



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.

December 2010

In this newsletter:

[Wellness Supportive Living Program Helps Seniors Live at Home](#)

[Highlights from the Board Business Meeting](#)

[Highlights from the Board Education Meeting](#)

[Fort Erie Builds Local Action Plan for Better Health](#)

[Dunnville Residents Share Their Thoughts on Local Health Care](#)

[Engaging the Community Together](#)

[Billions on YouTube - HNHB LHIN Included](#)

[Nominate a Local Health Leader](#)

[Good News from Our Partners](#)

[Happy Holidays from the HNHB LHIN](#)

[Events Calendar](#)

[Twitter Tracker](#)

Wellness Supportive Living Program Helps Seniors Live at Home

The Wellness Supportive Living program recently celebrated one year of helping seniors stay at home. The program is designed to help seniors stay in their own homes as they age and is proving to have positive impacts both at the individual and system levels.

[Read more...](#)

Highlights from the Board Business Meeting

The minutes from the November 30 board meeting will be posted following approval at the December 16 meeting. In the meantime, please read through some of the board meeting highlights.

[Read more...](#)

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On Tuesday, November 23, the HNHB LHIN board held an open board education meeting.

[Read more...](#)

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A two-part event to better prevent and manage chronic conditions in Fort Erie was held on November 22 and 30 2010. Participants identified local priorities and, as a group, built an action plan to improve the health of their community.

[Read more...](#)

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On November 29, 2010, HNHB LHIN CEO Donna Cripps spoke to Dunnville residents at Haldimand War Memorial Hospital's (HWMH) community meeting. David Montgomery, the hospital's CEO, held the meeting to gather feedback from the community to help the hospital develop its new vision, mission, and value statements, and also understand what health services Dunnville residents would like in the future.

[Read more...](#)

Engaging the Community Together

On October 27, leads and members of networks in our LHIN met to talk about their role in engaging the community. It was a great opportunity for networks within the LHIN to get to know each other.

[Read more...](#)

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The HNHB LHIN has its own YouTube channel. We've posted a collection of short videos on a host of topics, including what the HNHB LHIN does, staff profiles, and snip-its from LHIN events.

[Read more...](#)

Nominate a Local Health Leader

The Canadian College of Health Leaders (CCHL) is seeking award nominations for the 2011 National Awards Program. **The deadline for submissions is February 1, 2011.**

[Read more...](#)

Good News from Our Partners

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

[Read more...](#)

Happy Holidays from the HNHB LHIN

Message from Juanita Geldhill and Donna Cripps for a safe and happy holiday season.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN.

[Read more...](#)

Twitter Tracker

Twitter Tracker is an ongoing tally of the number of followers each of the HNHB LHIN Twitter accounts has.

[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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Wellness Supportive Living Program Helps Seniors Live at Home

Emergency rooms are backed up, resulting in increased wait times. Seniors are waiting in hospital for a different type of care, such as a long-term care home, or home with supports. Citizens want care close to home but often don't know where to go for service. All of these issues impact each other.

In order for the health system to provide better quality care, access to service, and value for money, services need to be available where, when and how citizens need them.

That is why Aging at Home programs, like Wellness Supportive Living, play such an important role in the lives of the people they serve, while ensuring that other parts of the health system are available for those who need it.

The Wellness Supportive Living program recently celebrated one year of helping seniors stay at home, by hosting a series of open houses for residents.

The Wellness Supportive Living program is designed to help seniors stay in their own homes as they age and includes a range of services, from personal care, housekeeping and laundry, to wellness promotion and falls prevention. Friendly visiting, security checks and assistance with groceries address overall safety and wellbeing.

Residents who use the services tout its benefits and positive impact on their lives.

"I ran into my therapist – who told me I would never have range of motion in my right arm again – and he was amazed to see me able to put my coat on," commented Regis, a participant in the SAM STEPS to Exercise program. "I am able to reach higher than I could before and now I can brush my hair."

The program offers several wellness and health promotion activities, ranging from exercise classes, to blood pressure, foot care and diabetes clinics, to social events.

The program reports that from April to September 2010, more than 400 seniors have participated in the wellness activities:

- ★ **87% of participants feel they are steadier on their feet;**
- ★ **85% of participants feel better than they did three months ago; and,**
- ★ **91% of participants feel they know more about what they can do to stay healthy, safe and strong.**

Wellness Supportive Living, an HNHB LHIN-funded Aging at Home program, is a partnership between Ontario March of Dimes, Community Supportive Services Niagara, Niagara Region Seniors Community Programs, and Niagara Regional Housing to offer support services to seniors in four designated Niagara Regional Housing communities.

