

CKOHT Update

October 2023

Update on Cyber Attacks at Regional Hospitals

October 31, 2023
For Immediate Release

Bluewater Health, Chatham-Kent Health Alliance, Erie Shores HealthCare, Hôtel-Dieu Grace Healthcare and Windsor Regional Hospital, and our shared service provider TransForm Shared Service Organization, can confirm that we are victims of a ransomware attack.

Working with leading cybersecurity experts, we have determined through our investigation that, unfortunately, certain patient, employee and professional staff data has been taken and there is the possibility that the actors responsible for this attack may publish some of the stolen data. We continue to investigate to determine the exact data impacted, and any individuals whose data was affected by this cyberattack will be notified in accordance with the law.

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We continue to work around the clock to restore systems, and we expect to have updates related to the restoration of our systems in the upcoming week. We are working closely with law enforcement – including local police departments, Ontario Provincial Police, INTERPOL and FBI – and we have notified all relevant regulatory organizations including the Ontario Information and Privacy Commissioner.

The hospitals will continue to do their best to contact patients directly in advance if they have a scheduled appointment with one of our hospitals that needs to be rescheduled. If patients do not need emergency care, we ask that they please attend their primary care provider or local clinic.

We understand the impact this incident is having on members of our community, including patients and our employees and professional staff, and deeply apologize for the inconvenience this has caused. We want to thank everyone for their patience during this time.

Due to the fact we have notified and engaged law enforcement as part of a criminal investigation we will not be providing further comment in response to this statement.

Continue to follow CKHA's website and social media pages for updates.

Cyber Attack Also Impacting CKOHT

CKOHT Staff are also affected by this cyberattack with no access to ckoht.ca email at this time. Please email Tiffany Gartner-Duff, Interim Executive Transformation Lead, CKOHT at gartner.duff@gmail.com if you would like to correspond with any of the CKOHT staff (other CKOHT staff emails can be provided).

Thank you for your patience and understanding during this time.

October 31st Announcement: Accessing Health Care in Chatham-Kent

Please share this important announcement (also found on our social media pages) with colleagues, staff, friends, family and the general public. This will help everyone access health care in CK in the best way possible at this time.



Alternative options to care in Chatham-Kent include:

1. Contact your Primary Care Provider
2. Speak with a Pharmacist at your local Pharmacy
3. Health811: A Registered Nurse will take your call 24 hours a day, 7 days a week.
 - Phone 8-1-1
 - TTY: 1-866-797-0007
 - Visit: <https://health811.ontario.ca>
4. Virtual Urgent Care Services Online: www.urgentcareontario.ca
5. Tilbury Walk-In Clinic: In-person clinic with a Physician. No appointment needed. 15 Mill St. East, Tilbury. Call 519-682-3699 or visit tilburywalkinclinic.com

October is Breast Cancer Awareness Month



CKOHT Staff show support by wearing pink each Wednesday for Breast Cancer Awareness.

On Wednesdays in October we wear pink! By wearing pink, this serves as an important reminder to "protect your pumpkins."

At CKOHT we are actively working to promote breast cancer screening to improve our screening rates in Chatham-Kent.

Did you know 1 in 8 women are diagnosed with breast cancer each year?

Breast cancer can be detected early and treated effectively.

Talk to your primary care provider to ensure you are up to date with cancer screenings. In Chatham-Kent, you can call Chatham-Kent Health Alliance at 519-352-6400 to book your Mammogram!

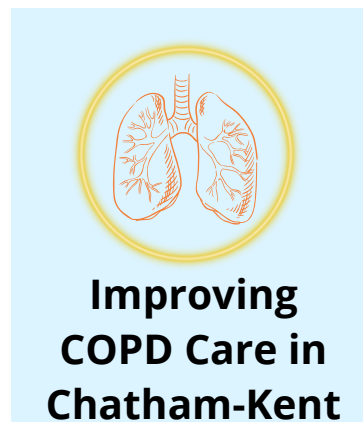
To learn more about breast screening visit:
<http://cancercareontario.ca/getchecked>



COPD Co-Design Update



Update: The CKOHT and its partners held a Check Point Meeting on Monday, October 16th at CKHA with nearly 30 project participants attending. This work is focused on improvements for COPD patients in CK including: intake processes, standardized screening tools, enhanced transitions of care between partners such as appropriate referral pathways, and improved discharge processes. Each of the five COPD Process Teams reviewed their progress so far and presented the work that is under development as they drive towards implementation.



