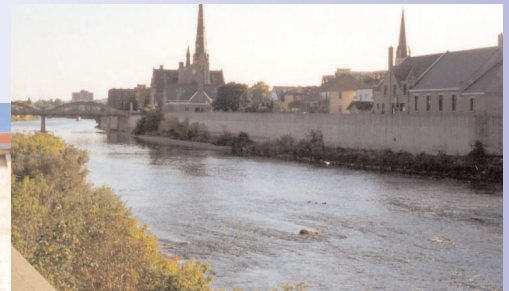


Annual Report

2003 - 2004

Waterloo Region-Wellington-Dufferin District Health Council



Message from the Chair...



The past year has brought with it many changes in the health care system in Ontario and in our own District. The change in government has meant new relationships to develop, new procedures to be followed and a new view of health care in the province.

During this year, some of our own Health Council members completed their maximum six-year term. The External Nominating Committee is in the process of addressing these vacancies. The DHC will soon present top-notch candidates to the provincial government for its consideration. The Health Council's leadership has changed as well. My Order-in-Council appointment as Chair took effect in December 2003.

The Health Council has embraced these changes as opportunities to learn and grow as an organization. Our DHC has a renewed energy to carry out our vision. We will continue to work with our communities to plan for a health care system based on the DHC's planning principles of: quality, caring, accessibility, and affordability. As you will see in reviewing this report, it is through consultation and collaboration with all of you, that our staff and council have worked diligently to provide clarity and direction to our vision. The Waterloo Region-Wellington-Dufferin District Health Council will ensure that our values of building strong community relationships, finding locally relevant solutions and supporting evidence based decision making are reflected in all of our work in the community.

We look forward to new challenges in the coming year as we continue to work collaboratively with our stakeholders in the achievement of mutually held goals for our local health care system.

Susan Martin, Chair

Council Members...

Gord Beckenhauer*
Jim Borrett
Rena Burkholder
Gary Foran
Janet Fowler*
Gordon Gallagher
Jean Haalboom
Susan Martin
Lorna Miller*
Jane Mitchell
Marilyn Shapka
Mary Thurston*
Robert Wilson

*term ended prior to year-end

Message from the Executive Director...



The Waterloo Region-Wellington-Dufferin District Health Council continues to do what it does best, engage the community in planning initiatives aimed at finding local solutions to complex health system issues. Nowhere is this more apparent than in our efforts at community engagement related to specialized geriatric services, emergency health services, children's rehabilitation services, physician recruitment, child and adolescent mental health, and Network #3 initiatives involving Wellington County hospitals and the Wellington-Dufferin Community Care Access Centre.

The concept of community consultation aimed at finding local solutions to health system issues will continue to remain front and centre in the year ahead. The new Minister of Health and Long Term Care, George Smitherman has, in a number of his speeches, extolled the importance of community engagement and finding local solutions. The District Health Council will continue to play a role in developing local partnerships that foster consultation and collaboration in health system planning. My thanks to all of our partners who devoted their time and expertise to further health system planning in our district.

Susan Burns, Executive Director

Staff...

Executive Director

Susan Burns

Health Planners

Zora Arcese
Cheryl Batty
Brenda Fraser
JoAnn Heale
Grant Hollett
Joan Kaden
Harriet Lenard

Support Staff

Susie Bell
Julie Gillespie
Marlene Mazik

"The DHC people we worked with were great. They were professional, but also wanted to work and fit in with our community meeting style....but most of all, we felt supported by them, that our ideas were important, that our people mattered in the context of the full district....their ability to recognize diverse issues of a rural Ontario community with very different needs, including culturally, than their urban counterparts...the issue of healthcare in rural communities is as important as planning for hospitals and for the needs of all the District. [Wellesley Nurse Practitioner Demonstration Project]"

Joe Nowak, Councillor
Township of Wellesley

"The DHCs were responsible for the design of the day, as well as the overall and small group facilitation. They also helped build the context for the discussions through their presentations relating to health services utilization...It was a very satisfying and collaborative effort."

Robert Baynham, Chief Executive Officer
Headwaters Health Care Centre

"The DHC's involvement in the application of the Program Logic Model to guide the development of a strategic planning framework for the Wellington County Hospital Network was invaluable. We looked to the DHC staff to provide us with a framework for our Network planning activities and they delivered. The use of a Logic Model as a planning tool helped our membership to systematically identify and map out deliverables for our highest priority areas."

Pierre Noel, Chief Executive Officer
North Wellington Health Care

Ontario DHCs Celebrate 30 Year Anniversary!

