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Crisis Centre now open for walk-in support

The Mental Health and Addiction Crisis Centre is now open 24/7 to provide crisis support for anyone who walks into the centre in need of help, no referral necessary. The Crisis Centre is located at 648 Huron Street in London.

Prior to January 11, the centre was assisting people who came by referral only. The Centre assists adults ages 16 and older who do not require hospital or emergency services interventions and are experiencing:

- a serious mental health or addictions problem
- a situational crisis
- psychosis
- risk of self-harm or harm to others
- emotional trauma
- agitation and sleeplessness
- severe depression or anxiety



- symptoms of substance use withdrawal and needing support
- suicidal thoughts
- Crisis resulting from a gaming/internet disorder or problem gambling

Clients who visit the Centre are able to receive immediate crisis assessment, intervention, stabilization, and links to community resources.

The Crisis Centre houses the Crisis Assessment Team and Crisis Mobile Team. Crisis Stabilization Beds are still available, however they will remain located at another interim location until renovations are completed at 648 Huron Street. Once complete, up to 10 Stabilization beds will be available for people to stay up to 72 hours.

In November 2015, Dr. Eric Hoskins, Minister of Health and Long-Term Care, visited the Crisis Centre and announced provincial support for capital improvements.

The Mental Health and Addictions Crisis Centre is a partnership between the Canadian Mental Health Association Middlesex and Addiction Services of Thames Valley.

Thank you to our partners: Access over the holidays

The LHIN would like to thank all our health care partners who were working hard over the holidays to ensure the health system was ready to meet the needs of the people in our communities.

Through daily bed huddle discussions with hospitals across the LHIN and the South West Community Care Access Centres, there was a strong commitment from all partners to maintain discharge practices and service levels in our hospitals over the holiday period. Partners were also proactive in reaching out and sharing with the public where and when they could access services over the holidays.



Thank you for your help in this work by having plans in place to ensure patients and clients continued to receive the appropriate access to the right care throughout the holidays. The feedback and data collected over the holiday will be reviewed and analyzed in March 2016.

Strong voices for young adults with special health needs

Recognizing the dedication of Rick and Rosemary McEllistrum

Krista had a smile that went from ear to ear and an energy that drew people to her,” says her mother Rosemary McEllistrum, “She taught us so much. She was a really special girl.”

Born with Cerebral Palsy, Krista was a spastic quadriplegic who depended on medical interventions to communicate and live. Her big smile and infectious personality were invariably a result



of the strong support, love and advocacy provided by her parents Rosemary and Rick, who call her “the light of their lives.”

Krista was the reason that Rick and Rosemary became strong voices for young adults who are medically fragile and technologically dependent. Along with a group of other families, they fought hard to ensure that young adults who are medically complex receive the right care they need to live better lives.

Thanks to medical and technological advances, the life expectancy has dramatically increased for children with special health care needs, with the vast majority now surviving into adulthood. However, it had been that was once a child turned 18, he/she no longer received specialized supports or services.

Parents like Rick and Rosemary were instrumental in changing this. Through their advocacy, Participation House now offers both overnight respite and residential living options to young adults who are medically fragile and technologically dependent. These specialized services are provided by Developmental Service Workers, who are trained to properly care for this special population.

“Participation House has their act together,” says Rick. “Their staff are very qualified and they listen to family needs.”

In August 2015, Krista moved into her shared two-bedroom home through Participation House. Developmental Service Workers provided quality care to Krista – reading her stories, taking her out for walks and singing to her.

Families like the McEllistrums have also worked alongside dedicated health service providers to open a Transitional Age Clinic at St. Joseph’s Parkwood Institute, which specializes in supporting adults with disorders of childhood onset.

“Rick and Rosemary have been strong, unwavering advocates for their daughter,” says Michael Barrett, CEO, South West LHIN. “They have helped the LHIN and providers to create a system that can better meet the needs of medically-complex children as they become adults.”

Rick speaks about his next goal, advocating for parent mentoring to help families better navigate the health system and promote the needs of their complex young adults.

In November, Krista, who was 25, passed away after a difficult bout of pneumonia. It was through the

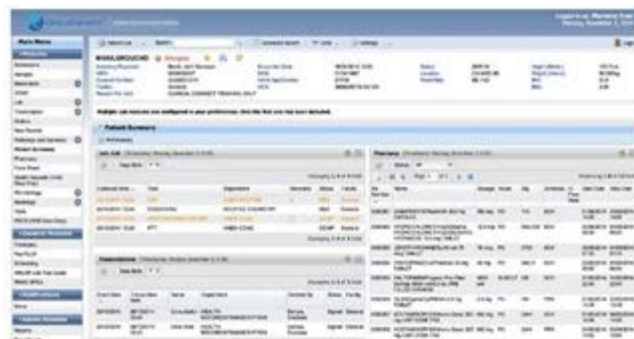
tireless work of her parents and her other care providers she was able to live a full and happy life.

