



LHINSight

LHINSight is the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) electronic newsletter. Please share it with colleagues, clients, friends and family.

Creating a health care system that helps keep people healthy, gets them good care when they are sick, and will be there for our children and grandchildren.

May 2010 - Volume 1

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Update from the Board Meeting - April 27 2010

The minutes from the April 27, 2010 meeting of the HNHB LHIN Board of Directors will be posted following approval at the May 25, 2010 meeting. In the meantime, please read through some of the highlights from the meeting.

[Read more...](#)

HNHB LHIN Receives VOICE Award

The HNHB LHIN was nominated and selected to receive a VOICE Award from the Haldimand-Norfolk Resource Centre in recognition of the LHIN's contributions to mental health in Haldimand and Norfolk.

[Read more...](#)

First Joint Appointment Between a LHIN and a School of Medicine

The HNHB LHIN, in collaboration with McMaster University's Faculty of Health Sciences, announced the first joint appointment between a LHIN and a school of medicine. Dr. Jennifer Everson will serve as the McMaster

University, Faculty of Health Sciences' LHIN Liaison and the HNHB LHIN Physician Lead, Planning and Integration.

[Read more...](#)

Effective Governance for Quality and Patient Safety

The Canadian Health Services Research Foundation (CHSRF) and the Canadian Patient Safety Institute (CPSI) are working together to help support health care boards improve governance for quality and patient safety.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN, including the [HNHB LHIN Board meeting May 25, 2010](#).

[Read more...](#)

Did You Know?

- May 10-16 is Nursing Week.
- 14,123 nurses work in the HNHB LHIN.

[Read more...](#)

LHINs are the only organizations in Ontario that bring together health care partners from the following sectors – hospitals, community care, community support services, community mental health and addictions, community health centres and long-term care – to develop innovative, collaborative solutions leading to more timely access to high quality services for the residents of Ontario and HNHB LHIN communities. By supporting these important partnerships, LHINs are ensuring that Ontarians have access to an effective and efficient health care system that delivers improved health care results and a better patient experience.

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Update from the Board Meeting - April 27 2010

The minutes from the April 27, 2010 meeting of the HNHB LHIN Board of Directors will be posted following approval at the May 25, 2010 meeting.

Here are some of the highlights from the meeting:

- Staff presented an annual report of the alternate level of care (ALC) rate for the HNHB LHIN. At the beginning of 2009-10, the ALC rate was 22.5%. By March 31, 2010, the ALC rate was 14%. As of last week, there is data to suggest that the ALC rate has dropped to 13.5%.
- Board member Bob Lawler will be joining the HNHB LHIN Audit Committee starting on May 1, 2010.
- The HNHB LHIN received West Lincoln Memorial Hospital's Master Program/Functional Program at the end of February. During the review, the LHIN identified a number of questions for the hospital. The hospital will be responding to the questions by the end of April 2010. The LHIN is in continued communication with the hospital.
- The Board of Directors approved the continued funding on a one-time basis of the 17 over beds in LHIN's long-term care homes pending the results of the LHIN's Integrated Health Service Plan's community based capacity project to determine the capacity and alternate care settings required to meet the needs of the LHIN's aging population.

For more information and links to presentations made to the board, [click here](#).

HNHB LHIN Receives VOICE Award



The HNHB LHIN was nominated and selected to receive a [VOICE Award](#) from the [Haldimand-Norfolk Resource Centre](#) in recognition of the LHIN's contributions to mental health in Haldimand and Norfolk.

On behalf of the HNHB LHIN, Board Chair Juanita Gledhill (photo left) accepted the award from Susan Roach, Program Manager of the Haldimand Norfolk Resource Centre, Community Addiction and Mental Health Services of Haldimand and Norfolk (photo right) during a ceremony on April 27th.

