



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.

September 2011 - Volume 2

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Update from the Board Meeting

The minutes from the September 27, 2011 board business meeting will be posted following approval at the October 25 business meeting. In the meantime, please read through some of the highlights from the meeting.

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BSO Project Forging Ahead

As part of the Behavioural Supports Ontario (BSO) Project, four early adopter LHINs recently came together to complete a crucial step in the development of their local action plans to enhance care for older adults with responsive behaviours related to dementia and other neurological conditions. The purpose of the sessions was to develop an understanding of the patient's voice and values, map out current processes and identify opportunities for improvement.

[Read more...](#)

Email Alerts Available for BSO Project

Stay informed with the latest updates and information on the Behavioural Supports Ontario (BSO) Project by subscribing to the HNHB LHIN's new web alert. By subscribing to the BSO Project web alert, you will receive email notifications when new information is available on the BSO Project page on the HNHB LHIN website.

[Read more...](#)

Invite the LHIN to Speak to Your Group!

As part of Speaker's Bureau - a regular community engagement initiative at the HNHB LHIN - representatives from senior staff and the board meet with community groups and organizations to share with them the role of the LHIN and some key initiatives. In August and September 2011, Donna Cripps, CEO and Mike Shea, Board Chair, spoke with various Rotary Clubs in Hamilton. Here, Donna provides her insight on these sessions.

[Read more...](#)

Donna's Blog

Donna Cripps, CEO, began blogging in April 2011. Check out an excerpt from her latest blog post, and be sure to read her next post on Monday, October 3rd.

[Read more...](#)

Introducing New HPAC Members

The HNHB LHIN's Health Professionals Advisory Committee recently welcomed two new members, Carmen Carmazan and Melanie Fall-Stratton. Carmen and Melanie attended their first meeting on September 20, 2011.

[Read more...](#)

Good News from Our Partners

Read some of the good news from our partners in health.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN, including the [HNHB LHIN board business meeting October 25, 2011](#).

[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 - September 27, 2011

The minutes from the September 27, 2011 board business meeting will be posted following approval at the October 25 business meeting. In the meantime, please read through some of the highlights from the meeting.

Highlights

- The board business meeting opened with a brief education session. Pricewaterhouse Coopers presented on its work with residents across Ontario to develop a report and recommendations for improved health care. The report is available online: www.pwc.com/ca/shapethefuture.
- The board received a report from the Niagara Health System (NHS) Hospital Improvement Plan (HIP) Tripartite Committee which recommended that the committee be put on hold to work with NHS Supervisor, Kevin Smith. As the creation of the committee was requested by the Minister of Health, the board will make this recommendation to the Minister.
- It is required that the LHIN must reduce its executive office costs (any persons who report to the CEO) by 10% over the fiscal years 2011-12 and 2012-13. Board Chair Mike Shea expressed his commitment to extend this practice to the board.
- The board received an update on access to care, specifically regarding emergency departments (ED) and alternate level of care (ALC). It was noted that the LHIN achieved its ED wait time target of 28.6 hours and that the ALC rate decreased to 12.2% as of April 2011, from 21.7% in September 2010.

BSO Project Forging Ahead

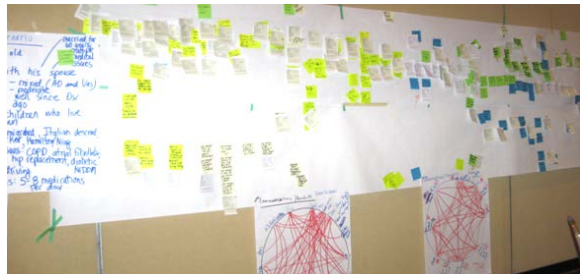
As part of the Behavioural Supports Ontario (BSO) Project, four early adopter LHINs - Hamilton Niagara Haldimand Brant, North Simcoe Muskoka, Central East and South East - recently came together to complete a crucial step in the development of their local action plans to enhance care for older adults with responsive behaviours related to dementia and other neurological conditions.



Two, two-day sessions were held - HNHB and NSM LHINs met September 20-21 and CE and SE LHINs met September 22-23. Health Quality Ontario (HQO) facilitated both sessions. The four LHINs subsequently came together via teleconference to share what each had learned.

