



## 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.*

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## September 2012 - Volume1

In this newsletter:

[\*\*ACTION Engages More than 1,500 Stakeholders\*\*](#)

[\*\*HNHB LHIN Launches Performance Report Card\*\*](#)

[\*\*Donna's Blog - September 2012\*\*](#)

[\*\*Building A Seniors Care Strategy\*\*](#)

[\*\*Charlie Shares His Story About the Importance of Medication\*\*](#)

[\*\*Feature Tweets\*\*](#)

[\*\*Events Calendar\*\*](#)

### ACTION Engages More than 1,500 Stakeholders

Community engagement remains a significant component of ACTION: A Call To IntegratiOn Now and critical to its success is the involvement of the public in sharing their personal experiences, insights and ideas to help shape the future of our health system. This input will ensure our health system becomes one that focuses on the person through quality outcomes, enhanced transitions of care, greater access, accountability, sustainability and value for money.

[Read more...](#)

### HNHB LHIN Launches Performance Report Card

Today, the HNHB LHIN is launching a 'Performance Report Card' on our website at [www.hnhblhin.on.ca](http://www.hnhblhin.on.ca). The user-friendly Performance Report Card features information related to progress on the HNHB LHIN's 15 health system performance measures (indicators) found in its Ministry-LHIN Performance Agreement (MLPA). These indicators are also reported on in the HNHB LHIN Annual Reports.

[Read more...](#)

## Donna's Blog - September 2012

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, October 1, 2012.

[Read more...](#)

## Building A Seniors Care Strategy

On August 13, 2012, Dr. Samir Sinha consulted with a wide range of HNHB LHIN health service providers and other key stakeholders as part of broad consultation in the development of a provincial Seniors Care Strategy.

[Read more...](#)

## Charlie Shares His Story About the Importance of Medication

The following story is an example of the good work our hospitals are doing. In this story from Hamilton Health Sciences, patient Charlie Brown speaks about how important his medication is to him.

[Read more...](#)

## Feature Tweets

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

[Read more...](#)

## Events Calendar

Check out upcoming events in the HNHB LHIN including the **Board business meeting September 27, 2012.**

[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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## ACTION Engages More than 1,500 Stakeholders



Community engagement remains a significant component of [ACTION: A Call To IntegratiOn Now](#) and critical to its success is the involvement of the public in sharing their personal experiences, insights and ideas to help shape the future of our health system. This input will ensure our health system becomes one that focuses on the person through quality outcomes, enhanced transitions of care, greater access, accountability, sustainability and value for money.

To achieve this, the HNHB LHIN has engaged more than 1,500 stakeholders, including both providers and citizens from across its communities through consultation and working sessions. Engagement has involved input from citizens of both English and French speaking communities, as well as Aboriginal and Immigrant representatives. Throughout the process, the intent and focus for each group has been consistent: participants were asked about their experience with the health system, including what is working well, the barriers or challenges they face, and what improvements are needed in order to create a health system that best meets their needs.

The resulting dialogue and feedback has uncovered several improvement needs which are currently being reviewed and assessed. Some of the common themes that have emerged include:

- improving access to care and navigation within the health system
- increasing health education and prevention
- improving the quality of care

- holding providers more accountable and optimizing health care dollars
- providing services that are geared to the patient (i.e. language and cultural considerations)

This input has been pivotal in the development of potential implementation strategies. Throughout September, these strategies are being presented back to the citizen groups, as well as other stakeholders, for their review and assessment. A final report will be presented to the Board this fall, and once approved, implementation will begin immediately and will continue for the next five years. Linked to this, the HNHB LHIN is developing its third iteration of its Integrated Health Service Plan (IHSP) which will be guided by our ACTION outcomes through 2013-2016.

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The user-friendly Performance Report Card features information related to progress on the HNHB LHIN's 15 health system performance measures (indicators) found in its Ministry-LHIN Performance Agreement (MLPA). These indicators are also reported on in the HNHB LHIN Annual Reports.