“Krista had the opportunity to have her own little place, and for that we are very grateful,” says Rosemary. “One of her favourite songs was ‘Just the way you are’ by Bruno Mars, and I loved her just the way she was.” Krista was an amazing person , who has touched the lives of many.

Using ClinicalConnect can mean fewer repeat lab tests for young children

As a nurse clinician working in Pediatric Endocrinology at London Health Sciences Centre, Susan Rybansky can attest to the value of more efficient use of lab results, so that tests do not have to be repeated. In young children, these tests can be traumatic.

“There are children who cannot even tolerate a blood pressure assessment,” says Susan. “Thanks to ClinicalConnect, we don’t do any extra investigations that we don’t need to do. It is a huge value to those vulnerable pediatric patients who find what we may consider the simplest intervention very challenging for them.”



Prior to ClinicalConnect, Susan could only retrieve select lab results. Now she can access assessments that have been done in other communities, including dictations and specialized investigations.

The connecting South West Ontario (cSWO) Regional Clinical Viewer, ClinicalConnect is a secure, web-based portal that provides physicians and clinicians with real-time access to their patients’ electronic medical information from 67 acute care hospital sites, four Community Care Access Centres, and the four regional cancer programs in South West Ontario. This tool also provides secure access to health information, supporting improved coordination across the continuum of care.

ClinicalConnect is deployed through the cSWO Program, funded by eHealth Ontario, and part of the ConnectingOntario initiative enabling the province to achieve an electronic health record solution for all Ontarians.

Project improves coordination and transitions in Huron Perth

After recognizing that not everyone could access the community health services already available in the community, partners in Huron Perth set out to improve care by coordinating, integrating, and connecting their clients with the right services. Through the Huron Perth Coordination and Transitions in Care this project was able to enhance navigation through the local health system.

Before embarking on this project, individual providers may have



known about Meals on Wheels, but may not have known about specific services they offer like congregated dining options, frozen meal options, and friendly visiting that can occur at meal time.

And that is where the project's Community Support Service Care Planner can help to bring all the community organizations together in Huron Perth. The care planner coordinates services and offers clients service options, improves self-management, education and support focusing on prevention, and early intervention.

"I am confident my goals will be met. I just feel I have somebody to help me through now," one client says. With this project, services are more coordinated and streamlined, client goals are being met, and there is a high level of client/caregiver satisfaction with the care planning process.

Other aspects of this work include having consistent access to services, a faster response to inquiries, shared client records, common intake, and One Number access. A shared client record will ensure clients are served efficiently, where any one of the service providers will have access to the same information to help serve clients.

Organizations involved in this project include: Alzheimer's Society, Bluewater Rest Home, Cheshire, Dale Brain Injury, Knollcrest Lodge, ONE CARE Home and Community Support Services, Ritz Lutheran Villa, Town of St. Mary's, and VON Canada.

Save the Date for the South West LHIN Quality Symposium

The 2016 South West LHIN Quality Symposium is taking place Thursday, June 2, 2016 at the Stratford Rotary Complex.

The Quality Symposium brings together more than 400 health service providers, governors, and partners for a day of education, inspiration, and networking around health care quality improvement. The South West LHIN Quality Awards will also be handed out to recognize two initiatives improving the lives of patients, clients, and residents in our LHIN.

Speakers include:

- **Judith John**, Former hospital communications executive, cancer survivor, and caregiver
- **Andrew Coyne**, Political journalist
- **George Smitherman**, Political figure, community activist and consultant
- **Dr. Joshua Tepper**, President and CEO, Health Quality Ontario

Registration details are coming soon. Please mark your calendars to ensure you can join us.

We look forward to seeing you June 2, 2016 in Stratford, Ontario.



Indigenous Cultural Safety training program receives award

The Southwest Ontario Aboriginal Health Access Centre (SOAHAC) and the South West LHIN proudly accepted the City of London's Diversity, Race Relations and Inclusivity Award for the Indigenous Cultural Safety Training Program (ICS) at the December 8, 2015 City of London Council meeting.



The award recognizes achievements that promote public awareness of initiatives on diversity, anti-racism, inclusivity and human rights and to promote London as a welcoming city.

There are five award categories. ICS was the winner in the Corporation category.

The ICS training program is a unique, facilitated online training program developed by Indigenous scholars and designed to increase knowledge, enhance self-awareness, and strengthen the skills of those who work both directly and indirectly with Indigenous peoples.

The ICS program teaches participants about terminology, diversity, anti-racism, inclusivity, aspects of colonial history, such as Indian residential schools and Indian Hospitals, a timeline of historical events, and contexts for understanding social disparities and inequities. Through interactive activities, participants examine culture, stereotyping, and the consequences and legacies of colonization. This program addresses institutionalized racism within health care organizations. It is a process of re-education designed to break stereotypes, unconscious bias, and support a better patient experience for Indigenous peoples accessing services.

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