"This program is about providing the right care, in the right place, at the right time," says Mary Lee Bull, Regional Independent Living Manager, Ontario March of Dimes. "The partner organizations capitalize on what each of the others have to offer for the ultimate benefit of the resident. We also leverage existing community programs for seniors, including other Aging at Home programs, such as the Independence at Home Clinic and OTs2Go."

From a system level perspective, the program is positively addressing HNHB LHIN priorities, including reducing emergency room demand, and more broadly, patient flow.

From April through September 2010, the program reports that of 192 individuals receiving personal care services:

- ★ **less than 1 in 4 were transferred to hospital;**

★ of the individuals admitted to hospital, 91% were able to return home once their acute care stay was over as the care they needed was readily available at home; and,

★ 43% fewer individuals were relocated to a long-term care home since the last reporting period (from January-March 2010, 7 individuals were relocated to a long-term care home whereas 4 were relocated from April-September).

This program allows seniors to get the care they need at home, where they want to be. As a result, there are fewer unnecessary visits to the emergency room. This program demonstrates that when health service providers work together, and citizens' needs are put first, the health system can work smoothly, and citizens can get the care they need, when and where they need it.

Highlights from the Board Business Meeting - November 30

The minutes from the November 30 board meeting will be posted following approval at the December 16 meeting. In the meantime, please read through some of the board meeting highlights.

Highlights:

- The Quarterly Performance Report (also known as the Stocktake report) was presented to the board. A copy of the presentation will be posted on the website.
 - The quarterly Stocktake report is presented to the Deputy Minister of Health System Accountability and Performance by the LHIN CEO. The report indicators are broken down into four domains: ED/ALC; Mental Health and Addictions; Excellent Care for All Act; and, Surgical and Diagnostic Wait Times.
 - The board approved the realignment strategy in the amount of \$769,367 for funding in Year 3 of the Aging at Home Strategy.
 - The board tabled a proposal for the Complex Care Integration Manager until December 16, 2010.
 - HNHB LHIN board member Bill Millar was elected the Chair of the Governance Working Group. The members of the working group are Bob Lawler and Helen Mulligan.
 - The LHIN has received more than 30 applications for the upcoming vacancies on the Board of Directors.
-

Highlights from the Board Education Meeting - November 23

On Tuesday, November 23, the HNHB LHIN board held an open board education meeting.

Highlights:

- The board was shown a video showcasing the Powerhouse Project, a LHIN-funded Aging at

Home program that provides support for young individuals caring for a relative with dementia.

- An update on the Primary Care Network was provided. Dr. Jennifer Everson, Physician Lead, Clinical Planning and Integration is taking the lead on convening a LHIN-wide primary care network.
- The LHIN is applying the Triple Aim approach to chronic disease prevention and management planning in Fort Erie. Triple Aim balances population health, experience of care, and fiscal sustainability. Community stakeholders, including residents, allied health professionals, planners and politicians, came together at a forum on November 22 in Fort Erie, to develop a local action plan (*see more below*).
- The Integrated Decision Support Tool (IDS) - an eHealth project that provides data from HNHB LHIN hospitals and the Community Care Access Centre - is being used to understand patterns of hospital use. This information supports system-wide planning and performance reporting.

Fort Erie Builds Local Action Plan for Better Health



A two-part event to better prevent and manage chronic conditions in Fort Erie was held on November 22 and 30, 2010. Using the Triple Aim framework, participants identified local priorities related to preventing and managing chronic conditions and, as a group, built an action plan to improve the health of their community. Approximately 50 people, including health service providers, community and social service agencies, and citizens, participated in the event.

Participants developed two main goals to enhance chronic disease prevention and management in Fort Erie:

- **Reduce by 20 per cent the number of emergency room (ER) visits and hospitalizations among vulnerable populations (for example, seniors, persons with low income, or persons with mental health and addictions conditions) by 2012.**
- **Decrease by two per cent the obesity rate in Fort Erie by 2015.**

The participants have organized themselves into four working groups related to specific strategies for both goals. One of the working group's aims is to reduce the number of ER visits by increasing the number of people using community programs (self-management programs) to help them better manage their chronic conditions. Another working group aims to decrease the obesity rate by improving healthy eating habits and by increasing physical activity among Fort Erie residents.



Read the [media release](#).

The Triple Aim framework, developed by the Institute for Healthcare Improvement (IHI), balances

three health system goals: improving the health of the population, enhancing the experience of care, and fiscal sustainability.

