, class rooms and a new lecture theatre.

At both sites the lecture theatre will be equipped with audio visual equipment and systems that will provide "connectivity" to other hospitals and teaching institutions.

Both projects will be completed by August 2006, ready for the arrival of the medical students in September. *

ASSISTED LIVING UNITS DOUBLE IN GREATER VICTORIA

Three purpose-built Assisted Living settings providing 145 additional units will be opening in January and February 2006 in various parts of the Greater Victoria area. Four additional settings will be opening later in 2006.

Assisted Living is designed to meet the needs of adults who can live independently but are eligible for help with daily activities such as meals, cleaning and personal care. All settings offer private lockable apartments furnished by the tenant, two nutritious meals in a common dining room, recreation activities, assistance with housekeeping and linens, and security. Personal care services are provided either through the health authority or the operator.

The expansion of the program provides an opportunity for clients to select new, well-designed units and have the ability to plan their move rather than wait for a vacancy.

Hillside Terrace, 1460 Hillside Avenue Assisted Living for People with Unique Needs Opening February 1, 2006

Building Features:

- 45 one-bedroom apartments, each with full kitchens
- 4 fully wheelchair accessible units
- On a major bus route, adjacent to shopping centre
- Located above the new Aberdeen Health Centre
- Smoking allowed
- Pets at the discretion of the manager
- Operated by Victoria Cool-Aid, staff (non-medical) available 24-hours a day
- Specialized supports for those managing an addiction, mental health issue or neurological condition



Jesken Aerie, 817 Goldstream Avenue Assisted Living Supporting a Multicultural Community Opening January 1, 2006

Building Features:

- 53 one-bedroom, 7 two-bedroom apartments, all with full kitchens and good accessibility
- 2 bedroom units offer an opportunity for other family members to reside with eligible clients
- Located in the heart of the Langford community, on a major bus route, adjacent to a health clinic and numerous services
- Smoking is permitted outdoors
- Pets not permitted at this time
- Operated by M'Akola Housing Society, staff available 24-hours a day

Wellesley, Phase II, 2800 Blanshard Street Purpose Built Assisted Living Opening February 1, 2006

Building Features:

- 40 well-designed studio apartments with kitchenettes and accessible bathrooms
- Rooftop garden and enclosed courtyard, providing outdoor sitting areas
- Adjacent to downtown Victoria
- Outdoor smoking
- Pets allowed
- Operated by Retirement Concepts, offering the many amenities, services and 24-hour staffing already available in the seniors oriented Wellesley community



Client access is by assessment and application through the Home and Community Care Case Manager in each Health Unit. Call the General Enquires Line for information on how to apply 1 888 533-2273. *