



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.

January 2011 - Volume 1

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Working Toward Equal Access to Quality Care

People count on having equal access to quality health care no matter where in the LHIN they live. That's why it's important that health service providers work together to make sure that people get the same quality care they deserve whether in Dunnville or Niagara Falls. To do this, providers across the LHIN need to work together as a system, rather than as a single organization. The LHIN is working to make this happen.

[Read more...](#)

Investment Provides More Care in the Community

More people in our communities, who no longer need hospital treatment, will now have more access to additional care in the community thanks to new provincial funding announced December 21, 2010 by the HNHB LHIN.

[Read more...](#)

Working with Providers on CAPS

On January 11, 2011, the HNHB LHIN worked with more than 100 health service providers as they begin to

complete their Community Accountability Planning Submissions (CAPS). Representatives from community support services, community health centres, mental health and addictions organizations and the HNHB Community Care Access Centre (CCAC) participated.

[Read more...](#)

Good News from our Partners

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

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN, including the **HNHB LHIN board business meeting January 25, 2011.**

[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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Working Toward Equal Access to Quality Care

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One of the LHIN's priorities involves coordinating or integrating clinical programs so that people can expect the same processes and the same quality care at all LHIN hospitals for a particular program.

From April 2010 – March 2011, the LHIN is coordinating the following clinical programs:

- Complex Care
- Rehabilitation Services
- Laboratory Medicine
- Oncology (Cancer Care)
- Vascular Services
- Thoracic Services

Benefits include:

- Use of common eligibility requirements, common discharge and admission criteria, and common processes for referrals
- People will have equal access to programs throughout the LHIN
- People will move through different stages of their care more easily
- Health professionals can refer patients between sites more easily

- **Services will be delivered based on models proven to work best**
- **Better use of limited health care dollars**

Working groups for each program area are tasked with creating LHIN-wide service delivery models that balance access, quality care, and sustainability, so that programs best meet people's needs both today and in the future.

The [complex care working group report](#) was approved by the LHIN board in June 2010, and hospitals and the HNHB CCAC are beginning to implement the report's recommendations. The remaining five program area working groups are at various stages of the process toward creating a LHIN-wide plan for service delivery. All of the groups' plans are expected to be ready between late January and March 2011. The draft plans will be submitted to the HNHB LHIN board for approval.

Investment Provides More Care in the Community

More people in our communities, who no longer need hospital treatment, will now have more access to additional care in the community thanks to new provincial funding announced December 21, 2010 by the HNHB LHIN.

The funding, to support the Home First philosophy to help ease pressure on Emergency Rooms, is being provided under the province's Aging at Home Strategy. The HNHB CCAC will receive \$3.8 million to provide community supports and services to ensure people are supported and able to return home from hospital sooner.

The Home First philosophy was adopted across the HNHB LHIN 18 months ago. The goal of Home First is to support people in their homes once their acute care needs have been met in the hospital. Through community supports and services, coordinated through the HNHB CCAC, people, particularly seniors, are able to return to their homes sooner and receive continued appropriate care at home.

The Home First philosophy is successful when a person who arrives at the emergency department receives the appropriate care and can return home with the necessary and required supports in place. Evidence shows that there are a higher proportion of frail seniors and people living with chronic disease in our LHIN than in other parts of the province. These are the people who will benefit the most from community based support services.

The Aging at Home Strategy allows people to stay in their homes while receiving supportive community care. The strategy also eases pressures on hospitals by finding care for patients who no longer need hospital services. Freeing up hospital beds helps patient flow throughout the hospital and leads to shorter wait times in the ER.

Read the media releases for [Brant, Norfolk and Haldimand](#), [Hamilton, Burlington](#) and [Niagara](#).

Working with Providers on CAPS

On January 11, 2011, the HNHB LHIN worked with more than 100 health service providers as they begin to complete their Community Accountability Planning Submissions (CAPS). Representatives from community support services, community health centres, mental health and addictions organizations and the HNHB

Community Care Access Centre (CCAC) participated.



The session allowed LHIN staff to help health service providers understand how to complete this important submission, and also created a forum for discussion, where providers had the opportunity to ask questions.

As a result of the education session, providers walked away with new insights, including the importance of partnerships and sharing resources among providers, the shift to create a culture of continuous community consultation, finding ways to use funding more efficiently, and planning in terms of three important factors: improving health, improving people's experience, and ensuring sustainability.

The CAPS is a three-year planning document that is to be completed by each community health service provider in order to support discussions with the LHIN. The CAPS outlines service planning, measurement and evaluation of health services, and organizational performance. This information will help from the basis of service agreements between the LHIN and community health service providers, known as Multi-Sector Service Agreements (M-SAAs). These agreements support the efforts of both the HNHB LHIN and the province to enhance accountability and ensure a sustainable health system.