Dunnville Residents Share Their Thoughts on Local Health Care

On November 29, 2010, HNHB LHIN CEO Donna Cripps spoke with Dunnville residents at a community meeting hosted by Haldimand War Memorial Hospital (HWMH) and Edgewater Gardens Long-Term Care (EWG). HWMH/EWG CEO David Montgomery held the meeting to gather feedback from the community to help develop the hospital and long-term care home's new vision, mission, and value statements, and also understand what health services Dunnville residents would like in the future. Approximately 100 people attended the meeting.



"It's great to see Haldimand War Memorial and Edgewater Gardens engaging the community to take an active role in their hospital and long-term care home," said

Donna Cripps. "I am encouraged by the people who came to the meeting to share their thoughts on health care in their community. I am confident that as we continue to work together, we can create a health system that helps keep people healthy, gets them good care when they are sick, and will be there for our children and grandchildren."

Residents put forth a number of values, including:

- Dignity
- Honesty
- Transparency
- Be a participant, not just a recipient

For the future of health services, residents said they would like:

- More education on when to go, and when not to go to, the emergency room
- Education for youth and young adults to be able to recognize the signs of mental health issues
- Education on preventing falls
- To have loved ones return home quicker after breaking a hip
- More assisted living supports
- More advanced diagnostic imaging technology

"To have held a community meeting without the LHIN present would have been hard to imagine," said David Montgomery. "Donna's contributions to the evening were vital on so many levels. She was able to share what the LHINs are all about and highlight many of the system's challenges. In addition, Donna had the

opportunity to hear first-hand how the community feels about their health care and what they feel is important. Finally, the community was able to get to know Donna and see that she is highly approachable and is as concerned as they are that they receive the right care, in the right place, at the right time.”

Read the [article](#) in the *Dunnville Chronicle*.

Engaging the Community Together

On October 27, the HNHB LHIN hosted a meeting that brought together leads and members of local networks to meet and discuss their role in engaging the community. It was a great opportunity for networks within the LHIN to get to know each other.

In attendance were approximately 35 people, from a cross-section of organizations including mental health and addictions, supportive housing, acquired brain injury, and community support services.

Based on discussions, the LHIN created and distributed an online database of networks in the LHIN to aid in collaboration amongst them.

Click on the photo below to view the photo gallery.



Billions on YouTube - HNHB LHIN Included

The HNHB LHIN has its own YouTube channel. As YouTube exceeds two billion views a day, we figured there might be some great opportunities here.

We've posted a collection of short videos on a host of topics, including what the HNHB LHIN does, staff profiles, and snip-its from LHIN events. Many of our videos are also posted on our [website](#).

Our videos aren't fancy. But they tell great stories. And we'd like to know from **YOU** what videos you want to see next. For example, are there questions you'd like answered? Are there topics you'd like to learn more

about? Tell us!

Share your video ideas [here](#).



[Click here](#) to check out the Ministry of Health and Long-Term Care's YouTube channel where you can watch quick videos on various aspects of the health care system, including, Family Health Teams, Urgent Care Centres, Community Health Centres, Walk-in Clinics, and more!

Nominate a Local Health Leader

A message from the Canadian College of Health Leaders

Logo - CCHL



For over a decade, the Canadian College of Health Leaders' (formerly the Canadian College of Health of Health Service Executives) National Awards Program has been showcasing the success of exemplary individuals, teams and organizations throughout Canada. These awards encourage knowledge exchange, celebrate excellence and stimulate

replication of best practices across the industry.

We invite you to nominate a deserving individual, team or organization for a College award. **The deadline to submit a nomination is February 1, 2011.** Award winners will receive paid travel and accommodations to attend the 2011 National Awards Gala and a complimentary registration to the 2011 National Healthcare Leadership Conference.

For further information on College's National Awards Program, visit www.cchl-ccls.ca or contact Cindy MacBride at cmacbride@cchl-ccls.ca or 1-800-363-9056 ext. 13.

Good News from Our Partners

Niagara Health System Seeks Public Feedback

The Niagara Health System is conducting public consultation over the next three months to ensure its Patient Bill of Rights and responsibilities reflects the values that patients and their families along with staff, physicians, volunteers and community partners identify as being important.

The survey is available in English and French and is open to the public until February 28, 2011. [Click here](#) to take the survey.

Read the [NHS media release](#) and the [article in the St. Catharines Standard](#).

New Urgent Care Centre in Hamilton to Open April 2011

Construction is underway at Hamilton Health Sciences' new Urgent Care Centre (UCC) located in Hamilton's west end. The UCC is scheduled to open in early April 2011 and will provide care to people requiring prompt medical treatment of non-life-threatening illness or injuries that do not require emergency care and cannot wait for a scheduled appointment with a family doctor.

Read the [media release](#).

