



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.

July 2010 - Volume 1

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Update from the Board Meeting - June 29 2010

The minutes from the June 29, 2010 meeting of the HNNB LHIN Board of Directors will be posted following approval at the August 31, 2010 meeting (**the July 27 meeting is cancelled**).

[Read more...](#)

LHIN-wide Coordination of Clinical Programs is Underway

At its June 29, 2010 meeting the HNNB LHIN board approved a plan to create an LHIN-wide integrated program for complex care. The plan included seven recommendations – all of which were supported by the board.

[Read more...](#)

HNHB LHIN Planning Initiatives

The HNNB LHIN is undertaking a number of stakeholder planning sessions, including Triple Aim and Chronic Disease, transportation and opportunities for Community Support Services.

[Read more...](#)

Search for New HNHB LHIN CEO

Last month, HNHB LHIN CEO Pat Mandy announced her retirement effective September 3, 2010. Since this announcement, the search for her successor has been ongoing.

[Read more...](#)

Events Calendar

Check out upcoming events 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 - June 29 2010

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- As part of the Patient Flow update, the Board heard that in the past year, the alternate level of care (ALC) rate for the LHIN dropped from 22% to 13.1% (approx. 544 people). Currently, although we are reducing the rate being identified for long-term care homes, there are still a significant number of people waiting in hospital. The LHIN is exploring strategies, with the Community Care Access Centre (CCAC), to address this issue.
 - The Board recommended the 2010-11 Annual Business Plan to the Minister of Health and Long-Term Care for approval.
 - The Board approved the final report of the Task Group on a Coordinated Strategy for Complex Care.
 - The Board inquired about the impact on the ALC rate and ED targets with the closing of CC beds. The ALC patients in CC beds are designated ALC waiting for other settings such as LTCt. The more the health care system can maximize the ability of LTCHs to admit patients or to discharge to other appropriate venues of care (ie Assisted Living, Supportive Housing) there will be less pressure on the EDs.
 - The Board endorsed the pre-capital submission of the Niagara Health System Greater Niagara General Hospital, hemodialysis satellite capital project, and forwarded to the Ministry of Health and Long-Term Care.
-

LHIN-wide Coordination of Clinical Programs is Underway

A number of working groups will be established to carry out early actions from the HNHB LHIN's [Integrated Health Service Plan \(IHSP\) 2010-2013](#). As part of a patient flow priority, these working groups will work on developing strategies for LHIN-wide coordination of clinical programs.

Complex Care

At its June 29, 2010 meeting the HNHB LHIN board approved a plan to create an LHIN-wide integrated program for complex care. The plan included seven recommendations – all of which were supported by the board.

Here is a summary of the seven recommendations:

1. That all complex care providers adopt a common definition of complex care.
2. That complex care admission criteria /streams be adopted and implemented by all complex care providers.
3. That the Community Care Access Centre (CCAC) take on an expanded role, which includes centralized wait list management and standardized assessment, referral and placement processes.
4. That HNHB LHIN adopt the proposed allocation of complex care beds (*see page 19 of the final report below for the distribution of complex care beds by area and stream*)
5. That HNHB LHIN direct hospitals to reconfigure existing beds to comply with the plan, using existing funding.
6. That HNHB LHIN work together with hospitals and the CCAC to incorporate funding, accountability and performance requirements into next service accountability agreements.
7. That HNHB LHIN establishes a LHIN-wide group to facilitate and monitor the transition toward the complex care plan.

For more information on the LHIN-wide integrated plan for complex care in the HNHB LHIN , please read:

- [Media Release](#)
- [Final Report](#)
- [Complex Care web page](#)

Laboratory Medicine

The Laboratory Medicine working group will create an **Operating Service Plan** for regional laboratory services within the HNHB LHIN, which is resource-sustainable, cost-effective and meets our communities' service, research and academic needs. The **Operating Service Plan** will include a business model which will ensure accessibility, limit duplication of operations and services where appropriate, and meet quality standards while ensuring innovation.

The Laboratory Medicine working group is in place and in the planning process. For more information, please visit the [Laboratory Medicine web page](#).