Good News from our Partners

Check out the Accessibility Directorate of Ontario YouTube Channel

The Accessibility Directorate of Ontario now has a YouTube channel: www.youtube.com/accessontario. The channel features stories about accessibility and other original content designed to get people talking and sharing.

Niagara Health System Seeks Patient Input

The Niagara Health System is asking for feedback on its Patient Bill of Rights and Responsibilities. NHS would like to hear from patients, health service providers, and the general public. Go to niagarahealth.on.ca/surveys/pbrr/, read the Patient Bill of Rights & Responsibilities and fill out the brief survey. **The survey closes February 28, 2011.**

SAGE Awards - Call for Nominations

SAGE celebrates the accomplishments of those who are passionate and committed to improving the quality of life of seniors. Nominations for the Service Awards for Geriatric Excellence are invited from the regions of Brant, halton, Hamilton, Haldimand and Norfolk, Niagara, Waterloo and Wellington-Dufferin. The 2011 Service Awards for Geriatric Excellence are presented by the Regional Geriatric Program central (RGPC), St. Peter's Hospital and St. Joseph's Health System.

The submission deadline is **February 18, 2011**. For more information and to submit a nomination, [click here](#).

New Partnership Could Save Lives of Heart Attack Patients

A new partnership is at work to create better outcomes for heart attack patients in Brant County. Through the County of Brant paramedics, the Brantford General Hospital and the Hamilton General Hospital Heart Investigation Unit, new initiatives have been introduced to the county to treat heart attack patients quicker.

Read the rest of the [article in the Paris Star](#).

More Hands-on Training for Local Medical Students at McMaster Campus

On December 10, 2010, St. Catharines MPP Jim Bradley announced that Ontario is creating 579 new spots for medical students at McMaster University's three medical school campuses. McMaster University's Michael G. DeGroote School of Medicine Niagara Regional Campus, located in the St. Catharines General Hospital and set to move into the new Cairns Family Health & Bioscience Research Complex at Brock University, will be able to provide more hands-on training for medical students at simulation centres, mock patient visits and in community health centres.

Read the entire [media release](#).

BGH Death Rate Lowest in Canada

Brantford General Hospital had the lowest death rate among all Canadian hospitals, according to a study by the Canadian Institute for Health Information. The hospital's achievement was highlighted in the institute's annual hospital standardized mortality ratio study. The study found BGH had the lowest number of deaths of hospital inpatients in a comparison of hospitals across Canada in 2009-10.

Read the rest of the [article in the Brantford Expositor](#).

JCC Programs Receive Quality and Innovation Awards

The Juravinski Cancer Centre (JCC) and partner organizations were honoured with awards for two innovative programs designed to improve the breast health of Aboriginal women and rehabilitation for cancer survivors. The award-winning programs are 'Train the Trainer' and 'CanWell.'

For more information, read the [media release](#).

Older Adult Programs and Services Database

This database provides quick and easy access to health and community support programs and services serving older adults in the HNHB LHIN. [Check it out](#).

Upcoming Events

Community Events

Mondays: January 17, 24 and 31, 2011

[Three-Week Quit Smoking Program](#)

1:30 - 3:00 p.m. OR 6:00 - 7:00 p.m.

Port Colborne

Tuesdays: January 18 & 25, February 1 & 8, 2011

[Learning Series for Family and Friends of Individuals with Dementia](#)

6:00 - 7:30 p.m.

Hamilton

Thursday, January 20, 2011

[How to Maintain a Healthy Brain](#)

7:00 - 9:00 p.m.

Niagara Falls

Tuesday, January 25, 2011

[HNHB LHIN Board Meeting - Business](#)

4:00 - 7:00 p.m.

Grimsby

Wednesday, January 26, 2011

[How to Maintain a Healthy Brain](#)

6:00 - 8:00 p.m.

Pelham

January 27, 28 & 31 and February 1, 2011

[Learning Series for Persons with Dementia and Their Care Partner](#)

Hamilton

Sunday, January 30, 2011

[2011 Walk for Memories](#)

9:00 a.m.

St. Catharines

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

Health Service Provider Events

Friday, February 18, 2011: [Sexual Orientation & Gender Identity in Mental Health, Counselling and Addiction Settings](#)

Wednesday, February 23, 2011: [Workshop - Innovative Practices in ABI Rehabilitation](#)

Monday, March 7, 2011: [Cross-Cultural Dementia Workshop](#)

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

Twitter Tracker

HNHB_LHInfo: **159 followers** (up 23 from last report)

HNHB_LHIngage: **184 followers** (up 18 from last report)



Who else is on Twitter?