Currently: Project teams have begun testing new processes, tools, and pathways to ensure an improved patient and provider experience.



Next Steps: Project Teams will start implementing improvements to processes and practices beginning later this Winter. You may see team members leading change management approaches in-person on site, in particular in Primary Care and in hospital. All COPD processes are expected to be fully implemented as intended by March 31st, 2024.



Evaluation Plan: currently being planned and will be implemented for each individual process. The evaluation will be utilizing the Quintuplet Aim, which includes measuring provider experience, patient experience, patient outcomes, and decreasing lower costs. These measurements will also be measured with a lens on Equity. Evaluations are planned to extend into the next 2024-2025 fiscal year. Results of the evaluation will help plan the next steps in the CKOHT's Population Health Management work.





Project Update

Chatham-Kent Ontario Health Team (CKOHT) and its partners are aiming to improve palliative care delivery for individuals with any life-limiting diagnosis who live in Chatham-Kent.

Welcome New CKOHT Staff Member: Amanda Burtoft - Change Management Lead for the Home Care Modernization Leading Project

Amanda is a dedicated change management professional with extensive experience in palliative care. Her passion is driven by her own oncological palliative care journey, rooted in Chatham-Kent. Amanda holds an honour's diploma in Nutrition and Food Service Management from Centralia College/University of Guelph and has an impressive track record in both community and social services, and healthcare. With decades of local experience, in different roles and settings within the healthcare continuum of Erie St. Clair, she attained her PMP designation in 2016, proving expertise in supporting successful projects. For the last seven years, she served as the Organizational Development Specialist at CKHA. Amanda is enthusiastic about joining the CKOHT team to drive modernization for the palliative care community in CK.

Amanda's role will specifically include:

- Planning and organizing Palliative Education Series and other training needs
- Change Management support and needs for partners in the project
- Partner, provider and patient engagement

Please join us in welcoming her to the team!

CAPCE Registration is now open:

New sessions (9) are open for registration in January - May 2024 through the West Region Palliative Care Network. Please click [here](#) for more information.

Fundamentals Registration for winter sessions are now open:

Please click [here](#) for more information.

What's next?

Palliative Education for Healthcare Professionals series continues in November with a new virtual session: **November 28, 2023 from 12:00 pm - 1:00 pm:**

To register in advance for this meeting click [here](#). After registering, you will receive a confirmation email containing information about joining the meeting. - See FLYER with details on next page.

The Palliative Clinical Care Coordinators (PCCCs) are able to add patients to their caseloads. Ongoing process improvements are continuing.

