



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.

May 2012 - Volume 1

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Members Selected for Citizens' Reference Panel

The ACTION project – A Call To IntegratiOn Now – is well underway and the engagement of community members is in high gear. A call for volunteers for the Citizens' Reference Panel (CRP) wrapped up at midnight May 10 and more than 100 applications were received. From those applicants, 50 people were randomly selected from across the HNHB LHIN communities. [Read more...](#)

BSO Updates: March-April 2012

Individuals with responsive behaviours and their caregivers are benefitting from the work that has been done as part of the Behavioural Supports Ontario (BSO) Project. For examples of how, read the stories about Josie, and Robert and Mary.

[Read more...](#)

Doug Archibald Completes Term with Board

Doug Archibald completed his term with the HNHB LHIN board on May 8, 2012. Doug has been an outstanding board member over the last five years. The LHIN has benefited from his wisdom, knowledge and full engagement at the board table, in particular with his focus on access to primary care.

[Read more...](#)

Better Quality Care for Cancer Patients

Authorized clinicians at cancer care facilities located throughout the HNHB LHIN will be among the first in Ontario to have access to new decision-making tools and a common electronic patient record, which will allow them to provide safer and more reliable patient care.

[Read more...](#)

Job Opportunities

The HNHB LHIN is currently recruiting for two positions: Emergency Services Coordinator and Information Controller.

[Read more...](#)

New CIO and eHealth Lead

As you may be aware, Murray Glendining is leaving his role at Hamilton Health Sciences (HHS) on May 31, 2012, to take on a similar role with London Health Sciences Centre. Murray's departure from HHS also means vacating his role as Chief Information Officer for the HNHB LHIN and he will be missed. Mark Farrow, Vice President & Chief Information Officer at Hamilton Health Sciences has agreed to take on the HNHB LHIN CIO and eHealth lead role.

[Read more...](#)

Building Capacity in Care for Seniors

The Regional Geriatric Program central (RGPC) and its partners are seeking input on the value of developing a coordinated curriculum in care for seniors. The deadline to complete this two minute survey is May 18, 2012.

[Read more...](#)

Good News from Our Partners

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

- Electronic Records being Created for Cancer Patients
- Palliative Care Nurse Helps Manage the Anxiety of Death
- Keeping an Eye on the Region's Seniors

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN including the **Board business meeting May 30, 2012.**

[Read more...](#)

Follow Us on Twitter!

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[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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Members Selected for Citizens' Reference Panel



Launched in early 2012, ACTION will lead to the development of a five-year strategic health system plan that serves patients, clients and their families best. ACTION involves the expertise and involvement of key stakeholders working collaboratively to design a system that focuses on the person through quality outcomes, enhanced transitions of care, greater access, accountability, sustainability, and value for money.

The ACTION project – A Call To IntegratiOn Now – is well underway and the engagement of community members is in high gear. A call for volunteers for the Citizens' Reference Panel (CRP) wrapped up at midnight May 10 and more than 100 applications were received. From those applicants, 50 people were randomly selected from across the HNHB LHIN communities. As best we could and based on the applications received we wanted to ensure sub-LHIN representation by community, sex and age. The members of the ACTION CRP have been notified.

"It is my hope that the Citizens' Reference Panel is both an opportunity for the LHIN to learn from and listen to the citizens as well as a chance for 50 citizens to engage with the LHIN and learn more about our organization." expressed Donna Cripps, HNHB LHIN CEO, "We were very pleased by the enthusiasm of our communities to this project. The involvement and voices of our citizens are such important parts of this project."

The Citizens' Reference Panel will meet for the first time on Wednesday, May 23 with a full day follow-up session Saturday, June 2. The CRP will discuss the current state of the health system and work

collaboratively to develop recommendations for reform. We thank everyone who expressed an interest in the CRP process. In the coming weeks, the LHIN will be announcing and making available additional opportunities to share your thoughts as we work through the ACTION project.

Check out our website www.hnhblhin.on.ca for regular updates and new information on the ACTION project and the work of the CRP. Community input is integral to ensuring that the voices of people who use the health system are heard...hear what people are saying and make sure your voice is heard.

