



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.

February 2011 - Volume 1

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CAMHS Working to Improve Quality

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[Read more...](#)

Long-Term Care Homes Put Residents First

On January 27, 2011, a [Residents First](#) meeting was held for long-term homes and partners in the HNHB LHIN. More than 200 people attended, including leadership from most of the HNHB LHIN's 86 long-term care homes, and representation from the Nurse Practitioner-Led Outreach Team, the Geriatric Assessment and Integration Network (GAIN), the HNHB Community Care Access Centre (CCAC), and the Ministry Performance Improvement and Compliance Branch. The meeting even attracted leadership from long-term care homes in the

South West LHIN.

[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 education meeting February 16, 2011 and board business meeting February 22.**

[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...](#)

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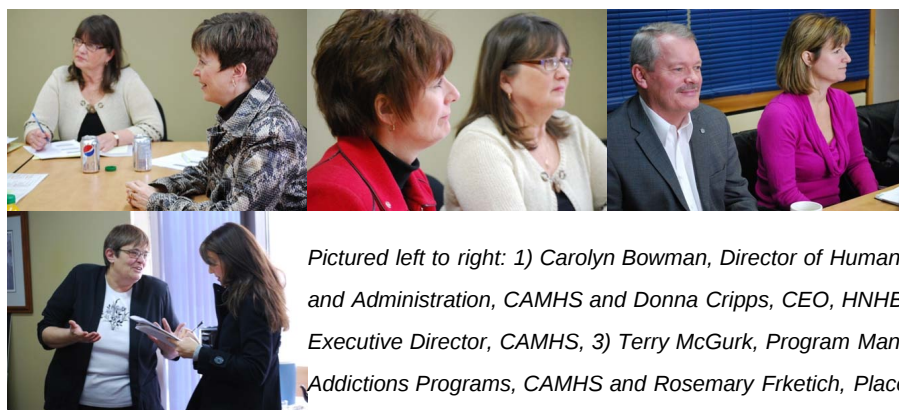
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On February 7, 2011, LHIN staff met with representatives from Community Addiction and Mental Health Services of Haldimand & Norfolk (CAMHS). Much of the discussion centred on CAMHS' efforts to improve quality for the people who use their services.



Pictured left to right: 1) Carolyn Bowman, Director of Human Resources and Administration, CAMHS and Donna Cripps, CEO, HNHB LHIN, 2) Lisa Bishop, Executive Director, CAMHS, 3) Terry McGurk, Program Manager, CAST, Adult and Addictions Programs, CAMHS and Rosemary Frketich, Placement Student, HNHB LHIN, 4) Susan Roach, Program Manager, Haldimand-Norfolk Resource Centre, and Laura Bruccoleri, Communications Assistant, HNHB LHIN.

CAMHS created a Quality Improvement Committee with representation from each of its services, including the Addiction Program, Adult Mental Health Program, Crisis Assessment and Support Team (CAST), Specialized Geriatric Services Program and the Haldimand-Norfolk Resource Centre.

In line with the HNHB LHIN and provincial priority to reduce unnecessary emergency room (ER) visits, the QI committee looks for ways to enhance the quality of their services while aiming to reduce ER visits.

The committee evaluates how and when people access their services, and how processes could better meet people's needs.

Here are some highlights:

- Adapting CAST from a team that provides crisis support in hospital to a mobile team that provides service to people wherever they are in the community, effectively diverting ER visits.
- Improving internal processes so that people can transition between services more smoothly, and also ensure people have timely access to the services they need.
- Working with hospitals to understand why people visit the ER frequently for issues related to mental health and/or addictions so that they can provide better supports for these people within the community, preventing unnecessary ER visits.
- Increase in utilization of Peer Support (people with lived experience) and trained Peer Specialist in all agency programs, especially CAST, to reduce avoidable ER visits and length of hospitalization.
- Strengthening partnerships with other community mental health and addictions agencies and other stakeholders, such as the Ontario Provincial Police (OPP).

Donna Cripps, HNHB LHIN CEO, congratulated CAMHS for understanding a person's journey through care and working to ensure the transition between services is seamless. Donna also congratulated CAMHS for finding ways to work together with local partners.

Getting People the Help They Need

As part of the Aging at Home Strategy, which is designed to support seniors to live independently at home or in the community, the HNHB LHIN funded the CAMHS Specialized Geriatric Services program. This program provides non-emergency clinical assessment, consultation, treatment and education to older adults and their families who are experiencing mental health issues, combined with age-related difficulties.

