



2013-2014
Performance Report

INNOVATIONS



Ontario Telemedicine Network (OTN)

Telemedicine is a live, two-way videoconferencing service that runs on a secure network. It is available in hospitals throughout Ontario and most community health centres. JMCC is able to offer telemedicine services through our partnership with the Ontario Telemedicine Network (OTN).

The service provides clinical consultations as well as administrative meetings and distance education/training.

In 2013-2014, JMCC hosted:

- 4 Educational Events
- 11 Administrative Events
- 3 Clinical Events (servicing 16 clients)

We are looking for ways to increase our use of OTN to improve access to and quality of services.



Augmentative Communication

We supported 112 clients with high tech communication devices last year, both face to face systems and/or writing systems.



GoldCare

The Ontario Ministry of Children and Youth Services implemented a new and more robust electronic client record model within 12 children's treatment centres across the province. Following months of collaboration with 11 other children's treatment centres in Ontario, we launched a new client information system called GoldCare in the summer of 2012.

Benefits:

- We will be able to more easily move toward a fully electronic health record, which will improve communication among team members.
- We are seeing improved efficiencies in the way that we access information in real time. This supports how we access our clinical documentation and how client information is kept current.
- Given that GoldCare is a common technology platform among 13 children's treatment centres across the province, we will be able to report about our outcomes in a uniform way. This strengthens our ability to advocate for services to meet the growing needs of children and youth with special needs.

Plans are under way to provide mobile access to GoldCare because much of our work happens in the community.



Wireless Technology

We set up wireless capability in the Centre, enabling clients and families to use devices in the waiting areas and treatment rooms.

AccessPoint

JMCC Intranet

We've expanded and improved the Centre's intranet "AccessPoint" where employees can find resources and information, as well as share news in the "Staff Room". It contains organizational news, events and information.



eCHN is Canada's first province-wide integrated electronic network that enables the sharing of patient health information among medical professionals, instantly, from many different sources including hospitals (not local hospitals yet).