- Health Canada: @HealthCanada
 - Public Health Agency of Canada: @PHAC_GC
 - The Health Council of Canada: @healthcouncilca
 - Canadian Patient Safety Institute: @Patient_Safety
 - Canadian Institute for Health Information: @CIHI_ICIS
 - The Canadian Institute of Health Research: @CIHR_IRSC
 - The Institute for Healthcare Improvement: @TheIHI
 - The Canadian Medical Association: @CMA_Docs and @CMA_GC
 - The Canadian College of Health Leaders: @CCHL_CCLS
 - Canadian Alliance of Community Health Centre Associations: @CACHCA_RCACCS
 - The Centre for Innovation in Complex Care: @CICCUHN
-

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January 2011 - Volume 2

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[First Link Helps People with Dementia and Their Families get the Support They Need](#)

[Students Get Schooled on LHINs](#)

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First Link Helps People with Dementia and Their Families get the Support They Need

When Joe Gallop's wife Shirley was diagnosed with early stage dementia at 77 years old, the Thorold couple didn't know who to turn to or where to go for support. Similarly, Marianne and Bill Smith's world was totally shaken with the news of Marianne's diagnosis of early Alzheimer's disease and consequently, the removal of her driver's license. Find out how First Link has helped these couples connect with the support they need.

[Read more...](#)

Students Get Schooled on LHINs

Local students at Grimsby Secondary School recently got a lesson on LHINs. Senior student, Stephanie Oxland gave her Health Care class a presentation on what the LHIN is all about, some of its current initiatives, and spoke about her interview with Jennifer Everson, HNHB LHIN's Physician Lead of Clinical Planning and Integration.

[Read more...](#)

Highlights from the Board Business Meeting

The minutes from the January 25, 2011 board business meeting will be posted following approval at the February 22 board business meeting. In the meantime, please read through some of the board meeting highlights.

[Read more...](#)

Job Alert: CRM Administrator

The HNHB LHIN is currently recruiting for a the position of CRM Administrator. This is a three-month contract position with the possibility of extension. The HNHB LHIN is willing to explore the possibility of a secondment. **The deadline to apply is February 3, 2011.**

[Read more...](#)

Aboriginal Health Transition Fund Project Celebration

The Ontario Aboriginal Health Transition Fund (AHTF) is hosting an Adaptation Knowledge Translation Forum on March 10-11 2011. The Forum will provide an opportunity to share promising practices and lessons learned, highlight project accomplishments and learn about the Ontario AHTF evaluation findings.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN, including the **HNHB LHIN board education meeting February 16 and business meeting February 22, 2011.**

[Read more...](#)

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First Link Helps People with Dementia and Their Families get the Support They Need

When Joe Gallop's wife Shirley was diagnosed with early stage dementia at 77 years old, the Thorold couple didn't know who to turn to or where to go for support. Similarly, Marianne and Bill Smith's world was totally shaken with the news of Marianne's diagnosis of early Alzheimer's disease and consequently, the removal of her driver's license.

A diagnosis of dementia can be difficult for the person receiving the news as well as their family and friends. First Link, a program funded by the HNHB LHIN, connects people like the Gallops and Smiths, with services and supports throughout the continuum of the disease.

Through First Link, the Gallops attended information sessions; learned about dementia, what to expect and how to cope; and connected with others experiencing similar circumstances. For the first time, Shirley felt hope for the future. And so did Joe; "The whole experience with the learning series was fabulous; I would recommend it to anyone in this situation. It made me very happy to see my wife enjoying herself again."

As for the Smiths (pictured right), they too attended information sessions and learned about the many resources available to them. "Early in this journey, we decided to take advantage of anything that would help us," explains Bill. "We had lots of questions and the course helped provide some impetus to start taking little steps in planning for what would lie ahead." That's when the couple



decided to move back to Ancaster where Marianne is less reliant on a car to meet her social needs.

Fast Facts

- **January is Alzheimer Awareness Month**
- **First Link reports that:**
 - **82% of clients feel more independent to manage their dementia**
 - **91% of clients feel they can manage at home better versus supportive living setting**
 - **86% of physicians reported better outcomes when a patient and family are linked to a family physician or a community agency**

First Link is an innovative initiative that encourages and supports assessment and diagnosis of individuals at high risk of dementia and links persons with dementia and their families to a community of learning, services and support throughout the dementia journey. First Link is offered through the [Alzheimer Societies of Brant, Haldimand Norfolk, Hamilton Halton](#) and the [Alzheimer Society of Niagara Region](#).

