



"Excellence in First Nations Telemedicine"
Sioux Lookout - March 24-26, 2009
Gibbet Stevens
Education Program Coordinator



Background

- Partnered with North Network (now OTN) which provides telehealth services to Ontario hospitals and clinics
- Health professionals communicating with physicians and health disciplines regularly
- 2002 - Education Sessions offered through OTN for physicians and health professionals
 - Examples: "Subarachnoid Hemorrhage" and "Neurosurgical Emergencies"
- Low attendance rates by community front line health workers in First Nations communities
- 2004 – Telehealth Education Coordinator (TEC) position created



TEC Responsibilities

- Identify First Nations community priorities in education and program support
- Partner with:
 - Community Health Providers (i.e. Health Staff)
 - First Nations Health Organizations (i.e. NAN)
 - Federal Programs (i.e. FN & Inuit Health)
 - Provincial Programs (i.e. Ministry of Health)to identify priorities in providing education and support to remote First Nations communities
- Conduct on-going needs assessments
- Identify and motivate providers/presenters to deliver Education Sessions



TEC Responsibilities

- Work with the Education Scheduler to prepare and coordinate Educational Events
- Encourage Community Telehealth Coordinators (CTCs) to engage their communities to participate in education sessions
- Work with technicians from KNet and OTN to conduct sessions and identify technical issues
- Train moderators on videoconference etiquette and how to moderate an education session
- Complete Education Program Evaluations (i.e. statistics, lessons learned and topics of interest)
- Develop Educational Resources (i.e. archived sessions on website)

Building Capacity

- Healthy Babies Healthy Children Coordinators
- Community Health Representatives (CHR's)
- Home & Community Care Workers
- Personal Support Workers
- Prenatal Workers
- Mental Health Workers
- NNADAP Workers
- Community Nurses
- Health Directors
- Chiefs and Councils
- Band Office Staff
- Crisis Coordinators
- Youth Workers
- School Staff





Videoconferencing Units

Each community has videoconferencing equipment located at the:

- Nursing Station
 - iDoc carts in an exam room for clinical consults
 - Community units in the Public Health Room for health education events and meetings
- School
 - Community units for education (i.e. Anti-bullying, Sexual health, Career Fair)
- Band Office
 - Community units for meetings and education (i.e. "Acquiring Funding for Your Business")



Types of Training Requested

Clinical Training

- Mental Health
- Diabetes
- Breastfeeding
- Parenting
- FASD
- Foot Care
- Nutrition
- Grief Counseling
- Addictions
- Fitness and Exercise
- Counseling Techniques
- Anger Management
- Case Management
- Suicide Prevention
- Sexual Abuse Counseling
- Postpartum Depression
- Child Development



Types of Training Requested

Non-Clinical Training

- Proposal Writing
- Pandemic Planning
- Leadership Skills
- Management Skills
- Organizational Development
- Workshop Facilitation
- Completing Reports
- Conflict Resolution
- Effective Communication
- Paramedic Training
- G.E.D. Preparation Courses
- How to Hold Effective Meetings
- FNHIS
- Computers
- Accounting
- Receptionist
- Toastmasters



Partnerships

- Dr. Adrian Hynes, Psychiatrist, Winnipeg
- Community Members
- Nishnawbe Aski Nation
- Northern Ontario School of Medicine
- Native Nurses Entry Program, Lakehead U
- Aboriginal Cancer Care
- Ka-Na-Chi-Hih Solvent Abuse Treatment Centre
- Native Youth Ministries
- University Health Network
- Centre for Addictions and Mental Health



Ministry of Health & LTC

- Ontario Regional Stroke Network
- Primary Care Paramedics
- Northwestern Ontario Health Unit
- Regional Cancer Care
- Maternity Centre, Thunder Bay Regional HC
- Centre for Education and Research on Aging & Health, Lakehead University
- Northwestern Ontario Infection Control Network
- LIHNS
- Ministry of Natural Resources (Fire Management)



First Nations & Inuit Health

- Sioux Lookout and Red Lake Diabetes Programs
- Home and Community Care
- Sioux Lookout Zone Nursing Program
- Communicable Diseases
- Chronic Disease Management
- Sioux Lookout Zone Dental Program
- Environmental Health (Pandemic Planning)
- e-Health (electronic health records)
- Facilities Management