BSO Updates: March/April 2012

Individuals with responsive behaviours and their caregivers are benefitting from the work that has been done as part of the Behavioural Supports Ontario (BSO) Project:

- In the community, people are accessing services more easily, experiencing better coordination of services, and have increased access to crisis support.
- In long-term care, more than 600 frontline staff received specialized training in recognized best practice approaches to caring for individuals with dementia.
- In primary care, providers are working together to finalize a toolkit to help them, and health care professionals in other sectors better identify, treat and manage individuals with responsive behaviours.

Action Plan Highlights

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

Organization to support individuals and caregivers by taking a lead role in coordinating programs and services across multiple organizations

Mobile outreach teams to support individuals and caregivers in the community

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

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

Josie's Story

Salim is an elderly gentleman who has Alzheimer's disease. Josie, his primary caregiver and wife, was becoming burnt out from the nightly routine of waking up frequently to find her husband wandering, attempting to leave the house. And often times, he did not recognize her. Josie's attempts at reassuring her husband and intentionally taking him for walks through the night were not always successful in helping her husband settle.

Crisis Outreach and Support Team (COAST) Hamilton referred the couple to meet with BSO staff. Together they explored options to meet the needs of Josie and Salim. BSO staff offered strategies to prevent Salim from wandering at night and helped to arrange for him to attend an Adult Day program, enabling caregiver relief for Josie. They also connected Josie with the Alzheimer Society for its 'Safely Home' program and connected her with other supports, including local groups, counseling, telephone support and a friendly visiting program.

Thanks to the support from the BSO staff, Josie feels more rested, remains healthy, and is enjoying her husband's company again.

Robert and Mary's Story

Robert and Mary live independently at home. Robert is the primary caregiver for his wife Mary, who

experiences confusion and behaviour issues. After being diagnosed with diabetes and suffering a heart attack, Robert turned to BSO Connect for help with caring for Mary.

BSO Connect arranged for a Case Manager from the HNHB Community Care Access Centre (CCAC) to visit the couple to assess their needs. Upon arrival, the Case Manager noted Mary was exhibiting responsive behaviours and Robert appeared tired, resistant and frustrated. The Case Manager learned the couple had been visited by another agency for an assessment earlier that day.

Following the visit, the CCAC contacted other agencies involved in the couple's care. Now, the agencies are working together to coordinate scheduling and services to best meet Robert and Mary's needs.

Learn More

- [BSO Update: March 2012](#)
 - [BSO Update: April 2012](#)
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Doug Archibald Completes Term with Board



Doug Archibald completed his term with the HNHB LHIN board on May 8, 2012. Doug has been an outstanding board member over the last five years. He has chaired the Quality and Safety Committee from its inception and has served as one of the Audit Committee members. Doug was also a LHIN representative on the former Niagara Health System Hospital Improvement Plan Tripartite Committee. The LHIN has benefited from his wisdom, knowledge and

full engagement at the board table, in particular with his focus on access to primary care. Doug will be missed!

Better Quality Care for Cancer Patients



Authorized clinicians at cancer care facilities located throughout the HNHB LHIN will be among the first in Ontario to have access to new decision-making tools and a common electronic patient record, which will allow them to provide safer and more reliable patient care.

On May 7, 2012, the Juravinski Cancer Centre and partners announced the implementation of MOSAIQ, an integrated cancer information system that is now being adopted by cancer care facilities and services in the HNHB LHIN, and a funding investment from Canada Health Infoway to support the project.

"What we're building together will result in significant quality improvements in cancer care across our region, for patients, and for the care teams," said Dr. Bill Evans, President and CEO of the Juravinski Hospital and Cancer Centre.

Read the [media release](#).

See the *Hamilton Spectator* story below under 'Good News From Our Partners.'

Job Opportunities

Emergency Services Coordinator

The deadline to apply for this position is May 25, 2012.

As the Emergency Services Coordinator (ESC), you will play a primary role in developing and implementing plans to enable improvement in public access to optimal emergency department services. You will work in collaboration with health service providers across the HNHB LHIN, the Emergency Services Steering Committee (ESSC), Emergency Department (ED) LHIN Lead, and HNHB LHIN staff.

You will be responsible for facilitating collaboration among providers, analyzing and interpreting LHIN ED data and overseeing local initiatives related to improving LHIN ED performance.

[Click here](#) to view the posting.

Information Controller

The deadline to apply for this position has been extended to May 16, 2012.