Students Get Schooled on LHINs

Local students at Grimsby Secondary School recently got a lesson on LHINs. Senior student, Stephanie Oxland gave her Health Care class a presentation on what the LHIN is all about, some of its current initiatives, and spoke about her interview with Jennifer Everson, HNHB LHIN's Physician Lead of Clinical Planning and Integration.

Stephanie joined Jennifer (pictured below) at the LHIN's [Aiming for Better Health: Fort Erie](#) event on November 22, 2010. This was part one of a two-part event that brought together health professionals, community and social service agencies, and residents to identify local priorities and build an action plan related to better care for people with chronic conditions in Fort Erie.



One of the things that stood out most to Stephanie was seeing local citizens with varied backgrounds working together to come up with ways to improve the health of their community. "It was amazing to watch. The bare walls were quickly covered with hundreds of brightly coloured sticky notes; all filled with ideas for better health."

In her interview with Jennifer, Stephanie learned that the HNHB LHIN team is truly a team. "Jennifer explained to me that she values the teamwork that happens at the LHIN office, and in the community too."

It seems Stephanie and her class both benefitted from her presentation. Her class now knows what the LHIN and its role is, and she received top marks on her project. Way to go!

This is not the first time the HNHB LHIN has been involved with students. Several staff members have participated in talks with local students, including undergraduate students, those in medical school, and those pursuing post-graduate business degrees. Over the past few years, interest from students who are required to find a work placement as part of their studies, has steadily grown, and some have even returned for second and third placements.

If you are interested in learning more about co-op opportunities, please [contact us](#).

Highlights from the Board Business Meeting January 25, 2011

The minutes from the January 25 board business meeting will be posted following approval at the February 22 board business meeting. In the meantime, please read through some of the board meeting highlights.

Highlights

- The board approved the draft templates for the 2011-2014 Multi-Sector Service Accountability Agreements (M-SAAs).
- Staff provided the board with an update on the LHIN's Emergency Room (ER) and Alternate Level of Care (ALC) performance since the December 2010 board meeting.

Job Alert: CRM Administrator

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[View this job posting.](#)

Aboriginal Health Transition Fund Project Celebration

The Ontario Aboriginal Health Transition Fund (AHTF) is hosting an Adaptation Knowledge Translation Forum on March 10-11 2011.

The Aboriginal Health Transition Fund is a national initiative that was created by the federal government to support provinces and territories in adapting their health services to better meet the needs of all Aboriginal peoples.

Through this initiative, the Ontario AHTF Adaptation Plan implemented 31 unique projects across all geographic regions of Ontario featuring a wide variety of activities including academic research, data collection, collaborative planning, capacity building/ training, partnerships between mainstream health providers and Aboriginal communities and adapting health services to better meet the health needs of Aboriginal peoples.

The Forum will provide an opportunity to share promising practices and lessons learned, highlight project accomplishments and learn about the Ontario AHTF evaluation findings.

This is an event for health service providers. [Click here](#) to view the invitation and agenda.

Upcoming Events

Community Events

Sunday, January 30, 2011

[2011 Walk for Memories](#)

9:00 a.m.

St. Catharines

Monday, January 31, 2011

[How to Maintain a Healthy Brain](#)

6:30 - 8:30 p.m.

Niagara Falls

Wednesday, February 16, 2011

[HNHB LHIN Board Meeting \(Educational\)](#)

9:00 a.m. - 3:00 p.m.

Grimsby

Monday, February 21, 2011

Family Day

HNHB LHIN Office Closed

Tuesday, February 22, 2011

[HNHB LHIN Board Meeting \(Business\)](#)

4:00 - 7:00 p.m.

Grimsby

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

Health Service Provider Events

Wednesday, February 16, 2011: [Helping Clients Navigate Addiction Treatment Using Admission and Discharge Tools](#)

Friday, February 18, 2011: [Sexual Orientation & Gender Identity in Mental Health. Counselling and Addiction Settings](#)

Friday, February 18, 2011: [SUBMISSION DEADLINE - Service Awards for Geriatric Excellence \(SAGE\)](#)

Wednesday, February 23, 2011: [Workshop - Innovative Practices in ABI Rehabilitation](#)

Thursday, February 24, 2011: [Lecture in Palliative Care - Suffering & Medicine: Interactions, Influences and Timings](#)

Thursday, February 24, 2011: [Mental Health Promotion and the Workplace](#)

Monday, March 7, 2011: [Cross-Cultural Dementia Workshop](#)

March 10-11, 2011: [Aboriginal Health Transition Fund Ontario Adaptation Plan Knowledge Translation Forum](#)

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

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