Education Sessions

- Grief and Crisis Issues
- Gestational Diabetes
- Medical Transportation Log Book Training
- Hard of Hearing Issues Around Devices
- Anti-Depressants
- Suicide and Aboriginal Youth
- Anti-Bullying – Strategies to Prevent Bullying
- Alcohol & Home Brew: The Effects on Body & Mind
- Gangs: The Effect on Home & Community Life
- Aboriginal Parenting - Understanding the Child
- Sign Language
- Identification and Diagnosis of FASD
- Breast Cancer and Breast Screening



Monthly Series

- **Maternity Centre** at Thunder Bay Regional
 - Topics – Breastfeeding; Healthy Eating; Quitting Smoking
 - Target Audience: Prenatals, Prenatal Workers, Healthy Babies, Healthy Children Workers, CHRs, Community Nurses

- **HIV Program Coordinator** at NAN
 - Topics – Take the Lead, Stop AIDS; Alcohol & HIV/AIDS
 - Target Audience: Youth, Community Members, Health Staff, School Staff

- **CERAH (Palliative Care)** at Lakehead University
 - Topics: Grief and Bereavement, Planning for Death
 - Target Audience: Home and Community Care Workers, Personal Support Workers, CHRs



Weekly Series

- **Primary Care Paramedics, MOHLTC**
 - Topics: Burns, Wilderness Survival, CPR for Friends and Family, Epilepsy/ALS, Stress and Coping Skills
 - Target Audience: CHRs, Community Nurses, Crisis Workers, Community Crisis Teams

- **NW Ontario Infection Control Network**
 - Topics: Principles of Cleaning, Hand Hygiene, Mold Remediation and Pest Control
 - Target Audience: Housekeeping & Maintenance Staff in the Community Nursing Stations

- **Regional Stroke Network, MOHLTC**
 - Topics: Learning Anatomy of a Stroke; Learning About Mobility, Managing Continence
 - Target Audience: Home and Community Care Workers, Personal Support Workers, CHRs



Mental Health

- Working with several organizations and community members to deliver education sessions regarding Addictions and Mental Health.
- Targeting Mental Health Workers, NNADAP Workers, NODIN, Tikinagan, Health staff, anyone interested.
- Recent sessions held:
 - Community Prescription Drug Abuse – Jenosa Sainnawap, Big Trout Lake
 - Prescription Drug Abuse – Dr. Adrian Hynes, Psychiatrist, Winnipeg through the KO Mental Health Program
 - Stress and Panic Disorders – Linda Martin and Amos Esh, Native Youth Ministries
 - Solvent Abuse – Ka-Na-Chi-Hih, Community Based Worker Specialized Solvent Abuse Treatment Centre, Thunder Bay



Food Handlers Course

- Northwestern Health Unit, MOHLTC
- Employee-Level Food Safety Training & Certification
- Cost: \$75.00 per person (booklet)
- Topics include:
 - (1) Public Health Legislation;
 - (2) Understanding Foodborne Illness;
 - (3) Safe Food Handling (temperature control, cross-contamination, hygiene);
 - (4) Cleaning and Sanitizing.
- Three (3) courses offered in the past year:
 - February/08 - 13 received certificates
 - June/08 - 34 received certificates
 - January/09 - 18 received certificates
 - April 29/09 - 7 registered
- Mostly community health staff and school staff.



Native Nurses Entry Program

- Working with Lakehead University to deliver courses through videoconferencing
- Seven (7) courses for 12 weeks each
- Two (2) weeks for field placement experience in their community or other Aboriginal health setting
- Two courses (Study Skills and Math) offered for pilot project
- Evaluation to be completed by March 2010
- Environmental scan to determine prerequisites for university and college for a wide range of health professionals
- Development of a Health Careers Aboriginal Access Program



SOS Conference

- The Annual Survivors of Suicide Conference held in Wapekeka First Nation offers education sessions through KOTM
- Participants are able to attend workshops either on site or through videoconferencing at the school
- The conference is dedicated to survivors and all who have been affected by suicide
- Participants have an opportunity to share their own experiences with suicide
- Topics include Sexual Abuse, Anger Management, Residential School Issues, Cancer Issues, Prescription Drug Abuse, and Suicide Prevention
- Over 40 people attended from one community site!



