



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.

April 2012 - Volume 1

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ACTION: A Call To IntegratiOn Now

We know people want a health care system that is coordinated, provides high quality care based on the best evidence available, and provides value for taxpayer dollars through integrated and efficient services. To achieve this, we need to make changes to the way health care services are organized and delivered. That's why the HNHB LHIN is taking ACTION now. **ACTION: A Call To IntegratiOn Now**, is a five-year plan that will result in an integrated, person-centred health care system that provides quality care and value for money.

[Read more...](#)

Update from the Board Meetings

The minutes from the March 28, 2012 board business meeting will be posted following approval at the May 30

business meeting. The minutes from the February 29, 2012 board business meeting will be posted shortly. In the meantime, please read through some of the highlights from the meetings.

[Read more...](#)

Board Member Bill Millar Concludes His Term

Board member Bill Millar concluded his term with the HNHB LHIN Board on March 6, 2012. The LHIN has benefited from his wisdom, knowledge and full engagement at the Board table, in particular with his focus on quality performance indicators.

[Read more...](#)

1st-of-its-Kind Health & Education Partnership for Seniors

The health and education sectors in the HNHB LHIN are working together in a unique, integrated program. At the South Niagara Health and Wellness Centre located at Niagara College's new Applied Health Institute in Welland, seniors are benefitting from a broad range of health and support services that are designed to improve and maintain their health status and ability to live independently in the community. At the same time, Niagara College's Applied Health students are benefitting from hands-on experience in the provision of personal care, support and therapeutic services to seniors.

[Read more...](#)

BSO Update - February 2012

This is the second in a series of monthly updates to keep you informed of local progress in advancing the Behavioural Supports Ontario (BSO) Project. Recent work of the BSO sub-committees focuses on testing proposed models and processes to identify further refinements to ensure the best possible outcomes for individuals with responsive behaviours and their caregivers.

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ClinicalConnect: 'What Patients & Providers Deserve'

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A team of researchers from the University of Toronto, York University, and Cancer Care Ontario, have been asked by Cancer Care Ontario to find out how to increase colon, breast and cervical cancer screening participation among people living in Ontario who are either never or under screened. As part of the provincial project, they have developed an online survey that takes only five minutes to complete.

[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 [Board education meeting April 18, 2012](#).

[Read more...](#)

Follow Us on Twitter!

Stay informed of HNHB LHIN initiatives and activities by following us on Twitter.

[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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LHINsight

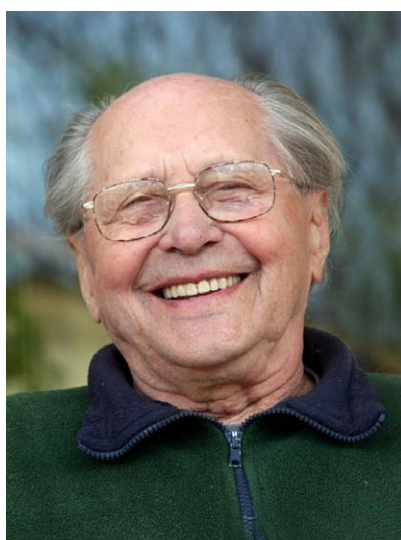
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ACTION

A Call To IntegratiOn Now

Working Together for Better Health Care



We know people want a health care system that is coordinated, provides high quality care based on the best evidence available, and provides value for taxpayer dollars through integrated and efficient services. To achieve this, we need to make changes to the way health care services are organized and delivered.

We know our present course of action is not sustainable.

Ontario's [Action Plan for Health Care](#) points out that our province is facing "unprecedented challenges" the most prominent being fiscal and demographic. "Indeed, if we didn't change anything, kept the age-specific costs what they are today and applied them to the 2030 population, our health costs would increase by \$24 billion - 50 per cent more than today from changing demographics alone."