HNHB LHIN Planning Initiatives

Triple Aim Pilot

The HNHB LHIN has adopted the Triple Aim framework for system level planning, and will be piloting this framework within Chronic Disease Prevention and Management (CDPM) - an HNHB LHIN priority. Phased pilots will begin in Fort Erie, Norfolk and downtown Hamilton, where citizens and stakeholders will have the opportunity to participate in the development and planning of local CDPM priorities and action planning. The pilot communities were chosen based on data analysis of need. The Fort Erie phased pilot will begin in the fall.



The Institute for Healthcare Improvement (IHI), a world leader in health care improvement, believes that focusing on three critical objectives simultaneously, can lead to a better model for providing health care.

The three objectives (Triple Aim) are to:

- Improve the health of the defined population
- Enhance the patient care experience
- Reduce or at least control the per capita cost of care

Transportation Forum

On July 27, the HNHB LHIN is holding a forum that brings together local stakeholders for transportation planning across the LHIN.

Transportation logo

The purpose of the forum is to develop an action plan to:



- Coordinate transportation within and between LHIN municipalities
- Ensure equitable access to LHIN-funded transportation services
- Improve client satisfaction

The goal is to achieve safe, accessible and efficient transportation services within the HNHB LHIN.

For more information, contact:

Marion Emo, Senior Director, Planning, Integration and Community Engagement

marion.emo@lhins.on.ca

Opportunities for Community Support Services

More than 130 Community Support Service (CSS) providers in the HNHB LHIN have been invited to attend a planning session on August 9 2010. The purpose of the session is to assess the changes occurring in health care and the associated opportunities for community support services.

Items for discussion include:

- The Excellent Care for All Act, 2010
- Assisted Living Services for High Risk Seniors Policy, 2010
- Enhanced Role of the Community Care Access Centre
- Common Assessment

For more information, contact:

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Search for New HNHB LHIN CEO

Last month, HNHB LHIN CEO Pat Mandy announced her retirement effective September 3, 2010. Since this announcement, the search for her successor has been ongoing. If you think you have what it takes, or know someone who may, please read the [job posting](#) on our website.

Please note, this posting closes July 20, 2010.

Upcoming Events

Tuesday, July 27, 2010

HNHB LHIN Board Meeting

CANCELLED

Monday, August 2, 2010

Civic Holiday

HNHB LHIN Office CLOSED

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

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July 2010 - Volume 2

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Hospitals Explore Opportunities to Work Together

Last week, West Lincoln Memorial Hospital and Joseph Brant Memorial Hospital announced they are moving forward to explore opportunities to work together.

[Read more...](#)

Working to Reduce ER Wait Times and Improve Patient Flow

The HNHB LHIN and its hospitals are working together to reduce the amount of time residents spend waiting in emergency rooms.

[Read more...](#)

HNHB LHIN Helps Abel Enterprises Buy New Van

Last year, the HNHB LHIN helped the Haldimand-Norfolk Work Group of Simcoe (Abel Enterprises) buy a new van to replace their more than decade old van. The HNHB LHIN provided one-time additional funds to Abel

Enterprises to be used toward the purchase of a brand new, 12-passenger van.

[Read more...](#)

Ontario Ombudsman to Release HNHB LHIN Report

The Ontario Ombudsman will release the HNHB LHIN report on Tuesday, August 10, 2010 at 11:00 a.m. The report will be available on the HNHB LHIN website.

[Read more...](#)

Good News from our Partners

Read about the good things that are happening in health in our communities.

[Read more...](#)

Our Experience in the Twittersverse

The HNHB LHIN has now been on Twitter for nearly two months. We are enjoying this experience and are excited about the opportunities it presents.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN, including the **HNHB LHIN Board Meeting on August 31, 2010**.

[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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Hospitals Explore Opportunities to Work Together

JBMH - logo



Last week, West Lincoln Memorial Hospital (WLMH) in Grimsby
WLMH - logo



and Joseph Brant Memorial
Hospital (JBMH) in Burlington
announced they are moving
forward to explore opportunities to
work together. A Work Group has
been established to lead the

process. This Work Group is comprised of board members, physicians and senior level staff from each hospital.

The Work Group will begin to explore opportunities to collaborate in the following areas:

- Obstetrics and Gynecology
- Diagnostic Imaging
- Surgery
- Medicine

Collaboration opportunities will:

- Be based on the principle of patient-focused care
- Enhance quality of care and patient safety
- Be based on working to evidence based best practices
- Improve access to care
- Result in appropriate care close to home
- Enhance ability to recruit and retain physicians and other health professionals
- Create efficiencies

Read the [media release](#) issued by WLMH.