As an Information Controller, you are an integral team member of the HNHB LHIN Decision Support team, contributing to the LHIN's role in health system transformation, quality, and performance. Your contribution will assist the LHIN to achieve its aims – improving the health of the population; enhancing the experience of care; and ensuring a sustainable system into the future.

You are responsible for providing data and statistical analyses to support the broad system directions arising from the ACTION project, a strategic health system plan for our LHIN. An important part of your role is knowledge transfer – guiding staff and health service providers in the appropriate use and interpretation of data and evidence.

[Click here](#) to view the posting.

New CIO and eHealth Lead

A Message from Donna Cripps, CEO

As you may be aware, Murray Glendining is leaving his role at Hamilton Health Sciences (HHS) on May 31, 2012, to take on a similar role with London Health Sciences Centre. Murray's departure from HHS also means vacating his role as Chief Information Officer for the HNHB LHIN and he will be missed.

Murray's strategic vision and leadership has been instrumental in moving forward with the adoption and expansion of eHealth initiatives in our LHIN. One of the key projects – ClinicalConnect – has been provincially recognized and is where it is today because of Murray's tenacity, dedication and focus. Murray's exceptional knowledge and understanding of the value and possibilities of technology and eHealth has

positioned the HNHB LHIN well to move to the next level. We wish Murray well in his new responsibilities!

Our LHIN is fortunate to have a very capable and strong candidate stepping into Murray's shoes. I am pleased today to let you know that Mark Farrow, Vice President & Chief Information Officer at Hamilton Health Sciences has agreed to take on the HNHB LHIN CIO and eHealth lead role. Mark has held a progressive twenty-year career in Information Technology and management and in his role with HHS has worked closely with Murray and others on the implementation of many of the eHealth initiatives throughout our LHIN. Mark's historic knowledge of our eHealth work will ensure a seamless transition of leadership and continuity of work. I am confident that under Mark's leadership, the HNHB LHIN will continue to effectively enable and implement technology opportunities that will benefit our providers and citizens.

Welcome aboard Mark!

Building Capacity in Care for Seniors

A message from the Regional Geriatric Program central (RGPC) and partners

With the growth of our aging population, there is a need to build increased capacity in care for older adults and seniors across the continuum. The RGPC and its partners are seeking input on the value of developing a coordinated curriculum in care for seniors. As part of this needs assessment we would like to get your thoughts on the geriatric issues of most importance to health care providers in our LHIN.

Please take two minutes to complete this [online survey](#).

Deadline: Friday, May 18, 2012

The Regional Geriatric Program central and partners thank you for your time.



Good News from Our Partners

Electronic Records being Created for Cancer Patients

Electronic patient records will one day be accessible to specialized medical staff at cancer care facilities throughout the region.

The creation of the system was announced Monday by Bill Evans, president and chief executive officer of the

Juravinski Hospital and Cancer Centre, who noted the local facilities will be among the first in Ontario have such access.

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

Palliative Care Nurse Helps Manage the Anxiety of Death

Ildy Tettero, a palliative care specialist at Joseph Brant Memorial Hospital's outpatient cancer clinic, received honourable mention in the 11th annual Toronto Star Nightingale Award.

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

Keeping an Eye on the Region's Seniors

Dominic Ventresca, director of seniors services with the Regional Municipality of Niagara, is responsible for overseeing operations at the municipally-operated long-term care homes as well as various community support programs for seniors. Ventresca retires at the end of May, after 36 years at the Region. Ventresca is interviewed about care for seniors in Niagara.

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

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

Upcoming Events

Community Events

Tuesday, May 15, 2012

[Eye Foods: A Food Plan for Healthy Eyes](#)

6:00 p.m.

Hagersville

Monday, May 21, 2012

HNHB LHIN Office Closed

Victoria Day

Tuesday, May 29, 2012

[Information Night: Dialysis Patients Can Travel](#)

6:30 - 8:30 p.m.

Hamilton

Wednesday, May 30, 2012

HNHB LHIN Board Business Meeting

4:00 - 7:00 p.m.

Grimsby

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

Health Service Provider Events

May 16, 2012: [Rigorous Subjectivity: Attending to the paradox in Healthcare](#)

June 2, 2012: [Clinical Day in Ophthalmology](#)

June 6, 2012: [Care of the Elderly: Perspectives for Primary Care](#)

June 11-15, 2012: [5 Days in Palliative 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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