The [Drummond Report](#) notes that quality and efficiency are drivers for broad health system reform. "We are left with the challenge of reforming the health care system to make it operate more efficiently and give us greater value for money...What we need is a broad revamping of the system that makes the parts work better together..."

The time for action is now.

That's why the HNHB LHIN is taking ACTION now. **ACTION: A Call To IntegratiOn Now**, is about creating a system that serves patients, clients and families best. **ACTION** is about providing people with value for taxpayer dollars. **ACTION is about working together for better health care.**

ACTION is a five-year plan that will result in an integrated, person-centred health care system that provides quality care and value for money. Working with residents, health care providers, community leaders and other stakeholders, together, we will build and implement a plan that ensures the health care system is here for our children and grandchildren.

ACTION involves four key phases: 1) Project Initiation, 2) Current State Assessment, 3) Future State Design, and 4) Implementation Planning and Reporting. These phases will be complete by the end of 2012, with implementation set to take place 2013 through 2017.

This process is being led by a Steering Committee comprised of health system representatives and partners and HNHB LHIN staff. The Steering Committee will provide oversight in the development of **ACTION** and advise the HNHB LHIN leadership team throughout the development process.

Engagement and consultation with multiple working groups, residents and health care providers will occur at various stages.

Throughout the coming months we'll be providing regular updates on **ACTION**, including progress updates and how you can be involved.

For more information about **ACTION**, [click here](#).

Update from the Board Meetings

The minutes from the March 28, 2012 board business meeting will be posted following approval at the May 30 business meeting (please note the April 25 business meeting is cancelled). The minutes from the February 29, 2012 board business meeting will be posted shortly. In the meantime, please read through some of the highlights from the March and February meetings.

Highlights: March 28, 2012

- As a delegation to the board, representatives from the Salvation Army presented on the New Choices program.
- More older adults and seniors will have access to community programs and services to help them live independently at home because of the board's decision to invest in 23 Aging at Home programs.
- Individuals with responsive behaviours and their caregivers will benefit from the support of the Behavioural Supports Ontario (BSO) Community Mobile Teams because of the board's decision to provide a one-time investment to the Dementia Alliance.
- More individuals at high risk of an emergency department visit or hospitalization will receive increased supports as a result of the board's decision to provide the HNHB Community Care Access Centre (CCAC) with an investment for 2012-13. As of December 31, 2011, 164 seniors at high risk received supports through the Transitional Care Program for individuals transitioning from hospital to home, or who were already at home.

- The Hamilton Urban Core Community Health Centre is on its way to a new facility that will serve clients better, following the board's endorsement of the pre-capital submission.
- The board endorsed Brant Community Healthcare System's updated capital submission, meaning that the hospital is one step closer to a new nursery that brings moms and their newborns together on the same floor.

Highlights: February 29, 2012

- The board received the French Language Joint Action Plan from the HNHB and Waterloo Wellington French Language Health Planning Entity. The plan outlines three objectives:
 - To maintain positive relationships and partnerships to facilitate the process of reaching the goal of improving access to quality health services in French for the francophone community.
 - To ensure the needs of the francophone community are identified and addressed in the LHINs' Integrated Health Service Plans.
 - Achieve a better understanding of the francophone community, their health status, their health care needs and develop an action plan on how the system responds to those needs.
 - The board approved the reallocation of more than \$5 million in one-time funding to providers within the LHIN.
 - The board did not stop the voluntary integration of Victorian Order of Nurses (VON) for Canada - Ontario Branch and Aberdeen Health and Community Services.
-

Board Member Bill Millar Concludes His Term

Board member Bill Millar concluded his term with the HNHB LHIN Board on March 6, 2012.

Bill has been an outstanding Board Member over the last four years. Bill has chaired the Governance Working Group from its inception and has served as one of the founding members of the Quality and Safety Committee. Bill was also a LHIN representative on the Niagara Health System Hospital Improvement Plan Tripartite Committee and the Niagara Health System Advisory Group.



