



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.

October 2011 - Volume 2

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Update from the Board Meeting

The minutes from the October 25, 2011 board business meeting will be posted following approval at the December 13 business meeting. In the meantime, please read through some of the highlights from the meeting.

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'I am who I am so help me continue to be me'

As part of the Behavioural Supports Ontario (BSO) Project, the HNHB LHIN and its partners developed and are now moving forward on implementing its local Action Plan. It aims to enhance care and services for seniors with responsive behaviours related to dementia and other neurological conditions.

[Read more...](#)

Improving Access to Mental Health & Addictions Services

In one year, 30 people accounted for nearly 2,200 visits to HNHB LHIN emergency departments (EDs) for issues

related to mental health and/or addictions. This signals the health care system needs to better support these individuals to get the care they need, when and where they need it. A number of initiatives are in place to help reduce frequent ED visits related to mental health and/or addictions issues and to help people get the best care, in the right place, at the right time.

[Read more...](#)

5,000 More People in HNHB LHIN Have a Family Doctor

Thanks to Health Care Connect, 5,000 more people in the HNHB LHIN now have a family health care provider. Health Care Connect matches people without a primary care provider with a family doctor or nurse practitioner.

[Read more...](#)

Good News from Our Partners

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

[Read more...](#)

Connect with Us!

Stay informed of HNHB LHIN initiatives and activities by following us on Twitter and subscribing to Donna's Blog.

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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 - October 25, 2011

The minutes from the October 25, 2011 board business meeting will be posted following approval at the December 13 business meeting. In the meantime, please read through some of the highlights from the meeting.

Highlights

- The board was provided with an overview of the [Behavioural Supports Ontario \(BSO\) Project](#) from a provincial perspective, and an update of the HNHB LHIN's progress to date. [Click here](#) to view the presentation.
- As recommended by the Audit Committee, the board approved the following:
 - As part of the BSO Project, nearly \$1.3 million to support staffing positions (outside long-term care) to be shared among Hamilton Health Sciences, Dementia Alliance and the HNHB Community Care Access Centre (CCAC), up to \$2.6 million for staff in long-term care homes, and up to \$200,000 to support mobile outreach teams.
 - To help prevent hospital admissions and facilitate successful hospital discharges, \$6.7 million to the HNHB Community Care Access Centre (CCAC) to support more people in the community with higher and more complex care needs.
 - The operation of the Telemedicine Nursing Program to be split between Community Addiction and Mental Health Services of Haldimand-Norfolk (which will also serve Brant) and the Regional Municipality of Niagara. Each of these organizations will have two registered nurses and two nurse practitioners.
 - Expansion of the Nurse Led Outreach Team (until March 2012) with three additional nursing positions to serve Niagara, Hamilton, and Haldimand-Norfolk and Brant.

- One-time funding to support the [HNHB LHIN's Registered Nurses Association of Ontario \(RNAO\) Best Practice Spotlight Organization \(BPSO\) initiative](#).
 - Expansion of the Early Psychosis Program in Niagara and west Niagara.
 - The board endorsed three capital related submissions:
 - The programs and services component of West Lincoln Memorial Hospital's Stage 2 Functional Program submission.
 - The programs and services component of Bridges Community Health Centre's Stage 1 proposal submission for the Fort Erie permanent site.
 - The programs and services component of St. Joseph's Healthcare Hamilton's pre-capital submission for its interim Intensive Care Unit expansion.
-

'I am who I am so help me continue to be me'

'I am who I am so help me continue to be me' is the statement that guides local work as part of the Behavioural Supports Ontario (BSO) Project. Developed at a [planning session](#) in September, it is meant to reflect what 'the person' - a senior with responsive behaviours - values in their journey through the health care system. This statement was key to the development of the HNHB LHIN's local Action Plan to enhance care and services for these individuals.



Action Plan

The Action Plan is a high level vision for how the system should function in order to produce the best client experience. To achieve this vision, detailed improvement plans will be developed to address gaps in care, reduce duplication and to ensure smooth transitions through the system. The improvement plans will respond to local needs and will leverage existing resources.

The Action Plan for HNHB LHIN was reviewed and endorsed by the Coordination and Reporting Office (CRO) which is responsible for reviewing all LHIN action plans to ensure that they align with the provincial Behavioural Supports Ontario framework, and that they include strategies to address quality of care and quality of life for seniors with responsive behaviours. The plan was also reviewed and endorsed by the Provincial Resource Team, an expert advisory body to the CRO, and by Health Quality Ontario (HQO).