Palliative Care Virtual Education Series for Health Care Professionals

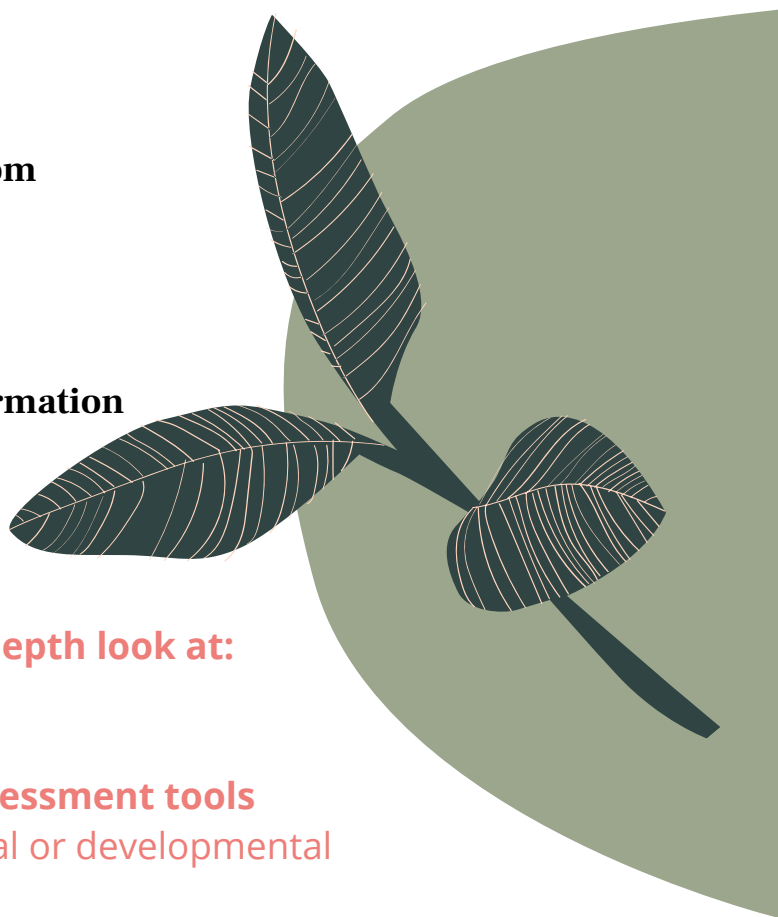
November 28, 2023

12:00pm - 1:00pm

Session will be held virtually via Zoom

To register in advance click [here](#).

After registering, you will receive a confirmation email containing information about joining the meeting.



This session will take a more in-depth look at:

Managing Palliative Pain

- **Utilizing appropriate pain assessment tools**
i.e. people living with intellectual or developmental disabilities, or dementia
- **Adjuvant therapies**
- **Non-pharmacological strategies**



Exciting New MobileCare Service in CK!

MobileCare is a clinic on wheels that travels to participating communities and locations to increase access to mental health and addictions care, as well as primary care.

The goals of MobileCare are to:

- ✔ Provide early intervention care in a culturally competent and safe manner
- ✔ Offer a variety of services together under one roof, close to home
- ✔ Reduce the need for clients to travel to access healthcare services



What is MobileCare?

MobileCare is a FREE walk-in clinic on wheels that comes to you. Increasing access to primary care, mental health and addiction services.

MobileCare is a FREE walk-in service for all!

Learn more by visiting www.mobilecareclinic.ca

MobileCare is travelling around Chatham-Kent weekly Tuesday through Thursday. Look at the November schedule to see when MobileCare will be in your community!

NOVEMBER	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			1 Tilbury Memorial Arena 49 Bond Ave	2 Delaware Nation Community Centre 14811 School House Line	3
	6	7 Walpole Island Band Office 117 Tahgahoning Rd	8 Chatham Victoria Park Place 215 Murray St	9 Thamesville United Church 107 Elizabeth St	10
	13	14 Wallaceburg Memorial Arena 600 Wall St	15 Blenheim Memorial Arena 199 King St	16 Delaware Nation Community Centre 14811 School House Line	17
	20	21 Walpole Island Band Office 117 Tahgahoning Rd	22 Tilbury Memorial Arena 49 Bond Ave	23 Thamesville United Church 107 Elizabeth St	24
2023	27	28 Wallaceburg Memorial Arena 600 Wall St	29 Chatham Victoria Park Place 215 Murray St	30 Delaware Nation Community Centre 14811 School House Line	1
	Chatham-Kent www.mobilecareclinic.ca @MobileCareCK MobileCare will be available at each location from 12:00pm - 3:00pm				

COVID-19 Vaccine and Flu Shot Now Available

Beginning October 30th, the new COVID-19 vaccine and Flu shot will be available to Ontarians six months of age+ through local pharmacies, public health units and at some primary care providers.

Chatham-Kent Public Health is currently offering both the Moderna and Pfizer XBB vaccine. Please stay tuned throughout the month of November for more clinic days as they become listed: <https://ckphu.com/events/>

You can receive your COVID-19 vaccine doses at participating pharmacies. Most pharmacies book appointments ahead of time and some allow walk-ins. Most pharmacies that offer vaccines will have both COVID-19 vaccines and flu shots available for people 2 years of age or older. Check with the pharmacy before you go. Find your closest pharmacy to get a COVID-19 vaccine by clicking [here](#).



Government of Canada Funding Helps Hospice Build Equity Action Plan

The Chatham-Kent Hospice Foundation was recently awarded \$43,456 from the Government of Canada's Community Services Recovery Fund to develop an Equity, Diversity & Inclusion (EDI) Action Plan for both the Chatham-Kent Hospice and the Foundation.

"The funding has allowed us to hire a consultant to help us develop a long-term education plan to ensure the continued refinement of our EDI lens as it relates to all activities of both the Hospice and the Foundation. This will include updating policies, providing training for our staff and volunteers and, most importantly, ensure we are in a better position to provide the best possible care for individuals and families from equity-deserving groups" said Marian Redford, Foundation Board Vice-Chair and project co-lead.