The VOICE (Victory Over Illness by Consumer Empowerment) Award recognizes individuals and organizations whose efforts strive to:

- Contribute to the health and wellbeing of individuals living with mental illness
- Improve or enhance the quality and availability of supports available for people living with mental illness
- Increase understanding of mental health and mental illness

"The VOICE awards provide us with an opportunity to acknowledge and celebrate efforts made in our community which positively impact and benefit those living with mental illness," said Susan Roach. "For those involved with mental health at the agency, program and decision making levels, the VOICE award allows us to recognize where significant shifts have begun to occur which encourage, support and facilitate the engagement of those living with mental illness as partners in their own care. Fittingly, the award is acknowledging those, such as the HNHB LHIN, where the 'voice' of those living with mental illness is being heard and responded to in meaningful and active ways."

[Click here](#) for more information on mental health and addictions in the HNHB LHIN.

First Joint Appointment Between a LHIN and a School of Medicine

The HNHB LHIN, in collaboration with McMaster University's Faculty of Health Sciences, announced the first joint appointment between a LHIN and a school of medicine.

Dr. Jennifer Everson will serve as the McMaster University, Faculty of Health Sciences' LHIN Liaison and the HNHB LHIN Physician Lead, Planning and Integration. She will liaise between the HNHB LHIN and the Michael G. DeGroote School of Medicine to facilitate the integration of clinical, teaching and research activities across the HNHB LHIN.

While on secondment from Hamilton Health Sciences,



Jennifer was instrumental in the development of the Clinical Services Plan and now as Physician Lead, Planning and Integration, she will play a pivotal role in the engagement of physicians throughout the HNHB LHIN.

Read the [media release](#).

Effective Governance for Quality and Patient Safety

The [Canadian Health Services Research Foundation \(CHSRF\)](#) and the [Canadian Patient Safety Institute \(CPSI\)](#) are working together to help support health care boards improve governance for quality and patient safety. The CHSRF and CPSI will commission research, and develop a toolkit and training program for health care organizations' boards and leadership.

The HNHB LHIN was invited to participate in a two-day pilot education session on April 29-30, hosted by the CHSRF and CPSI. The *Effective Governance for Quality and Patient Safety* education program offers an opportunity to explore evidence-informed approaches to governance and leadership, and to share innovative health governance practices, resources and tools.

Program participants learned to:

- Understand a board's core functions related to quality and patient safety
- Identify approaches to measuring the quality of care provided by the organization
- Recognize how a culture of quality and patient safety within an organization can be led, supported and sustained by the board

A number of organizations within the HNHB LHIN were specifically invited to attend the pilot session.

For more information on the *Effective Governance for Quality and Patient Safety* program, please [click here](#).

Other initiatives for quality and patient safety:

[HNHB LHIN RNAO Best Practice Spotlight Organization Candidacy](#)



Upcoming Events

Click on the dates for details.

Thursday, May 13, 2010

Young Carers Powerhouse Project Open House

2:00 - 7:00 p.m.

Port Colborne

Saturday, May 15, 2010

Walk of Hope for Schizophrenia

10:00 a.m.

St. Catharines

Wednesday, May 19, 2010

One Lump or Two - Tea Social

1:00 - 3:00 p.m.

Hagersville

Monday, May 24, 2010

Victoria Day

HNHB LHIN Office CLOSED

Tuesday, May 25, 2010

HNHB LHIN Board of Directors Meeting

4:00 - 7:00 p.m.

Grimsby

For Health Service Providers

Tuesday, June 1, 2010

Niagara Funders Round Table

Niagara Falls

Thursday, June 17, 2010

Stronger Together - Collaboration in Health Human Resources

Toronto

Did You Know?

- **May 10-16 is Nursing Week**
- **14,123 nurses work in the HNHB LHIN.***

The HNHB LHIN would like to acknowledge and thank each one of the more than 14,000 nurses that work in our LHIN for their hard work and dedication to health care!