HNHB CCAC Recognizes Local Heroes in the Home

The HNHB Community Care Access Centre (CCAC) held events within the LHIN to recognize and honour caregivers who, CCAC board member David Ringler says "form the backbone of the health care system."

Local articles:

- [Tears flow as stories of Heroes in the Home are shared](#) - The Burlington Post
- [They're heroes at home](#) - Niagara This Week

Powerhouse Project for Young Carers Wins Award



The Powerhouse Project for Young Carers, an HNHB LHIN-funded Aging at Home project, received the Outstanding Achievement Award from the Cayuga Chamber of Commerce. The award recognizes an outstanding contribution to the betterment of the business community and village of Cayuga.

The award was accepted by two young carers, Savannah Bates and Megan Stigter, as well as Karen Ferruccio, Program Manager, Lena Wildman, Program Facilitator and Debbie Orosz, Program Coordinator (Haldimand).

Haldimand Abilities Centre Celebrates its Second Year

The Haldimand Abilities Centre (HAC), an HNHB LHIN-funded Aging at Home program, recently celebrated its two-year anniversary. The HAC provides programs and services to support seniors, and people with premature signs of age related disabilities, individuals with dementia, chronic disease, acquired brain injury, developmental disabilities and their natural caregivers.

Read the [article](#) in the *Sachem and Glanbrook Gazette*.

New Diabetes Team Coming to Hamilton

A new diabetes education team in Hamilton will help local residents with diabetes better manage their health. Located at the North Hamilton Community Health Centre, the team will consist of a Registered Nurse and

Registered Dietician. Diabetes education teams supports people with diabetes by providing guidance on healthy eating, weight management, exercise, and blood glucose monitoring. A special management plan is developed for each patient showing them how to relieve diabetes symptoms and prevent or treat complications.

Read the [media release](#) from MPP Sophia Aggelonitis.

More than 80 Affordable Housing Units Coming to St. Catharines

The Governments of Canada and Ontario are investing more than \$9 million to help build three new rental housing projects in St. Catharines that will create 83 new units of affordable housing under the Canada-Ontario Affordable Housing Program.

Read the [media release](#) from MP Rick Dykstra and MPP Jim Bradley.

Brant Community Healthcare System Wins Quality Award

The Brant Community Healthcare System has received one of the first Quality Healthcare Workplace Awards from the Ontario Ministry of Health & Long-Term Care and the Ontario Hospital Association. They congratulated the hospital for its positive leadership and commitment to ensuring a quality workplace. Specifically, they recognized the employee and physician involvement in quality improvement initiatives, the music therapy program for patients, the violence in healthcare survey and an impressive reduction in sick days and overtime.

Read the [media release](#).

Read more good news about the hospital:

- [Local hospitals rank in top 10](#) - The Brantford Expositor
- [BGH recognized for significant reduction in surgical wait times](#) - The Paris Star

Video Highlights Benefits of Community Health Centres

This video from the Association of Ontario Health Centres (AOHC) explains what Community Health Centres do and highlights the many advantages to health professionals and communities of the interdisciplinary CHC model of care.

Featured in this video is Denise Brooks, Executive Director of the Hamilton Urban Core CHC.

Watch [Hand in Hand: Interdisciplinary Teams in Community Health Centres](#)

[Click here to read more good news from our partners.](#)



Upcoming Events

Community Events

Wednesday, December 22, 2010

[Quit Smoking Support Group](#)

6:30 - 7:30 p.m.

Port Colborne

Monday, December 27, 2010

HNHB LHIN Office CLOSED

(In lieu of Christmas)

Tuesday, December 28, 2010

HNHB LHIN Office CLOSED

(In lieu of Boxing Day)

Monday, January 3, 2011

HNHB LHIN Office CLOSED

(In lieu of New Year's Day)

For more community events, [click here](#).

Health Service Provider Events

Wednesday, February 23, 2010: [Workshop - Innovative Practices in ABI Rehabilitation](#)

For more HSP events, [click here](#).

Twitter Tracker

HNHB_LHINfo: **136 followers** (up 20 from last report)

HNHB_LHINgage: **166 followers** (up 22 from last report)



Who else is on Twitter?

- Association of Ontario Health Centres: @AOHC_ACSO
 - Ontario Hospital Association: @OntHospitalAssn
 - Ontario Medical Association: @OntariosDoctors
 - Ontario Nursing Association: @ontarionurses
 - Registered Nurses Association of Ontario: @RNAO
 - Registered Practical Nurses Association of Ontario: @RPNAO
 - Ontario College of Pharmacists: @OCPInfo
 - Cancer Care Ontario: @CancerCare_ON
 - Ontario Long-Term Care Association: @OLTCAnews
-

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