



South West LHIN *Exchange* Newsletter - May 2016

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Thank you for attending our webcast update on the Integrated Health Service Plan for 2016-2019

The session provided an outline of our priorities for the next three years and how success will be measured. It also offered a short update on the Patients First discussion paper. [A recording of the webcast, and an overview of our IHSP is now available.](#)



Stroke care improvements continue – work to realign stroke services is well underway

With an anticipated completion date of spring 2017, work is well underway to realign acute and rehabilitative inpatient stroke care from 28 hospitals to 7 hospitals in the South West LHIN to improve patient outcomes after they have had a stroke or TIA.

When fully implemented, acute stroke care will be provided by:

- London Health Sciences Centre (University Hospital)
- Huron Perth Healthcare Alliance (Stratford General Hospital)
- Grey Bruce Health Services (Owen Sound Hospital)
- St. Thomas Elgin General Hospital
- Alexandra Marine and General Hospital (Telestroke Hospital providing access to tPA only)



Inpatient rehabilitation stroke care will be provided by:

- St. Joseph's Health Care, London – Parkwood Institute
- Huron Perth Healthcare Alliance (Stratford General Hospital)
- Grey Bruce Health Services (Owen Sound Hospital)
- St. Thomas Elgin General Hospital
- Woodstock Hospital

As of April 2016, St. Thomas Elgin General Hospital (STEGH) is now one of four designated stroke centres in the South West LHIN. Additionally, Grey Bruce Health Services, London Health Sciences Centre and Huron Perth Healthcare Alliance have each realigned their stroke care where one of their hospital sites is now the designated stroke centre for the hospital corporation.

By the spring of 2017, other hospitals outside of these centres **will be aligning** to the designated stroke centres.

If there are signs of stroke - Always call 911

If you or someone else is exhibiting the signs/symptoms of stroke – call 911. Stroke is a serious brain injury that requires fast, specialized expertise to treat. Paramedics will take you to the nearest designated stroke centre.

Remember the acronym FAST to recognize the signs of a stroke and take action:

- Face – is it drooping?
- Arms – can you raise both?
- Speech – is it slurred or jumbled?
- Time – to call 911

Making hospitals friendlier for seniors

A stay in hospital can be overwhelming for anyone. For seniors in particular, it can create a greater level of frailty, sometimes lead to more health problems or even death.

A province-wide initiative, *the Senior Friendly Hospital Strategy*, is helping seniors stay healthy while they are hospitalized, so they can safely return home. Across Ontario, hospitals are addressing ways to prevent delirium (sudden onset of medical confusion) and avoid functional decline (weakness impacting daily activities).

When older adults are hospitalized, they can experience a decline in their physical abilities because of extended periods of bed rest and decreased activity. Statistics show that for every day of bed rest, older adult patients lose 1-5 per cent of muscle strength. (Morton, 1993)

In the South West LHIN, 11 hospital teams are carrying out quality improvement projects in their hospitals through a provincial Senior Friendly Hospital advanced leadership training program. For example:

- Huron Perth Healthcare Alliance, Listowel and Wingham Hospital Alliance and Grey Bruce Health Services are working on better identifying and treating patients with delirium
- Alexandra Marine and General Hospital is working on helping patients be more physically active while they are hospitalized

The strategy also means hospitals will use a senior friendly lens for everything they do from how they renovate their facilities, to the equipment and furniture they purchase, to the look of their signage.

Not only will these improvements prevent unnecessary physical and medical decline while seniors are in hospital, it will prevent future hospital stays, and allow them to remain independent in their homes longer.

Learn more at: seniorfriendlyhospitals.ca



Intensive full day workshop teaches health care professionals how to implement and support coordinated care planning for people with high care needs

A broad cross-section of more than 140 health care practitioners and administrators came together in March to learn about how to implement and support regional coordinated care planning for individuals with high-care needs.

The jam-packed day of learning also emphasized how to recognize and assist those with who may be frail



elderly as well as those living with mental health issues or dementia. New participants were introduced to “Plan-Do-Study-Act” – a fundamental tool for testing a change in quality improvement work. The Learning Collaborative was an opportunity to begin talking with other care providers in their region about ways to work together towards these goals.

Health Links aim to bring local health care providers together to close the gaps that often occur when a person moves from one provider to another in the health care system. By closing the gaps, there is more coordinated care and faster follow-up for people being discharged from hospital. This reduces the likelihood of readmission and preventable emergency visits, and ultimately leads to a healthier life.

The Learning Collaborative is a staged action-oriented learning program to equip teams to make improvements in coordinated care delivery and achieve results. These workshops aim to spread best practices through sharing experiences, achieve results within the coordinated care planning approach, as well as build leaders for change and capacity for quality improvement in the South West LHIN.