Youth Music Festival

- Started with a pilot with just a few communities.
- Had first one on August 26, 2008. HUGE success!
- Youth given an opportunity to showcase their talent through videoconferencing building on self-esteem.
- Meet other youth in remote communities.
- Education sessions to be included before the event on such topics as Anti-Bullying, Grieving, Suicide, Substance Abuse, Gangs, and Juvenile Diabetes.
- During the school year, youth can visit with their family members decreasing the feeling of loneliness.
- Goal is to increase utilization and adoption of telemedicine by community members so that they can work together as a whole to ensure better health and wellness for their community.

Elders Visitations





Elders Visitation

- In 2006 started Elders Visitation through the Home & Community Care Program to connect Elders to other communities and long term care facilities
- First half hour – Education session on topics such as: Diabetes, Home Oxygen Use, Foot Care, Prescription Drug Issues, Infection Control, Singing for Health, and Sharing Traditional Medicines
- Elders truly enjoy the sessions and have embraced the technology – 24 community sites in one session!
- Now working with Sioux Lookout Extended Care and other long term care facilities to organize separate family visits for Elders



Relevant Topics for Elders

- Physical Activity for Elders
- Nutrition for Elders
- Foot Care
- Traditional Medicines
- Elder Safety and Well-Being
- Hearing Aids - Issues Around Devices
- Physiotherapy Exercises for Elders
- Helpful Tips for Living with Blindness and Vision Loss
- Medications and You
- Elder Abuse
- Fire Prevention and Safety (i.e. Wood Burning Stoves)
- Stroke & Heart
- Infection Control – Hand Hygiene

Administrative

- Regularly occurring or spontaneous meetings
- Used internally by:
 - Management
 - Team Leaders
 - KOTM Staff
 - CTCs
- Used externally by:
 - Federal programs
 - Provincial programs
 - First Nations organizations





Educational Event Processes

- Presenter agrees to do a session
- Poster and Video Conference Request (VCR) form completed by TEC indicating presenter name, topic, date and time of event
- Poster and VCR sent to Education Scheduler
- Poster distributed by email to CTCs and other health staff
- Community sites register for the event with the Scheduler by email or by phone
- Scheduler uses VCR form to list registered sites

Promotion of Events



P.O. Box 340
Balmertown, Ontario P0V 1C0
Telephone: 807-735-1381
Fax: 807-735-1123
www.telemedicine.knet.ca

Addictions & Mental Health

TOPIC:

Understanding Trauma and Intergenerational Trauma

(The impact of multiple generations of Aboriginal Peoples experiencing trauma
after being removed from family and community)

Presented by:

**Dr. Peter Menzies, Centre for Addictions and
Mental Health, Toronto**

Date: Thursday, March 19, 2009

**Time: 1:30 – 3:30 pm Central Time
2:30 – 4:30 pm Eastern Time**

This event may be of interest to:

**Mental Health Workers, NNADAP Workers, Community Health
Staff, CHRs, Community Nurses, Home & Community Care
Workers, Crisis Workers, Band Office Staff, Youth Workers,
Resource Workers, Education Staff, Healthy Babies Healthy
Children Workers, Prenatal Workers, Anyone Interested.**

Space is limited. Register Early.

To Register Your School or Site, Contact your local Community Telemedicine Coordinator
or contact Wesley at 807-735-1381 Ext. 1263 or wesleymckay@knet.ca
Please Note: This event will be webstreamed and may be viewed "live" with "chat" or archived at
www.telemedicine.knet.ca.

Video Conference Request Form

KO TELEMEDICINE Videoconference Request Form

Type of Session:

- ☐ Admin Meeting
☐ Demonstration
☐ Education

- ☐ Training
☐ Webstreaming
☐ Other: _____



REQUESTOR

Date of Request:

Name:

Organization:

Telephone No:

Fax No:

Email:

Mailing Address:

Town/City:

Postal Code:

EVENT

Date of Event:

Name of Event:

Speaker:

Host Site:

Start Time:

End Time:

Site Name:

Contact Name:

Phone No:

KNet
Site
ID No.

NorthNet
Site
ID No.