The purpose of the sessions was to develop an understanding of the client's voice and values, map out current processes and identify opportunities for improvement. Approximately 80 people attended the HNHB and NSM session. In addition to LHIN staff, participants included Robert Gadsby, a local resident representing the 'voice' of the client, frontline workers, such as registered nurses, nurse practitioners, personal support workers, and physicians, system navigators, and representatives from geriatric health outreach programs, Community Support Services, and the HNHB Community Care Access Centre.

The group identified many opportunities to improve processes that would improve the client's journey by reducing unnecessary steps, and make transitions between care providers more seamless. These learnings will be used to help shape the HNHB LHIN's local action plan and develop client-centred LHIN-wide improvement strategies.



The four early adopter LHINs must submit their local action plans to a reporting office created by the BSO by October 5, 2011. The role of the reporting office is to ensure that all LHIN action plans are high quality and address clients' needs across the continuum of care, and to monitor implementation within the 14 LHINs. A knowledge exchange event is being planned to enable the remaining 10 LHINs to learn from the early adopter LHINs.

Email Alerts Available for BSO Project

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To subscribe, create a 'My Page' account at www.hnhblhin.on.ca or [click here](#) to go directly to this page. If you already have an account, simply sign in and update your subscription list.

For help with creating or updating your 'My Page' account, contact [Laura Bruccoleri](#).

Invite the LHIN to Speak to Your Group!

As part of Speaker's Bureau - a regular community engagement initiative at the HNHB LHIN - representatives from senior staff and the board meet with community groups and organizations to share with them the role of the LHIN and some key initiatives. Speaker's Bureau also helps the LHIN learn about health care values within our communities.

In August and September 2011, Donna Cripps, CEO and Mike Shea, Board Chair, spoke with various Rotary Clubs in Hamilton. Below, Donna provides her insights from the sessions.

What are the most common issues/questions you hear?

The one thing I hear repeatedly is that people know about LHINs, but don't really understand the role we play in the health care system. I believe the presentations help to clarify that LHINs plan, fund and integrate the health system; that health care providers do great work within their scope of care, and that LHINs bring a system perspective to ensure providers work together to improve people's *journey* through the health system.

Do the audience have any 'ah ha' moments?

I seem to get the most reaction from listeners when I speak about specific examples of how the LHIN is improving care in their community and how these initiatives are saving money. For instance, people relate to examples like the diabetic foot care program that addresses foot complications early to prevent amputations and has saved more than \$3 million in Hamilton alone.

People also appreciate hearing that we know the health care system is not perfect. But with real, tangible results that are improving care and the patient experience every day, we are moving in the right direction.

What is the one thing you hope the audience learn?

My goal is that people walk away from the presentation with an understanding that the LHIN plans, funds and integrates health services; that the LHIN works to improve a person's journey through the health care system; and that the LHIN works to help keep people well, get them good care when they are sick, and ensure sustainability. I also want people to learn about the ways the LHIN provides value, at home in their community.

What do you learn from these talks?

Given that many people are unclear as to the role of the LHIN, I believe we can and need to continue to help people understand what the role of the LHIN is and how we are making a difference in the local health care system.

Why do you think these presentations are important?

Presentations to community groups and organizations gives us the opportunity to share real stories about real people who live and work in our communities. They also help us to identify areas for improvement. I look forward to visiting more communities and meeting more people throughout the HNHB LHIN!

Request a Speaker

If your group or organization would like to request a LHIN representative to come speak with your group or organization, please complete the Speaker's Bureau request form available on our website at

www.hnhblhin.on.ca or [click here](#) to complete the form now.

Donna's Blog

Donna Cripps, CEO, began blogging just a few months ago. Check out an excerpt from her latest blog post (below), and be sure to read her next post on Monday, October 3rd.

One of the things I enjoy most about each and every single day is getting to know people. Getting to know what they value, what makes them laugh, what makes them who they are! As a frontline health care provider for many years, I've had the privilege of getting to know and caring for countless individuals. One of the greatest thrills I've had is getting to know them better, as a person first. And what I've learned, and learned well, is people respond to care best when you get to know the person behind the illness.

This was an important lesson for me in caring for patients, particularly in caring for older individuals with complex and responsive behaviours associated with mental health issues, such as dementia and other neurological conditions. That's why I'm so excited the HNHB LHIN is one of four LHINs involved as early participants in the [Behavioural Supports Ontario \(BSO\) Project](#).

Read the full [September 2011 blog post](#).