This program is helping Karim, 62, and his wife get the help they need. Karim, who is in a wheelchair and on oxygen therapy at home, struggles with several mental health issues, including depression, generalized anxiety disorder, personality disorder, suicidal thoughts and dementia. He also has chronic physical illness, such as diabetes and seizure disorder.

Without support from family or friends, his wife is his main caregiver, and she too, struggles to take care of both herself and her husband. Before receiving supports from the SGS team, Karim was in the Norfolk General Hospital emergency room more than 20 times and was admitted to hospital several times. The SGS team consulted with the couple and developed a plan that would help meet each of their needs.

After months of intense support from the SGS team, Karim has not been to the ER or admitted to hospital in the last six months, he is able to get around better, and his breathing and mood have both improved. His wife feels less burdened and is taking advantage of respite care. The couple continues to receive the community supports and services they need to be able to remain in their home.

**Please note the name of the individual in this story has been changed to protect privacy.*

Long-Term Care Homes Put Residents First



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and Compliance Branch. The meeting even attracted leadership from long-term care homes in the South West LHIN.

The goal of the meeting, hosted by the [Ontario Health Quality Council \(OHQC\)](#) and supported by the HNHB LHIN Long-Term Care Home Council, was to help long-term care homes begin to develop quality improvement plans. Developing these plans is part of the Residents First Initiative.

This initiative supports long-term care homes in Ontario in providing an environment for their residents that enhances their quality of life. Residents First is partnership driven and supported by the Ontario Ministry of Health and Long-Term Care. LHINs are leading implementation at the local level, and all 14 LHINs are participating in this initiative. Training is being delivered by experts in quality improvement through the OHQC.



In our LHIN, there are 14 facilitators who are representatives from local homes who have received additional training from the OHQC. These facilitators provided assistance at the meeting, and will be there to support local homes as they continue to develop their quality improvement plans. The HNHB LHIN has the most facilitators of all LHINs.

The participation in this meeting demonstrates the passion and commitment among stakeholders in the HNHB LHIN to enhancing quality care for long-term care home residents.

The 27 long-term care homes in HNHB LHIN who were part of the initial pilot phase in 2010 will come together for a follow-up meeting on February 15, 2011 to share their experience so far.

Good News from our Partners

Kiosks Encourage GNGH Visitors to Wash Hands

A new motion activated voice message now greets visitors, doctors and staff at Greater Niagara General Hospital, asking them to clean their hands when they enter the main entrance and other areas of the building.

Read the rest of the [Niagara Falls Review article](#).

Jo Brant Clinic Honoured

The Breastfeeding Clinic at Joseph Brant Memorial Hospital was recognized with an international award

presented to only three organizations in Canada from the International Board of Lactation Consultant Examiners (IBLCE) and the International Lactation Consultant Association (ILCA).

Read the [Burlington Post article](#).

Canada's 1st Multi-Discipline Automated Laboratory Opens at BGH

Two months after performing Canada's first custom knee replacement surgeries, the Brant Community Healthcare System is leading the way with more innovation with the opening of Canada's first multi-discipline automated hospital laboratory at the Brantford General Hospital.

Read the [media release](#) from Brant Community Healthcare System.

Hotel Dieu Shaver Opens Five Palliative Care Rooms

On January 27, 2011, donors, volunteers and staff gathered at the Hotel Dieu Shaver Health and Rehabilitation Centre to officially open its five new palliative care rooms. The rooms were decorated to ensure a calm and peaceful environment, feature a state-of-the-art electric bed to help patients be as comfortable as possible, IsoFlex mattresses, sleeper chairs for family members who may need to spend long hours in the room, wall mounted flat screen televisions, shutters and new bathrooms.

Read the [media release](#) from Hotel Dieu and the [Niagara This Week article](#).

[Click here for more good news.](#)

Upcoming Events

Community Events

Wednesday, February 16, 2011

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

9:30 a.m. - 2:30 p.m.

Grimsby

Monday, February 21, 2011

Family Day

HNHB LHIN Office Closed

Tuesday, February 22 and March 1, 2011

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

2:00 - 4:00 p.m.

Hamilton

Tuesday, February 22, 2011

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

4:00 - 7:00 p.m.

Grimsby

Thursday, February 24, 2011

[Public Lecture: Mild Cognitive Impairment](#)

6:30 - 8:00 p.m.

Hamilton

Wednesday, March 2, 2011

[Late Life Love and Intimacy](#)

11:00 a.m. - 4:00 p.m.

Brantford

March 21, 28 and April 4, 11, 2011

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

Hamilton

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](#)

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](#).

Twitter Tracker

HNHB_LHINfo: **187 followers** (up 13 from last report)

HNHB_LHINgage: **225 followers** (up 19 from last report)



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