Event Notes:

TSM ID #

OTN Dial-in#

Please FAX completed form to KO Telemedicine Scheduling Office 807-735-1089



Role of the CTC

- CTC prints out event poster and prints out enough copies for distribution in the community:
 - Nursing Station
 - Band Office
 - School
 - Post Office
- CTC contacts Scheduler to register indicating site name and site #
- Notes date and time on calendar
- The CTC turns on the unit at least ½ hour before the session begins
- Prepares the room for participants
- Distributes handouts and forms to participants
- Responds to roll call and Q&A
- Translates, if necessary



Education Scheduler

- When all sites are booked, Scheduler will send a TSM Event Confirmation by email notifying CTCs that the site is registered
- Attached to email will be the following:
 - Attendance List
 - Education Evaluation
 - Handouts
- Sites connected by video on day of event
- Moderated by Community Telemedicine Coordinator
- Monitored by Education Scheduler during event for quality of service
- CTC faxes Attendance and Evaluation forms
- Evaluation Report prepared and sent to Presenter

Attendance List



*KO Telemedicine
Education Event
Attendance List*

TOPIC: _____

SPEAKER: _____

SPEAKER SITE: _____

PARTICIPATING SITE: _____

DATE: _____

PLEASE PRINT CLEARLY

Name	Department / Position	Certificate Required Yes/No	Certificate Issued Yes/No

Upon completion of this session, please fax this form to 807-735-1089

Education Evaluation



PO Box 340, Balmertown, ON P0V 1C0
Telephone: (807) 735-1381 Toll Free: 1-800-387-3740
Fax: (807) 735-1089 www.telemedicine.knet.ca

Education Evaluation

Date: _____ Community: _____

Presenter: _____

Topic: _____

To help us meet your training needs, please complete this form by circling the number which best describes your answer to each question.

1. The session was:

Good		OK		Poor
5	4	3	2	1
2. Did you learn anything?

Yes		Somewhat		No
5	4	3	2	1
3. Will it help your work?

Yes		Somewhat		No
5	4	3	2	1
4. Was the presenter interesting?

Yes		Somewhat		No
5	4	3	2	1
5. Was the presenter prepared?

Yes		Somewhat		No
5	4	3	2	1
6. The handouts were helpful?

Yes		Somewhat		No	No Handouts
5	4	3	2	1	0
7. I had opportunity to ask questions and participate in discussion?

Yes		Somewhat		No
5	4	3	2	1
8. What was the **best part** of today's session?

9. What part did you like **least**?

10. What other topics would interest you?

11. Additional comments and suggestions:

Thank you for your feedback. Please fax to the KO Telemedicine Office at 807-735-1089.



Videoconference Etiquette

- Arrive on time
- Preset the camera so that participants can see YOU (not your sign)
- Use the 'mute' control when you are not speaking
- Take your site off mute and identify yourself and your location when you want to make a comment or ask a question (i.e. this is _____ from _____)
- Don't move the microphone when unmuted
- Keep the microphone unobstructed by papers, etc.
- Avoid unnecessary tapping, rustling of papers, and side conversations when your site is speaking as this will add audio noise at the receiving sites
- Speak at normal volume. There is no need to shout!



Videoconference Etiquette

- Look into the camera and monitor when you are speaking. This helps you to maintain good eye contact with the audience
- Introduce yourself and anyone accompanying you
- Greet participants by name
- Explain what will be involved in the videoconference
- Assume that you can always be seen and heard. Avoid negative facial expressions (i.e. frowning or rolling your eyes) and side conversations. Remain professional.
- And whatever you do, don't chew gum!
- Remember only one person can speak at a time!
- When you pose a question, address each site individually for a response. This will help to prevent overlapping input from more than one site
- End the session on time



Moderating a Videoconference

- The Moderator does roll call and ensures all registered sites are on-line and have QoS
- Gives instructions regarding the videoconference (i.e. muting microphones)
- Identifies the Education topic
- Ensures the Presenter is acknowledged and thanked
- Ensures the session is presented within the required time schedule
- Ensures every site has an opportunity for involvement
- Reminders can be communicated to the audience (i.e. complete and fax evaluations)
- Compiles and completes Education Evaluation report and submits to Education Coordinator

WELCOME TO THE KO TELEMEDICINE WEBSITE!

[View](#) [Edit](#)

KO Telemedicine will improve health for all First Nations Communities through a sustainable First Nations Telemedicine Program that is holistic, community driven and culturally appropriate.