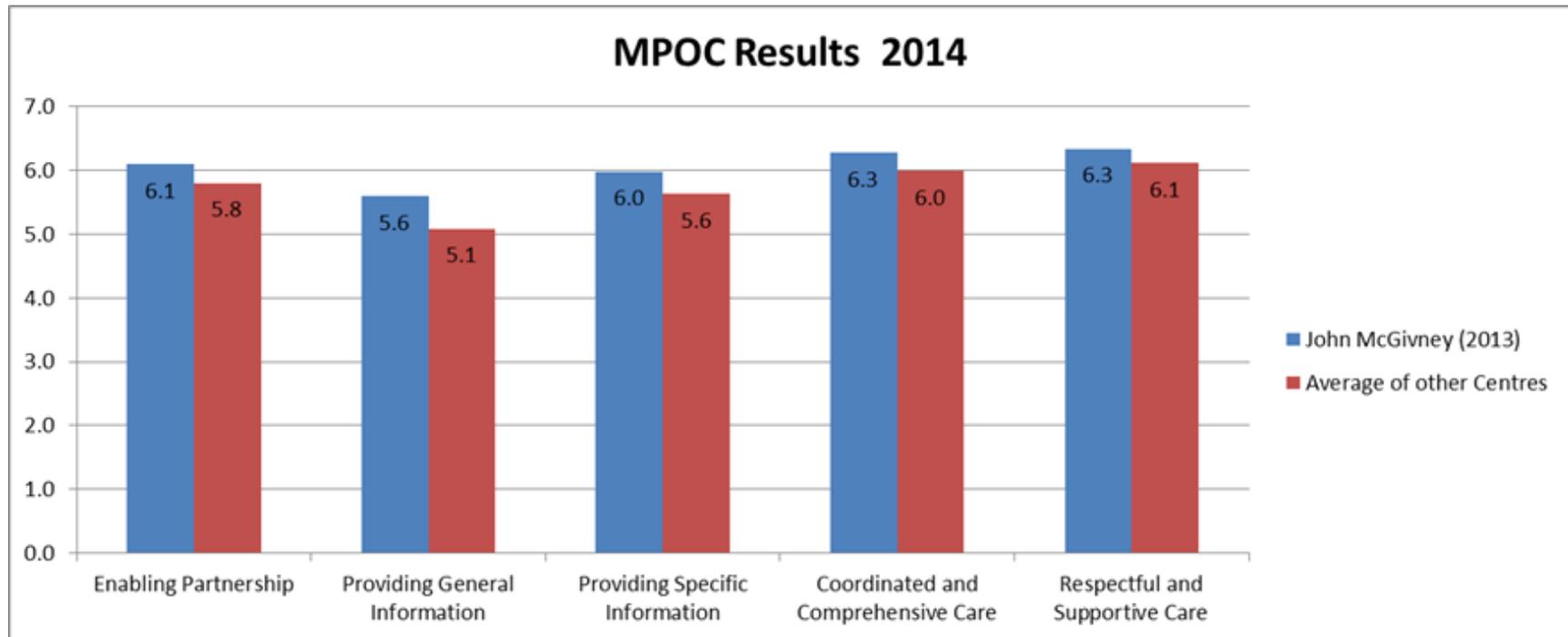
Family Access Computer

Families deserve good communication. A large amount of the information families need can be obtained through methods such as online computer-based information. That's why we installed a laptop in the Family Waiting Area. Of course, online information does not replace clinician communication.



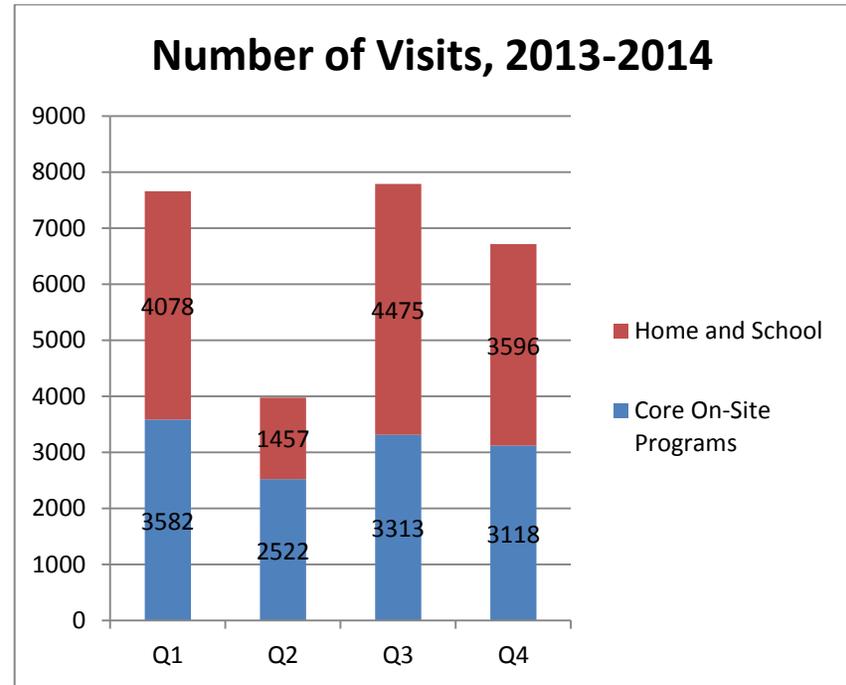
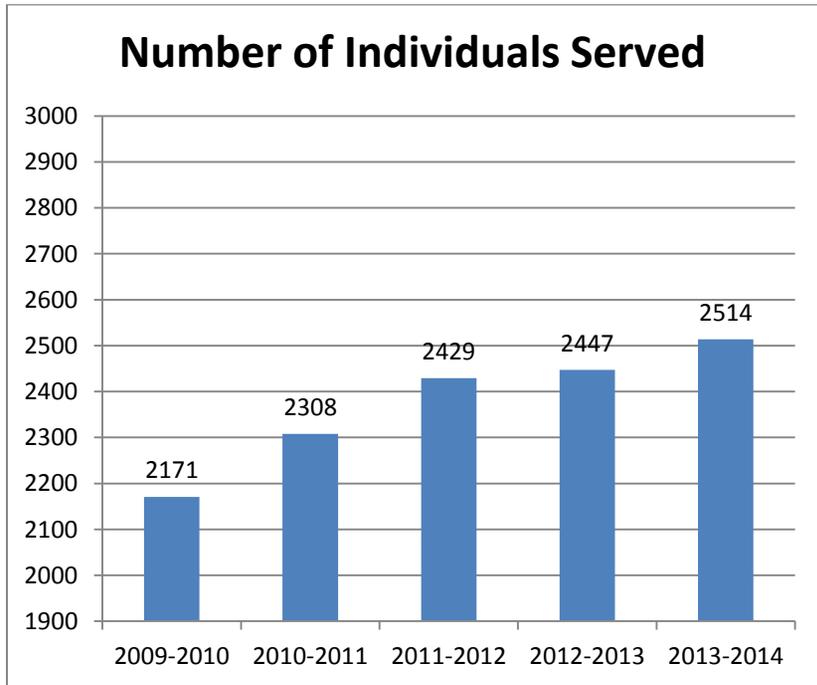
Social media and online communication are becoming increasingly important as a means for people to connect and communicate. A new Social Media Committee is developing a comprehensive social media strategy. The committee will provide guidelines on how to use Social Media responsibly and effectively, as well as how to develop and maintain a successful social media presence.