Working to Reduce ER Wait Times and Improve Patient Flow

The HNHB LHIN identified [Patient Flow](#) as priority in its [Integrated Health Service Plan 2010-2013](#) – a document that will guide planning and funding decisions over the next three years. Patient flow means helping people get the right care, in the right place, at the right time. Since patient flow deals with the continuum of care, it is a complex problem that cannot be solved overnight or by focusing on hospital emergency rooms (ERs) alone. Addressing ER issues plays an important role in helping people get the care they need, when and where they need it.

Working together, the HNHB LHIN and its hospitals have made significant progress in reducing the time admitted and high acuity patients spend waiting in the ER. *Since April 2008, there has been a 27% improvement in ER wait times for admitted patients in the HNHB LHIN, and a 33% improvement for high acuity patients.* The HNHB LHIN and its hospitals continue to work together to further reduce the amount of time residents of our communities wait in the ER.

There are three key ways to reduce the amount of time residents spend waiting in emergency rooms:

- Reduce emergency room (ER) demand;
- Improve capacity and efficiencies within the ER; and,
- Improve discharge processes for hospital inpatients and patients designated alternate level of care.

Learn More

- [Emergency Room Capacity](#)
 - [LHINfo Minute - Issues 5 and 6](#)
-

HNHB LHIN Helps Abel Enterprises Buy New Van

Last year, the HNHB LHIN helped the Haldimand-Norfolk Work Group of Simcoe (Abel Enterprises) buy a new van to replace their more than decade old van. The HNHB LHIN provided one-time additional funds to Abel Enterprises to be used toward the purchase of a brand new, 12-passenger van.

Buying a new vehicle was a first in their 28-year history. The van is used to transport members on social outings and is also used to deliver the products that members manufacture in the woodshop.

Abel Enterprises is operated through the Haldimand-Norfolk Work Group of Simcoe. While recognized as a progressive and high quality production facility, ABEL is also a non-profit agency which fosters social entrepreneurship. ABEL provides skill development opportunities and employment to more than 100 individuals in its community with a mental illness, who build assistive devices for physically disabled children. Skilled trades-people provide training and oversee the production of all products, creating an atmosphere where both the membership and the customer benefit.

For more information about Abel Enterprises, visit www.abelenterprises.ca or read through the [service agreement](#) with the HNHB LHIN.

Ontario Ombudsman to Release HNHB LHIN Report

Ontario Ombudsman André Marin announced this week that he will release the HNHB LHIN report on Tuesday, August 10, 2010 at 11:00 a.m. (read the [media advisory](#)).

Once released, the report will be available on our website at www.hnhblhin.on.ca.

Good News from our Partners

- Learn how the Dementia Alliance and Tabor Manor/Pleasant Manor are using technical software to improve and streamline internal processes in this issue of [Systems for Success](#) (a newsletter from Community Care Information Management(CCIM)). **See pages 4 and 7.*
- Construction for the Greater St. Catharines Community Health Centre interim site is scheduled to begin in August and projected to open December 2010. Read the [media release](#) and check out the articles in [Niagara This Week](#) and the [St. Catharines Standard](#).
- Learn how Hamilton Public Health Services is working to improve the health and well-

being of Hamiltonians. Read the [2009 Annual Report to the Community](#).

For more good news stories, [click here](#).

Our Experience in the Twitterverse

The HNHB LHIN has now been on Twitter for nearly two months. We are enjoying this experience and are excited about the opportunities it presents. HNHB_LHINfo and HNHB_LHINgage have attracted the attention of local media, our health services providers, community residents, and our partners in health care.

Both feeds combined, we have a following of more than 75 people, groups and organizations. We have had some interesting conversations, had an opportunity to answer questions, and are learning about the great things that are happening in health in our communities.

Are you on Twitter? Let us know.



Upcoming Events

Monday, August 2, 2010

Civic Holiday

HNHB LHIN Office CLOSED

August 2010

[Haldimand Abilities Centre - August 2010 Speakers](#)

*(*Poster outlines dates, times, speakers and topics)*

Friday, August 6, 2010

[Urban Native Homes Golf Tournament](#)

Starts at 11:30 a.m.

Mount Hope

Tuesday, August 31, 2010

[HNHB LHIN Board of Directors Meeting](#)

4:00-7:00 p.m.

Grimsby

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