KO Telemedicine (KOTM) delivers clinical, educational and administrative services via videoconferencing and advanced information communication technologies to First Nation communities in Ontario.

1ST ANNUAL KO TELEMEDICINE WORKSHOP

KO Telemedicine Presents:

"Excellence in First Nations Telemedicine Workshop"

March 24, 25, & 26, 2009

Hosted at the Sunset Inn & Suites, Sioux Lookout

[Click here for our Workshop Brochure](#)

[Click here for Full Agenda of Events](#)

NEWS

Teleophthalmology Program Update

KO Telemedicine Meets with Brazilian Delegation

KOTM visits Beausoleil First Nation

KOTM visits Beausoleil First Nation

In August KOTM Regional Coordinator Nancy Muller was invited to visit Beausoleil First Nation, a KOTM community on Christian Island in the Georgian Bay.

[more](#)

CALENDAR

« MARCH »						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

NEXT EDUCATION SESSION

Northwestern Ontario Infection Control Network - Routine Practices 2

Event Details:

Event: Northwestern Ontario Infection Control Network - Routine Practices 2

Presenter: Karen Clinker, Infection Control Consultant

Date: Tuesday, March 17, 2009

Time: 1:30 pm to 2:30 pm CT, 2:30 pm to 3:30 pm ET

[Click here to view the event poster:](#)

SEARCH

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Website

All upcoming sessions are posted on the website

Posters can be printed for upcoming events

Welcome to the live and archived Education and Training KO Telehealth website providing community based access to healthcare, education and training. Please download free software, if you have not yet done so.

Please click here for first time users Agreement

Please click here for User

[K-Net Services Webcast Client Setup Utility](#) [User Agreement](#)

[Please click here to enter in the live education session](#)



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Webstreaming

Most sessions
are
webstreamed
and archived on
the telemedicine
website

Live Conferences

No live streams are currently available.
Please refresh this page periodically if you are expecting a streaming event to start soon.
Otherwise, select from the on-demand catalog below to replay a recorded stream.

Filter Archived Conferences

Current Location: /Diabetes_Education/    Folders:

Sort By: Creation Date: Search:

Results pages: 1

Archived Conferences

What is Diabetes

Presenters: Sharon Demell, volunteer with the Canadian Diabetes Association, ThunderBay, AND Joanna Duncan, Fitness Coordinator, Canada Games Complex, ThunderBay



Created on: 01/13/2005 - 14:43 CST

Duration: 1 hour, 50 minutes, 55 seconds

Living Well With Diabetes

Presenters: Barbara Routsalainen, Volunteer with Canadian Diabetes Association, Thunder Bay AND Trish Hornbeck, RN Sioux Lookout Diabetes Program



Created on: 02/10/2005 - 14:38 CST

Duration: 1 hour, 18 minutes, 53 seconds

Diabetes Resources

Presenters: Sharon Demell, Volunteer with Canadian Diabetes Association, ThunderBay, AND Richard Bosch, Pedorthist, Stride Orthopedics & Footwear, ThunderBay



Created on: 02/24/2005 - 14:42 CST

Duration: 1 hour, 37 minutes, 28 seconds

The Day the Animals Learned About Diabetes

Puppet Play Presenter: Aileen Malcolm, Diabetes Prevention Program, Ontario Metis & Aboriginal Association, Thunder Bay



Created on: 05/05/2005 - 09:18 CDT

Duration: 47 minutes, 25 seconds

Diabetes for Allied Health Professionals

Presenter: Nancy Muller RN, BHScN, CDE, Special Projects Coordinator, KO Telehealth, Volunteer with Canadian Diabetes Association.



Created on: 10/06/2005 - 08:35 CDT

Duration: 1 hour, 9 minutes, 54 seconds

Webstreaming

Easy access
from your
computer to
view “live” or
archived videos
of previous
education
sessions



Conclusion

- Very well attended by community workers
- Elders visitations most popular
- Over 24 sites during one session!
- All previous and upcoming sessions posted on telehealth website
- Most sessions are webstreamed – archived
- 2007 – 47 sessions
- 2008 – 119 sessions
- Goal: 5 education sessions per week

<http://telemedicine.knet.ca>



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