Client Experience Measurement

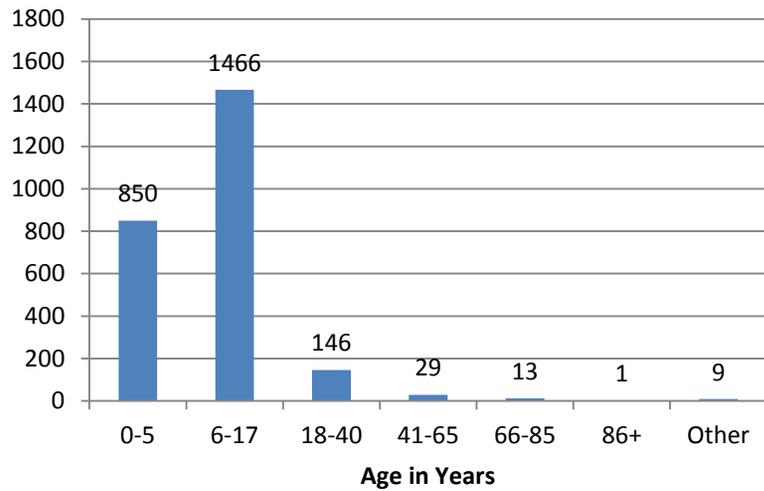


*Measure of Processes of Care (MPOC)

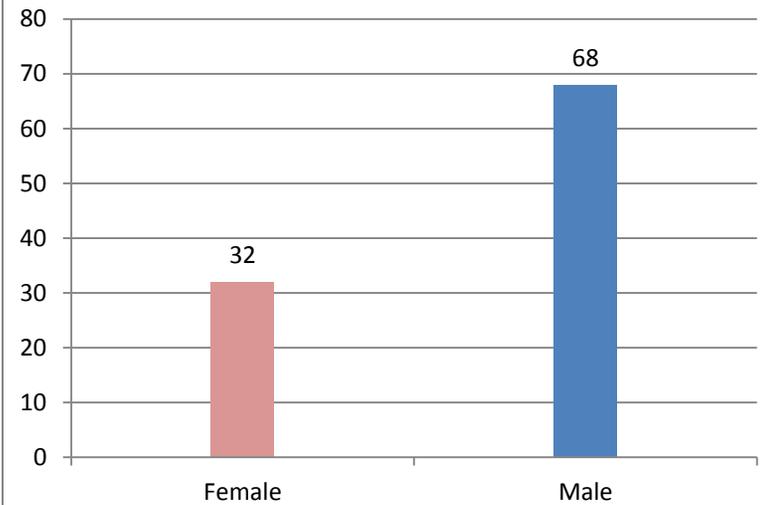
Clinical Indicators



Number of Individuals Served by Age Group, 2013-2014



Gender of Individuals Served, 2013-2014 (%)



TRAININGS AND COMMUNITY EDUCATION



50 employees were recertified in CPR



Schulich
MEDICINE & DENTISTRY
Windsor Program

The Schulich School of Medicine & Dentistry at Western University offers its complete undergraduate medical program at the University of Windsor. Annually, in September, these students visit JMCC for a day to observe and interact with the children, families and clinicians of JMCC. In 2013, 34 medical students visited the centre.

- “(this education) provided me with a clearer understanding of services provided and professionals working as a team.”
- “(this education) impacted my thinking about clinical rotation choices, possibly career choices.”
- “(this education) provided me with a better perspective of pediatric specialties.”
- “Everyone was so friendly and helpful. The whole day was fantastically organized and gave us a great view of what is done here and what it would be like to work with children with special needs.”