The LHIN has benefited from his wisdom, knowledge and full engagement at the Board table, in particular with his focus on quality performance indicators.

Bill will be missed!

[Learn more](#) about Bill Millar.

1st-of-its-Kind Health & Education Partnership for Seniors

The health and education sectors in the HNHB LHIN are working together in a unique, integrated program. At

the South Niagara Health and Wellness Centre (SNHWC) located at Niagara College's new Applied Health Institute in Welland, seniors are benefitting from a broad range of health and support services that are designed to improve and maintain their health status and ability to live independently in the community. At the same time, Niagara College's Applied Health students are benefitting from hands-on experience in the provision of personal care, support and therapeutic services to seniors.

All health and support services provided at the centre and by referral are funded by the HNHB LHIN, including:

- An enhanced adult day and wellness program
- Specialist services for stroke and geriatric assessment
- Exercise programs to prevent falls
- Specialized foot care for high risk diabetics
- Education to help seniors manage their chronic health conditions
- Transportation
- Meals on Wheels
- Support for individuals with dementia
- Caregiver respite
- Mental health and addiction services

The SNHWC is a partnership among Niagara College, the Region of Niagara's Seniors Community Programs, Niagara Health System, North Hamilton Community Health Centre and the Ontario March of Dimes. Hotel Dieu Shaver Health and Rehabilitation Centre is planning to join the partnership to provide rehabilitative care within the adult day program setting. The HNHB Community Care Access Centre (CCAC) is also a key partner, coordinating intake and referrals to the Centre.

On February 27, representatives from the HNHB LHIN, including CEO Donna Cripps and Board Chair Michael Shea, had the opportunity to tour the Centre. They commended the Niagara partnership for creating a program that optimizes the use of existing resources and reflects a best practice approach to integrated, client-centred care for seniors.



Programs like the South Niagara Health and Wellness Centre align with LHIN priorities to provide seniors with the best care, in the right place, at the right time and to ensure the health care system is being managed efficiently by making services available in the community that reduce unnecessary and costly hospitalizations and premature admissions to long-term care.

See 'A New Health Care Headquarters' under *Good News from Our Partners* below from more news.

[Watch for a video of this program in action in a future issue of LHINsight!](#)

BSO Update - February 2012

This is the second in a series of monthly updates to keep you informed of local progress in advancing the Behavioural Supports Ontario (BSO) Project.

Testing, Testing, 1-2-3

Recent work of the BSO sub-committees focuses on testing proposed models and processes to identify further refinements to ensure the best possible outcomes for individuals with responsive behaviours* and their caregivers.

Action Plan Highlights

Toolkit for primary care providers to help them assess and manage patients with responsive behaviours

Single point of contact for individuals and caregivers to connect with multiple resources and services

Mobile outreach teams to support individuals and caregivers in the community

Mobile outreach teams to support individuals and caregivers in long-term care

- The content of an evidence-based toolkit for primary care providers has been finalized and is undergoing testing.
- Tests are underway for three key components of the community sub-committee: 1) access to community resources, programs and services, 2) consistency of support during care transitions in the community, and 3) crisis response in the community.
- A protocol (based on best practice) for long-term care home staff to follow in caring for residents with responsive behaviours is being tested and a capacity-building exercise in long-term care was completed. [BSO Update](#)
- Hiring for the long-term care home mobile team is in progress and training begins late March.

[Click here](#) for more details about the progress of each BSO sub-committee.



The [Behavioural Supports Ontario \(BSO\) Project](#) is about enhancing care for older adults and seniors with responsive behaviours and their caregivers. The HNHB LHIN's BSO [Action Plan](#) outlines four key solutions to enhancing care locally. Four sub-committees have been developed to advance these solutions: Primary Care, Community, Long-Term Care and Human Resources.

***Responsive Behaviours:** Include pacing, wandering, verbal aggression, and physical aggression toward oneself and/or others.