District Health Councils of Ontario celebrated their 30-year anniversary in 2003. There are currently 16 DHCs across Ontario that act as independent, objective advisors to the Minister of Health and Long-Term Care on integrating and improving the availability of health services in their communities.

DHC members are volunteers appointed by the Ontario Provincial Government Cabinet and do not receive remuneration for their time or services. Council membership consists of providers (local community stakeholders who deliver health or health related social services), consumers (local representatives of the communities within the geographic designation of the DHC), and government (representatives of local municipal structures). Each DHC is supported by a small staff including health planners and other professional staff.

While compiling information for the 30-year anniversary, the following quotes were received from our local stakeholders:

"The Waterloo Region-Wellington-Dufferin DHC provides the kind of research, documentation and recommendations that significantly assist the community care health sector in identifying key priorities and directions in the planning of our [Specialized Geriatric] services that are beneficial to our community."

Kevin Mercer, Executive Director
Community Care Access Centre
Waterloo Region

Developing Solutions to Community Needs... In Our Own Community...

- ◆ Developed a Protocol for Inter-facility Transfers of Critically Ill Patients for the Waterloo Region and Wellington County Emergency Services Network
- ◆ Supported specialized geriatric services stakeholders in Waterloo Region in their development of a proposal for specialized geriatric services
- ◆ Continued to plan for the development of a "made in Waterloo Region" model of specialized care for the elderly
- ◆ Ongoing planning support in Waterloo Region for the development of a model of mental health crisis services
- ◆ Ongoing planning support to continue to develop enhanced capacity of mental health crisis services in Wellington and Dufferin Counties
- ◆ Supported work of ABI Phase II Reference Group to build on findings and recommendations of ABI Phase I Needs Assessment including development of an ABI services model for Waterloo Region-Wellington-Dufferin
- ◆ In consultation with relevant community agencies, developed a service model to enhance the integration of the children's rehabilitation services system in Wellington and Dufferin Counties
- ◆ Provided planning support to acquire a nurse practitioner for the Township of Wellesley
- ◆ Developed an orientation manual for the Waterloo-Wellington Emergency Services Network
- ◆ Benchmarked daily occupancy rates to identify problems with patient flow in all Waterloo and Wellington acute care facilities
- ◆ Monitored utilization of CritiCall among all Waterloo and Wellington acute care facilities
- ◆ Conducted a one-day census of community-based long term care services and provided a summary report of findings to community stakeholders
- ◆ Developed a report and recommendations on palliative care issues in Waterloo Region-Wellington and Dufferin Counties
- ◆ Organized education/training session for service providers on Concurrent Disorders
- ◆ Provided planning support to Waterloo health promotion initiatives: *Together 4 Health Working Group* and *Cancer Prevention and Early Detection Network*
- ◆ Organized and hosted a one day joint consultation session on Care of the Elderly in Wellington-Dufferin between the Wellington County Hospitals Network (WCHN) and Wellington-Dufferin Seniors Services Network (SSN) to identify areas of concern especially in acute care
- ◆ Represented the DHC on the Dufferin-Caledon Physician Search Committee and assisted the Physician Liaison Subcommittee to design an informal questionnaire seeking input from 1st and 2nd year family practice residents on factors that affect their decision to locate in a specific community
- ◆ Provided expert facilitation skills for the strategic planning and accreditation activities of various agencies in support of their goals related to health care delivery in Waterloo Region-Wellington-Dufferin (i.e., Headwaters Health Care, St. Joseph's Health Centre-Guelph, CCAC of Wellington-Dufferin, CCAC of Waterloo Region)

Fostering Partnerships...

- ◆ Provided planning and coordination support to the Waterloo-Wellington Emergency Services Network
- ◆ Hosted district-wide Dementia Network Forum for Waterloo-Wellington-Dufferin stakeholders
- ◆ Developed report on the building of Dementia Networks in Waterloo Region and in Wellington and Dufferin Counties
- ◆ Provided planning support to the Mental Health Planning and Advisory Committees of Waterloo Region and of Wellington-Dufferin
- ◆ Provided planning support to the Waterloo Region-Wellington-Dufferin Addictions Services Group
- ◆ Supported the community in developing a model for Acquired Brain Injury services
- ◆ Assisted District Stroke Centre to develop and implement an ambulance destination and repatriation protocol for acute stroke for Waterloo-Wellington
- ◆ Organized and hosted a one-day Acquired Brain Injury (ABI) Forum for agencies in Waterloo Region-Wellington-Dufferin to learn about successful service models in other communities
- ◆ Provided on-going planning support to Wellington County Hospitals Network (Network #3) and Network #18 in the development of proposals under the Rural and Northern Health Care Funding Initiative
- ◆ Supported activities designed to advance the coordinated development and delivery of rehabilitation services in Wellington County in follow-up to the Wellington County Hospitals Network Rehabilitation Services planning activities
- ◆ Developed relationships between police services and mental health services to work on improving their mutual support of people in mental health crisis
- ◆ Supported the organization of a Methadone Services Symposium aimed at raising awareness of treatment options and services available in the District

In Our Region (Central West)...