[Sign up to receive Donna's Blog](#)

Introducing New HPAC Members

The [Health Professionals Advisory Committee \(HPAC\)](#), a mandated volunteer advisory committee to the HNHB LHIN, brings the critical perspective of health professionals to the LHIN's strategy and implementation efforts. Local decision-making is strengthened by the input of these professionals who are close to the ground and have a current understanding of the needs of the patients and clients in their care.

The HNHB LHIN's HPAC recently welcomed two new members, Carmen Carmazan and Melanie Fall-Stratton. Carmen and Melanie attended their first meeting on September 20, 2011.



Carmen Carmazan has more than 20 years of health care experience in a variety of roles and settings, ranging from acute care to community care. She is currently a Therapy Manager in Brantford and has worked in community rehabilitation in Niagara and as a Community Case Manager for the HNHB Community Care Access Centre in Hamilton. Carmen is a Registered Physiotherapist and Registered Practical Nurse. She is currently pursuing a Master's degree in Health Research Methodology from McMaster University.

Melanie Fall-Stratton is a Clinical Dietician at Hamilton Health Sciences with nearly



20 years of dietetic experience. She directed the processes involved in the development of an integrated system of stroke care across the health care continuum in Central South and Central West Ontario. She also held positions of Regional Stroke Program Manager and previously Education Coordinator. Melanie is a member of the College of Dietitians of Ontario and has received awards recognizing excellence and leadership.

Good News from Our Partners

Dennis regains his independence with help from Goldies2Home Program

After fracturing his femur and recovering from his injuries, 89-year-old Dennis Carr regained his strength and independence through the Goldies2Home program at Shalom Village. Dennis received care from a team of health professionals, including physiotherapists, registered nurses, personal support workers and recreation staff. Goldies2Home is a LHIN-funded program with collaborative partnerships between Hamilton Health Sciences, St. Joseph's Healthcare Hamilton, Shalom Village, Dundurn Place, and the HNHb Community Care Access Centre (CCAC).

Read the [article in Grapevine](#), a Shalom Village newsletter.

New surgical wing at St. Joe's

St. Joseph's Healthcare Hamilton officially opened a new surgical wing featuring 12 new operating rooms with state-of-the-art equipment and an atmosphere that promotes an improved patient experience.

Read the [article in the Hamilton Spectator](#).

SAM celebrates 30 years of helping seniors maintain independence

For the Seniors Activation Maintenance (SAM) Program, September 2011 marked 30 years of providing service to seniors to help them maintain their independence in the community. The SAM Program is an adult day service that offers programs focused on activation, wellness and integration, helping people to remain in the community as long as possible.

Read the [media release](#).

Bridges CHC services now under one roof in Port Colborne

Bridges Community Health Centre (CHC) recently opened the doors to its new permanent site in Port Colborne, where services are now consolidated in one place, rather than being spread out across three sites.

Read the [article in the Welland Tribune](#).

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

Upcoming Events

Community Events

October 4, 12, 18 & 25, 2011

[Learning Series for Families and Care Partners of Persons with Dementia](#)

1:30 - 3:30 p.m.

Brantford

Monday, October 10, 2011

Thanksgiving

HNHB LHIN Office CLOSED

Thursday, October 13, 2011

[Spiritual Care of Persons with Dementia](#)

10:00 a.m. - 4:00 p.m.

Brantford

Wednesday, October 19, 2011

[Designing Age Friendly Communities: How does Hamilton stack up?](#)

1:00 - 2:30 p.m.

Hamilton

Thursday, October 20, 2011

[Food for Thought Symposium: Historical Approaches to Healthy Aging](#)

9:30 a.m. - 2:45 p.m.

Jarvis

Tuesday, October 25, 2011

[Suicide Prevention: The Whole Picture](#)

8:00 a.m. - 3:30 p.m.

Hamilton

Tuesday, October 25, 2011

[HNHB LHIN Board Business Meeting](#)

4:00 - 7:00 p.m.

Grimsby

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

Health Service Provider Events

October 20, 2011: [Starting HELP at Your Hospital](#)

October 21, 2011: [MachANd Day of Evaluation & Management of the Upper Extremity](#)

October 25, 2011: [Suicide Prevention: The Whole Picture](#)

October 30, 2011: [Annual McMaster Update in Thromboembolism and Hemostasis](#)

November 16, 2011: [2011 Evidence-Based Management of the Diabetes Epidemic](#)

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

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