The project launched in early August and must be completed by June 2024.

The Community Services Recovery Fund is a one-time \$400 million investment from the Government of Canada to support community service organizations, including charities, non-profits and Indigenous governing bodies, as they adapt and modernize their organizations. The Community Services Recovery Fund is being delivered through three National Funders - Canadian Red Cross, Community Foundations of Canada, and United Way Centraide Canada.

"I am continually impressed by the passion, dedication, and creativity of community service organizations, like Chatham-Kent Hospice Foundation. And I am equally proud the Government of Canada has supported their important work through the Community Services Recovery Fund. By investing in these organizations, and projects like this one, we can help to create a more just and equitable society, where everyone has opportunities to succeed. I look forward to seeing the positive impact of this investment in Chatham-Kent over the years to come."

– Jenna Suds, Minister of Families, Children and Social Development



St. Clair College and the University of Windsor to Offer Full Four-Year Nursing Program in Chatham

St. Clair College and the University of Windsor are partnering to offer a full four-year nursing degree program at St. Clair's Chatham campus. Previously, students completed their first two years at St. Clair's Chatham campus, followed by a third-year at the University of Windsor and fourth-year clinical placements.



Now, students will be able to complete the entire bachelor of nursing program at the Chatham campus without the need to commute or relocate.

This initiative aims to ease travel burdens and help keep home-grown health professionals in their community. The program is a collaborative effort that combines the strengths of both institutions and provides students with both a college and university experience. This partnership helps familiarize students with various facets of the Chatham-Kent health-care system and ultimately helps retain nurses in the community.

Find the full article [here](#).



University
of Windsor



Linck Creates Positive Change with Funding from Ontario Trillium Foundation

In June of 2023, Linck was recipient to \$192,800 of funding from the Ontario Trillium Foundation's Resilient Communities Fund to expand the Chatham-Kent Youth Social (CKYS) program. Thanks to this grant, CKYS has been able to expand its operational capacity from three to four nights of the week.

CKYS is a free youth group for 10-18 year olds hosted Monday through Thursday, from 2:45pm to 6:00pm, at the Linck Office at 495 Grand Ave W. Chatham, Ontario.

On September 20th, they completed an exhaustive redesign of their website. With input from staff, Board of Directors and client stakeholders, the new www.linck.org website serves as a greater and more detailed reflection of the organization and the services offered to the community.

As part of the commitment to timely access to the right services, Linck partnered with Strides Toronto and One Stop Talk (OST) to bring immediate access to mental health supports for children, youth and families. OST serves as a point of first contact for mental health concerns; offering confidential single-session therapy and direct referrals when additional services are necessary.

Linck continues efforts with the OACAS and CAS' across Ontario to advocate for a revised funding model for organizations in the child welfare sector and greater resources for children with complex needs. They will continue to work towards enhanced service delivery and promote positive outcomes for children and youth in their care.

They also continue their campaign effort to recruit more and diverse foster caregivers for children and youth in need, including investment into billboard advertisements throughout Chatham. Linck understands that a family is a critical connection for children and youth, and will continue to work with dedicated foster parents to ensure children and youth have safe, comfortable, and culturally-responsive homes.

Care Partner Support Group Resumes in CK

After a long hibernation, the Care Partner Support Group is back! These support groups run weekly on the first Wednesdays of the month from 1:00 - 2:30pm Chatham at the Chatham site of the Chatham-Kent Community Health Centres. The support groups allow care partners to share experiences, learn new coping strategies and take time for themselves.

Check out the flyer for all of the details. More locations will be announced in the future!

Soci  t   Alzheimer Society
CHATHAM - KENT

**CARE PARTNER
SUPPORT GROUP**

BEGINS OCTOBER 4th!