- ◆ Participated in DHC-relevant research activities carried out by the Central West Health Planning Information Network

Provincial Initiatives / Collaborations...

- ◆ Collaborated with Emergency Services Coordinators for information sharing and promotion of province-wide consistency in emergency services planning
- ◆ DHC system wide collaboration to identify indicators describing health system performance
- ◆ Provided planning support to Grand River Regional Cancer Centre in the development of a local plan for cancer services
- ◆ Provided DHC representation and Continuum of Care Working Group leadership on the Provincial Advisory Group for the Provincial Health Planning Database
- ◆ Undertook local consultations related to health human resources shortages to inform provincial policy development

Our Reports...

- 📖 *A Day in the Life of Long-Term Care in Waterloo Region and Wellington-Dufferin Counties: Results of One-Day Census of Long-Term Care Community Services* - March 2004
- 📖 *Strengthening Services for People with Alzheimer Disease and Related Dementias in Waterloo Region, Wellington County and Dufferin County* - January 2004
- 📖 *An Overview of Palliative Care Issues in Waterloo Region-Wellington-Dufferin* - June 2003
- 📖 *A Needs Analysis for Supportive Housing for the Elderly in Waterloo Region, Wellington County & Dufferin County* - January 2003
- 📖 *Children's Rehabilitation Services Study for Wellington-Dufferin* - December 2002
- 📖 *Waterloo Region Specialized Geriatric Services* - September 2002
- 📖 *Toward 2006: Directions for Community Long-Term Care Services in Waterloo Region and in Wellington and Dufferin Counties* - July 2002
- 📖 *A Study of the Service and Support Needs of Adults with Acquired Brain Injuries Living in Waterloo Region, Wellington and Dufferin Counties* - May 2002
- 📖 *Local Health System Monitoring Report, 2001-2002* - May 2002

The reports listed here and others are available on our website

www.wrwddhc.on.ca

Contact us at...

Waterloo Region-Wellington-Dufferin DHC
251 Woodlawn Rd. W., Unit 118, Guelph, ON N1H 8J1
Tel: 519-836-7440 Fax: 519-836-7177
E-mail: admin@wrwddhc.on.ca

Did You Know?

That cancer is the leading cause of premature (before the age of 65 years) death in our region? But the good news is that 50% of all cancer deaths are preventable by adopting three lifestyle practices:

- ◆ *Refraining from tobacco use: 74.2% of WRWD residents, aged 20-64 are non-smokers;*
- ◆ *Participating in moderate to vigorous physical activity on most days of the week: only 19% of WRWD residents, aged 20-64 are physically active enough;*
- ◆ *Consuming 5 or more servings of vegetables and fruits every day: only 38% of WRWD residents, aged 20-64 consume enough fruits and vegetables.*

These lifestyle behaviours would also prevent 80-90% of cardiovascular disease, respiratory disease, and diabetes - other leading causes of premature death.

On the Planning Horizon (for 2004/05)...

- ◆ Develop and implement a Performance Measurement Framework for the Waterloo-Wellington Emergency Services System
- ◆ Facilitate stakeholder collaboration to explore opportunities for joint contracts for non-ambulance patient transfer services
- ◆ Provide ongoing evaluation and continuous improvement of the Waterloo-Wellington Protocol for Inter-facility Transfers of Critically Ill Patients
- ◆ Collaborate with community, regional and provincial partners to address adult and adolescent mental health crisis services
- ◆ Assist in development of a Waterloo-Wellington regional cancer plan
- ◆ Plan for chronic disease management with a focus on diabetes
- ◆ Identify district-wide needs for patients with end stage renal disease

Financial Summary...

Summarized Statement of Core Operating Fund Revenue and Expenditures

	2003-2004 Budget	2003-2004 Actual
Revenue:		
▪ Ministry of Health and Long-Term Care	1,066,759	1,066,759
▪ Emergency Services Network Funds		20,000
TOTAL REVENUE	1,066,759	1,086,759
Expenditures:		
▪ Salaries and Benefits	823,102	823,102
▪ Operating Expenses	243,657	236,120
▪ Capital One-Time		27,537
TOTAL EXPENDITURES	1,066,759	1,086,759

Note: A copy of the complete audited financial statements, prepared by G.E. Arlen, Chartered Accountant, is available upon request from the DHC.