All four early adopter LHINs of the BSO Project have now completed their local Action Plans (*see Quick Facts for a list of early adopters*). The HNHB LHIN Action Plan will be available in the coming weeks at www.hnhblhin.on.ca.

Highlights of the plan include:

- Working with family care providers and geriatric specialists to develop an evidence-based toolkit on the assessment and management of people with responsive behaviours
- Mobile outreach teams to support people living in the community and in long-term care, and to support people as they transition between health services in different parts of the system
- A single point of contact for a person accessing multiple community resources, programs and services

The plan aims to:

- Better support people to live at home in the community
- Avoid premature admission to long-term care
- Ensure smoother transitions to long-term care for those who need it
- Better meet the needs of residents in long-term care homes by providing the staff with specialized skills and knowledge
- Avoid unnecessary emergency department visits

At its October 25, 2011 business meeting, the HNHB LHIN board approved funding to support costs associated with the mobile support teams. *For details, please read the **Update from the Board Meeting** above.*

Next Steps

Sub-committees will be established to develop detailed improvement plans that will improve the experience of the person and their caregiver throughout their journey of care. As plans are implemented, we will continue to make improvements and identify further areas for improvement.

As we work with local partners to roll the plans out, we will share what we are learning with the remaining 10 LHINs. This is important for ensuring common elements across the province so that people experience consistent access to and quality of care regardless of where in Ontario they live.

The remaining 10 LHINs have embarked on planning sessions to help them develop their local Action Plans.

Quick Facts

- The BSO Project aims to enhance care for persons with responsive behaviours related to dementia and other neurological conditions.
- The four early adopter LHINs are Hamilton Niagara Haldimand Brant, North Simcoe Muskoka, Central East and South East.
- The HNHB LHIN is receiving nearly \$4 million of the \$40 million provincial BSO project investment. Read the [media release](#).
- On September 13, 2011, the HNHB LHIN's BSO Project Steering Committee hosted a focus group to learn from health care providers and stakeholders about opportunities to improve the health care system for people with responsive behaviours. [Click here](#) to read the notes.

Improving Access to Mental Health & Addictions Services

In one year, 30 people accounted for nearly 2,200 visits to HNHB LHIN emergency departments (EDs) for issues related to mental health and/or addictions. That's an average of about 73 ED visits per person in that one year.

What does this mean?

It means that the health care system needs to better support these individuals to get the care they need, when and where they need it.

To understand this issue, the HNHB LHIN and its health care partners are working together to identify some of the factors that may have contributed to the high number of frequent visits to emergency departments and how the system can better support these individuals to get the appropriate care in the right place, at the right time.

Here are some of the common characteristics identified among these individuals:

- Abusive childhood
- Diagnoses such as schizophrenia, depression and substance abuse
- Non-compliance with medications and treatment
- Issues with housing
- Financial distress
- No or few social supports
- Low level of education
- Living alone

Here are some of the common themes from a system perspective that contribute to this issue:

- Lack of psychiatrists in Niagara, Haldimand-Norfolk and Brant
- Fragmented care, particularly as an individual transitions from hospital to community
- Shortage of mental health and addiction programs and services, such as crisis support in the community
- Capacity of family health care providers to respond to needs of individuals with mental and addictions

Making a Difference

To address these system and individual issues, the LHIN is actively working with a broad range of health service providers and stakeholders, including Emergency Medical Services and police. Focus groups were held in Haldimand-Norfolk, Hamilton, Brant, and Niagara to analyze the data, discuss the issues and identify opportunities for improvement. Each community will implement solutions that respond to its local needs.

A consumer perspective was gathered through the Haldimand-Norfolk Resource Centre (a LHIN-funded peer support program for people with mental health and addictions issues) and was presented at one of the above mentioned focus groups. Approximately 20 individuals spoke about their experiences with the health care system and came up with suggestions to reduce ED visits. Many suggestions focus on improving access to care in the community such as primary care (family doctor or nurse practitioner), supportive housing, crisis support and transportation.

Below are some examples of initiatives in place to help reduce frequent ED visits related to mental health and/or addictions issues and to help people get the best care, in the right place, at the right time.