ClinicalConnect: 'What Patients & Providers Deserve'

Check out this video featuring various physicians and clinicians speaking to the benefits of ClinicalConnect and how it has helped them improve patient care.

 **ClinicalConnect™** is a secure web application that provides health care professionals, such as doctors, nurses, and pharmacists, with real-time, instant access to their patients' electronic medical information (electronic health records) from 28 hospitals and two Community Care Access Centres across the HNHB and Waterloo Wellington LHINs.

This means that hospital and community providers and specialists can look up information about their patients online, review their treatment plan, medications, test results, and more, all in one place. This helps to enhance the safety, quality and efficiency of the care patients receive.

Follow [@ClinicalConnect](https://twitter.com/ClinicalConnect) on Twitter.

Why Don't People Get Screened for Cancer?

A team of researchers from the University of Toronto, York University, and Cancer Care Ontario, have been asked by Cancer Care Ontario to find out how to increase colon, breast and cervical cancer screening participation among people living in Ontario who are either never or under screened.

As part of the provincial project, they have developed an online survey that takes only five minutes to complete.

To take the survey and learn more about the project and the team, visit www.getscreened.ca.

Quick Facts About Cancer Screening

(from [getscreened.ca](http://www.getscreened.ca))

- Participation rates for breast and cervical cancer screening in Ontario have leveled off and are below targets
- Rates for colorectal cancer screening are increasing but are still below targets
- Some neighbourhoods and communities have lower screening rates than expected suggesting that there are people living in those neighbourhoods who have either never been screened or are under screened



Good News from Our Partners

A New Health Care Headquarters

Niagara College has brought living and learning together under one roof. Through its new South Niagara Health and Wellness Centre, at the Welland campus applied health institute, the college and its initiative partners hope to enhance the learning experience for students while also improving access to health-care services for residents of the region's southern tier.

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

Hospitals Partnership Results in Better Patient Care

David Bird, president and CEO of the West Haldimand General Hospital (WHGH) announced February 16 that through an innovative partnership with the Brant Community Healthcare System (BCHS), patient care at WHGH has been enhanced. For patients, this means a faster diagnosis and quicker recovery times.

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

More Nurses, Fewer ER Visits

A new program to ease emergency room traffic while providing health care for people who have trouble finding a family doctor is coming to Brant Haldimand Norfolk. Nurse practitioners are allowed to refer patients to specialists and can send doctor-less patients on their way to the help they need.

[Read the article](#) in the Simcoe Reformer.

New Program Helping Seniors Stay at Home

The Intensive Geriatric Service Worker program, a position created through a partnership between the Alzheimer Society and Grand River Community Health Centre, is currently being run as a pilot project to test its effectiveness.

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

Steering Patients into Treatment

The Niagara Health System and St. Joseph's Healthcare Hamilton say their joint project, the Lung Diagnostic Assessment Program, has helped reduce wait times for diagnosis and treatment of patients who may have lung cancer from 95 days to 27.

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

Upcoming Events

Community Events

Friday, April 6, 2012

Good Friday

HNHB LHIN Office Closed

Wednesday, April 18, 2012

HNHB LHIN Board Education Meeting

4:00 - 6:00 p.m.

Grimsby

Saturday, April 21, 2012

[A Changing Melody: Hope, Harmony Through Humour](#)

10:00 a.m. - 2:00 p.m.

St. Catharines

Wednesday, April 25, 2012

CANCELLED - HNHb LHIN Board Business Meeting

Wednesday, April 25, 2012

Partners in Dementia Care

6:30 - 8:30 p.m.

St. Catharines

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

Health Service Provider Events

April 2, 2012: [Senior Friendly Hospital Care: The Imperative Need for Change](#)

April 20-22, 2012: [7th Annual Ontario Thoracic Cancer Conference](#)

April 25-26, 2012: [Ontario Gerontology Association Annual Conference](#)

May 3-6, 2012: [Contemporary Acupuncture Integration in Today's Health Care](#)

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

Follow Us on Twitter!

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



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