**Note - statistic includes Registered Nurses, Registered Practical Nurses and Nurse Practitioners working in HNHB LHIN as of 2009. Source: [College of Nurses of Ontario - Membership Statistics Report 2009](#) (page 48).*

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May 2010 - Volume 2

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[More Jobs and Better Access to Care in Hamilton and Niagara](#)

[Enhancing Care for Heart Attack Patients](#)

[Long-Term Care Home Service Accountability Agreements](#)

[Now Taking Speaker's Bureau Requests for July 2010](#)

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More Jobs and Better Access to Care in Hamilton and Niagara

On May 14, 2010, the Ministry of Health announced a \$9.6 million provincial investment that will help improve access to care and reduce the amount of time paramedics spend in hospitals.

[Read more...](#)

Enhancing Care for Heart Attack Patients

The SMART-AMI initiative focuses on the development of a LHIN-wide integrated strategy to deliver optimal medical care for heart attack patients.

[Read more...](#)

Long-Term Care Home Service Accountability Agreements

The Ministry has developed and provided the Long-Term Care Home Service Accountability Agreement (L-SAA) template and schedules. These documents, as well as frequently asked questions are posted on our website.

[Read more...](#)

Now Taking Speaker's Bureau Requests for July 2010

Since the HNHB LHIN's kick off for the new season of Speaker's Bureau in early April, board and staff members have been busy speaking with various groups and organizations throughout our communities. The HNHB LHIN is now taking requests for July 2010 and beyond.

[Read more...](#)

For the Record

The HNHB LHIN welcomes feedback, comments and questions. This section is used to answer your questions, dispell myths, and provide further information or clarification on the issues of the day.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN including the **HNHB LHIN Board meeting May 25 2010**.

[Read more...](#)

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More Jobs and Better Access to Care in Hamilton and Niagara

On May 14, 2010, the Ministry of Health announced a \$9.6 million provincial investment that will help improve access to care and reduce the amount of time paramedics spend in hospitals. This 2010-11 investment will help hospitals create more nursing positions dedicated to assisting patients who arrive in emergency rooms (ERs) by ambulance.

The HNHB LHIN will receive funding for both Hamilton (\$788,427) and Niagara (\$262,809) to hire ambulance offload nurses.

For more details, read the [media release](#) and [backgrounder](#).

Enhancing Care for Heart Attack Patients

The SMART-AMI (*Strategic Management of Acute Reperfusion and Therapies in Acute Myocardial Infarction*) initiative focuses on the development of a LHIN-wide integrated strategy to deliver optimal  medical care for heart attack patients. This initiative focuses on one of the many types of heart attacks – STEMI (ST Elevated Myocardial Infarction) – which refers to the shape of the heart beat on the cardiac monitor.

This initiative is a collaboration between Hamilton Health Sciences, regional hospitals, Emergency Medical Services, the LHIN 4 Cardiac Working Group and the LHIN 4 Emergency Services Steering Committee.

Through improved communication, data collection, and a rapid feedback loop of key indicators, the goal is to

enhance the use of best practices in managing heart attack patients in the HNHB LHIN and to provide a 'toolbox' for similar regional approaches across the province. Other goals of the initiative include tracking STEMI heart attack patients throughout the LHIN, ensuring the best services are available and accessible in a timely manner, and to enhance and link early identification of patients through EMS and ERs.

For more details about the initiative, read the first issue of the [SMART-AMI newsletter](#).

Long-Term Care Home Service Accountability Agreements

The Ministry has developed and provided the Long-Term Care Home Service Accountability Agreement (L-SAA) template and schedules. These documents, as well as frequently asked questions are posted on our [website](#). HNHB LHIN staff is currently reviewing and preparing the L-SAAs for each of our 88 long-term care homes.

The HNHB LHIN has invited its long-term care homes to participate in a webinar on Tuesday, May 25th to review the L-SAA and answer any questions the LTCHs may have.

L-SAAs must be signed and in place by June 30th, as they take effect on July 1, 2010.