Creating a Care Plan Customized to Individuals' Goals

The LHIN is working to implement a common assessment tool to be used by mental health care providers. The purpose of this tool is to better understand clients' needs and goals and create a care plan that

addresses these.

Linking People with Psychiatry Close to Home

The LHIN is working to expand access to psychiatrists in underserved areas of the LHIN. For example, the Telepsychiatry Pilot Project in Fort Erie - involves a live videoconference consultation between a client at Douglas Memorial Hospital (with a Registered Practical Nurse on hand) and a psychiatrist at St. Joseph's Healthcare Hamilton. This pilot is a collaboration between Niagara Health System, St. Joseph's Healthcare Hamilton, the Town of Fort Erie and the HNHB LHIN.

Preventing People from 'Falling through the Cracks'

A working group consisting of health service providers from different sectors continue to discuss how the system can better support individuals with mental health and/or addictions issues so they can get their health care needs met in the appropriate setting.

Expanding Options for Crisis Support in the Community

We are working to expand the options for crisis support in the community to provide individuals with alternatives to the emergency department. For example, the LHIN recently funded the Crisis Outreach and Support Team (COAST) program in Niagara and, crisis counselling provided by social workers in Burlington, Brant and Niagara.

5,000 People Linked with Family Health Care Provider

Thanks to Health Care Connect, 5,000 more people in the HNHB LHIN now have a family health care provider. Health Care Connect matches people without a primary care provider with a family doctor or nurse practitioner. People without a family health care provider are referred to a family doctor or a nurse practitioner who is accepting new patients in their community.

Do you or someone you know need a family health care provider?

Learn how [Health Care Connect](#) can help you find one.

Good News from Our Partners

Haldimand War Memorial Hospital to Get CT Scanner

Haldimand War Memorial Hospital received approval from the Ministry of Health and Long-Term Care to operate a Computed Tomography (CT) scanner. Hospital President and CEO David Montgomery says the CT scanner will allow the hospital to diagnose on-site and avoid the need to send patients out of county.

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

Hotel Dieu Shaver Helps 22-year-old Rachele Recover After Stroke

In June 2010, 22-year-old Rachele suffered a stroke. With the support of her family and friends, and a team

of providers at Hotel Dieu Shaver Health and Rehabilitation Centre, her friends say, "the fun Rachel has come back."

Read the [article in the St. Catharines Standard](#).

CCAC Honours 'Heroes in the Home'

The HNHB Community Care Access Centre (CCAC) created the 'Heroes in the Home' program in 2010. It recognizes and honours unpaid caregivers - family members, friends and volunteers. On October 19, 2011, the HNHB CCAC held a ceremony in Burlington to honour local caregivers.

Read the [article in the Burlington Post](#).

Technology Improves Access to Pharmacy Services at WHGH & WLMH

West Haldimand General Hospital (WHGH) and West Lincoln Memorial Hospital (WLMH) are using a web-based technology to enable 24/7 pharmacist access. The pharmacist, shared by the two hospitals, can now simultaneously serve both hospitals. This technology provides the coverage and oversight needed for anytime, anywhere supervision.

Read the [story in OHA Today](#).

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

Connect with Us!

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Are you following us yet?

We want to stay informed too - let us know if you're on Twitter!



[Sign up here](#) to get Donna's Blog delivered to your inbox.

Check out Donna's next blog post Monday, November 7th.

Upcoming Events

Community Events

Tuesday, November 1, 2011

[Options for Care: First Link Learning Series for Friends & Family of Persons with Dementia](#)

1:00 - 3:00 p.m.

Brantford

Wednesday, November 2, 2011

[Problem Gambling: Sharing Solutions. Changing Lives](#)

1:00 - 3:00 p.m.

Brantford

(Thursdays) November 3, 10, 17, 24 and December 8, 15, 2011 (6-session course)

[How-to Workshop for Changing Your Relationship with Food](#)

5:00 - 6:30 p.m.

Port Colborne

Thursday, November 17, 2011

[Diabetes Hot Topics](#)

3:00 - 4:00 p.m.

Port Colborne

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

Health Service Provider Events

November 9, 2011: [Decoding Diagnostics](#)

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

November 16, 2011: [EQUIP for Action on Diversity: Implement and Propagate](#) (Part 3 of 3)

November 30, 2011: [Drugs and the Elderly: Too many or too few?](#)

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

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