First Wednesday of
Every Month
1:00 - 2:30PM

Chatham-Kent
Community Health Centres
150 Richmond Street, Chatham

Refreshments Provided

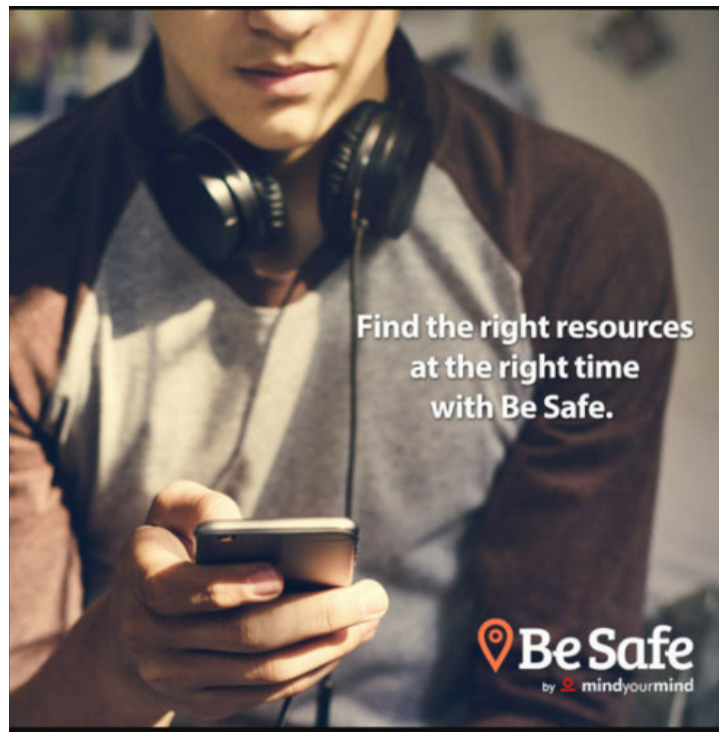
Please contact our office to register!



 519-352-1043


 info@justasck.ca

'Be Safe' Mental Health App Available to Download



Be Safe, a free mobile app, allows users to quickly and easily access local mental health resources that are nearby, available and up to date.

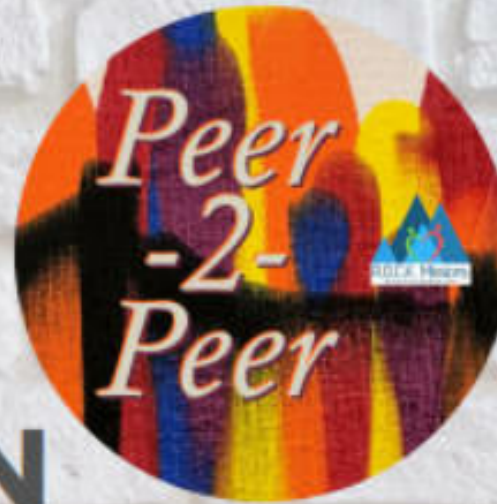
Users of the app will be able to connect to the right resource in a time of crisis; develop an individualized safety plan for current or future use, and access a list of local and national resources that fit the users' needs and support criteria.

Be Safe is available across Apple and Android devices and is easy to use. To download the Be Safe app, click [HERE](#).  **DOWNLOAD**

The introduction of the Be Safe app in Chatham-Kent is the third in a series of mental health and wellness initiatives from the Mental Health Table. Previously the group had launched the "Name It, Don't Numb It" mental health bracelet program in schools across CK and the Spring Into Wellness free Yoga and mindfulness program.



HARM REDUCTION



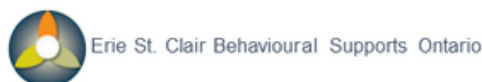
PEER-LED AWARENESS WORKSHOP

WHAT IS HARM REDUCTION?

- **BENEFITS**
- **MYTHS**
- **STIGMAS**
- **HONEST CONVERSATION**
- **NALOXONE EDUCATION**

**To learn more or to book your free
workshop today, contact
Jen@rockmissions.com
519-351-1450**

CKOHT Signatory Members:



CKOHT Virtual Lunch & Learn Fridays

Each month on the third Friday from 12-1pm, CKOHT will host a 1 hour monthly Lunch & Learn which will include 1-2 spotlight presentations of a particular local project or initiative.

There is ample time left after the presentation for participants to ask questions and join a dialogue.

This is to better connect all our CKOHT partners and to increase awareness of our partnership.

Friday November 17th from 12 - 1pm
Topic: Let's Talk Health CK 2023 Survey Results



LUNCH & LEARN



CKOHT Website: www.CKOHT.ca

Check us out on social media by clicking the logos below:



CKOHT is supported by funding from the Government of Ontario.