Now Taking Speaker's Bureau Requests for July 2010

Since the HNHB LHIN's kick off for the new season of Speaker's Bureau in early April, board and staff members have been busy speaking with various groups and organizations throughout our communities.

The HNHB LHIN is now taking requests for July 2010 and beyond. To request a speaker, please visit us [online](#) and complete the [Speaker's Bureau request form](#).

Who has the LHIN spoken with?

- Special Education Advisory Committee (SEAC) of the Niagara Catholic District School Board
- Probus Club of Simcoe
- Brant County Diabetes Network Committee
- Sanofi-Aventis
- Rotary Club of St. Catharines
- Alzheimer Society of Niagara Region
- West Haldimand General Hospital

What are community members saying?

"I didn't know an organization like the LHIN existed. It's good to know."

"I had no idea about all of the areas the LHIN oversees."

"Thank you for an excellent and informative presentation. I have a much better understanding of what the

LHIN does."

"Great networking opportunity."

What are HNHB LHIN speakers hearing?

- people appreciate the opportunity to have face-to-face conversations with HNHB LHIN board/staff
- health professionals are interested in interprofessional care, collaboration and partnerships
- many people believe the LHIN is 'just another layer of bureaucracy'

MYTH BUSTER:

The 14 LHINs have taken on all of the responsibilities (planning, community engagement, funding and performance management) that were previously handled separately by 23 different offices across the province. This included 7 Regional Offices of the Ministry of Health and Long-Term Care that oversaw funding and 16 District Health Councils which implemented planning functions.

Within today's HNHB LHIN geography, there were previously FOUR district health councils and TWO regional offices.

LHINs have added responsibilities for ensuring communities are engaged, playing a role in shaping their health services, as well as ensuring that patients and clients receive quality care through the addition of performance and accountability responsibilities in the LHIN portfolio.

For the Record

The HNHB LHIN welcomes feedback, comments and questions. This section is used to answer your questions, dispell myths, and provide further information or clarification on the issues of the day.

A citizen from Niagara asked: *A newspaper article states you are paying for services from a gentleman on Salt Spring Island, BC. I have been to that island many times and have relatives living there. What expertise exists there that can not been found locally?*

For the Record

One of the provincial priorities for all LHINs is to look for opportunities to reduce the duplication of services as well as opportunities for providers offering similar services to partner or collaborate where possible. Through these group efforts with health service providers LHINs are working to ensuring efficient and effective use of our scarce health care dollars.

In early 2007, during the LHIN's startup period when staff were few, we retained the services of Mr. Bill Bloor – a name familiar to many in Niagara. Mr. Bloor assisted the LHIN in the development of a foundational report assessing the willingness and ability for health care leadership in the HNHB LHIN to achieve this important priority. At the time, Mr. Bloor was a resident of Niagara and, more importantly was the former Executive Director of the Niagara Community Care Access Centre (CCAC). Mr. Bloor's broad health care experience, community knowledge and extensive professional acquaintances in the health care sector

benefitted the LHIN greatly.

During the course of his five month contract with the HNHB LHIN, Mr. Bloor relocated to British Columbia; however, the valuable work he had begun continued and we chose to continue to benefit from his knowledge and expertise. Our meetings with him evolved into teleconferences with occasional travel from British Columbia for extended in-person engagements with LHIN staff, board and health service providers.

To submit your comments/questions to the HNHB LHIN, please [click here](#).

Upcoming Events

Click on the dates for details.

Tuesday, May 25, 2010

HNHB LHIN Board Meeting

4:00 - 7:00 p.m.

Grimsby

Thursday, May 27, 2010

Promoting Healthy Living Among Low Income and/or Diverse Ethno-Cultural Women

8:30 - 11:30 a.m.

Hamilton

Thursday, May 27, 2010

The Aging Eye

1:00 - 2:00 p.m.

Hagersville

Friday, May 28, 2010

Dementia: The Missing LHINK in the Integrated Health Service Plan

7:45 - 9:00 a.m.

Hagersville

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