[More information on Health Links Learning Collaboratives](#)

Francophone seniors come together to talk health care in their first language

As a community that is typically very spread out, a group of Francophone seniors came together in April to meet and learn about health care in their first language.

La foire d'information pour les francophone de 50 ans et plus (Information fair for Francophone seniors aged 50 years and older) offered French seniors the opportunity to get out and connect with others on the topic of health care.

The day was a mix of information displays from French providers and presentations in French to seniors with information and tips on topics such as elder abuse, senior fraud, sexual health and preparing for a meeting with a health professional.

“We are always trying to bring people together in the French community,” says organizer Julie Chalykoff who describes a great need for seniors to get services in their first language.

For providers, it was a good opportunity to learn more about the Francophone community – to better understand how to improve the quality of health care and how to provide better access to health services in French.

“When you see a doctor it's very hard to get services in French,” says Julie of the challenges of accessing services in her first language. “All too often French-speaking seniors have to adapt and what happens is that what gets communicated is lost in translation.”

“I am lucky that I am bilingual,” says Ghyslaine Gervais, a recent retiree who attended the fair. “But there



are others who are missing out on services because their English is not strong.”

The key for health service providers is the active offer of services in French says Jacques Kenny with the Entité de planification des services de santé en français Érié St. Clair/Sud-Ouest. Kenny’s organization is responsible for French Language Health Planning in the Erie St. Clair and the South West LHIN areas..

“Francophones don’t always know where to get services in French or even what services are available in French,” says Jacques.

The concept of “active offer” means that services in French are obvious, easily available and accessible, and publicized so that Ontario’s French-speaking population is informed about the services available in French and can access those services.

Active offer can be as straightforward as promoting the delivery of services in French with badges, lanyards and signs.

Also in attendance was London West MP Kate Young who addressed the crowd. “As someone who is over 50 I can attest to how important it is to be aware of the many services that are offered in your community,” she said remarking on how well the Francophone community comes together to share and learn.

[More on French language services for health care providers.](#)

**Interviews were originally conducted in French.*

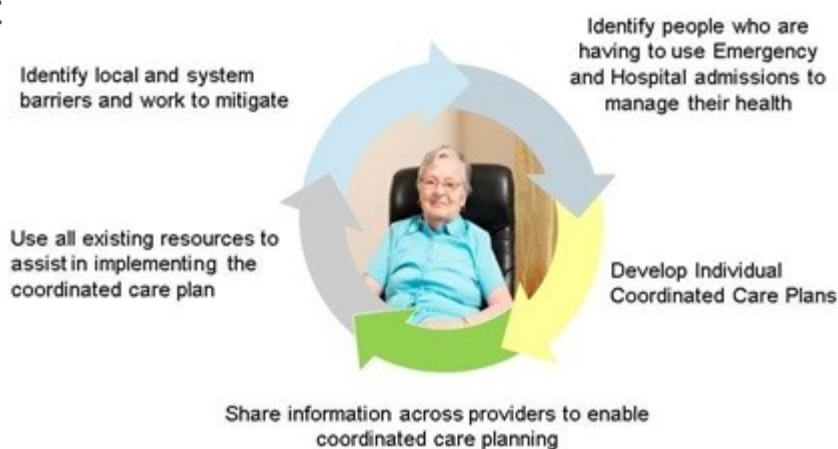
People with high-care needs get connected to much-needed services

With more than 250 coordinated care plans developed for at-risk individuals, Health Links surpassed its targets for 2015/16.

In supporting those with more than four or more chronic conditions, coordinated care planning helps people who might have mental health challenges, are nearing the end of their life, are frail or are struggling with social determinants of health.

Through the Health Links approach to coordinated care planning, patients are connected with the services they need to better their health at home. It is a new way of working together that will improve a person’s wellbeing and make our health system more efficient.

Knowing that bringing providers together to build coordinated care plans differently than before was going to take time to implement, we congratulate all regions for surpassing their initial goals. Huron Perth and London Middlesex created care plans for the full fiscal year, while other regions started at various times during 2015.



- **Huron Perth:** 98 people have coordinated care plans (Target: 80 plans)
- **London Middlesex:** 122 people have coordinated care plans (Target: 40 plans).
- **North Grey Bruce:** 26 people have coordinated care plans (No official was target set but numbers exceeded expectations from starting in summer 2015)
- **South Grey Bruce:** 28 people have coordinated care plans (Target: 10 plans).

[More information on the Health Links approach to coordinated care planning](#)

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