The Performance Report Card will be rolled out on the HNHB LHIN website in three phases:

- Phase 1 (available as of September 13, 2012): Surgical and diagnostic imaging wait times (7 indicators)
- Phase 2 (available as of November 22, 2012): Emergency room (ER) length of stay and alternate level of care (ALC) days (4 indicators)
- Phase 3 (available as of February 28, 2013): Repeat visits for mental health and substance abuse conditions, readmissions for selected case mix groups (CMGs), and wait time for Community Care Access Centre (CCAC) in-home services (4 indicators)

For more information, read [Donna's September Blog post](#) (see below).

**[Go directly to the Performance Report Card.](#)**

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## Donna's Blog - September 2012

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, October 1, 2012.

"Wait times and performance indicators are hot topics among citizens and media. That's why, in the spirit of transparency and accountability, we are posting a 'Performance Report Card' on our website.

It's important to note that health system performance is a shared responsibility. Improved performance takes the commitment of all health care providers - physicians, hospitals, home care workers and community providers – working together to provide people with the best care, in the right place, at the right

time.

In a three phased approach, the Performance Report Card will display the HNHB LHIN's 15 performance indicators as outlined in its Ministry-LHIN Performance Agreement (MLPA). The information will be refreshed semi-annually with the most current information available. This information is intended to complement the wait times section on the Ministry of Health and Long-Term Care's website. The Performance Report Card will be available in English and French."

**[Read the full Blog Post.](#)**



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

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## Building A Seniors Care Strategy

On August 13, 2012, Dr. Samir Sinha consulted with a wide range of HNHB LHIN health service providers and other key stakeholders as part of broad consultation in the development of a provincial Seniors Care Strategy. Dr. Sinha is leading the development and implementation of the Strategy, which will help seniors stay healthy and live at home longer ([click here for more information](#)).

The purpose of Dr. Sinha's consultation was to gain a better understanding of the successes and opportunities that exist with respect to seniors care. This is part of broad consultations held over the summer to help Dr. Sinha in developing recommendations to the Minister of Health and Long-Term Care on how to support seniors at home and reduce hospital readmissions and pressure on long-term care homes.



# Charlie Shares His Story About the Importance of Medication

The following story is an example of the good work our hospitals are doing. In this story from Hamilton Health Sciences, patient Charlie Brown speaks about how important his medication is to him.

No hospital's story is complete without the voices of the patients it serves.

Hamilton Health Sciences has launched a new online video series to help maintain staff awareness about the ongoing drug shortage (triggered by Sandoz's production issues that began last February and are expected to continue for at least the next year.)

Patients at HHS are being asked to talk about their own care experiences, and the importance of the medications they receive. The first installment of "Our Patients Talk" is the story of Charlie Brown, a palliative care patient at St. Peter's Hospital.

It is stories like Charlie's that serve as a reminder that patients are counting on us to make the best choices when prescribing medications.

[Click here](#) to hear Charlie's story.

## Charlie's Story



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## Feature Tweets

- Board has approved the updated Stage 2 capital submission from the Brantford hospital for a mat/newborn special care nursery...good news!
- The board has an exciting voluntary integration B4 it - AbleLiving and St.Peter's - coming 2gether to create value and impact for clients
- BSO is leveraging resources & services currently in the community - it's not an 'add on' or new program...great 'value for money' example
- ALC rate for Apr 2012 was 10.8%- BELOW our 11% target!! Signals more ppl getting right care right place right time [pic.twitter.com/Ww56nr4o](http://pic.twitter.com/Ww56nr4o)

Follow @HNHB\_LHINgage to stay informed of HNHB LHIN initiatives and activities.

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





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## Upcoming Events

### Community Events

**Thursday, September 27, 2012**

[HNHB LHIN Board Meeting - Business](#)

4:00 - 7:00 p.m.

Grimsby

**Monday, October 8, 2012**

Thanksgiving

HNHB LHIN Office Closed

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

### Health Service Provider Events

**September 15, 2012:** [McMaster Pain Program](#)

**September 21-22, 2012:** [Cardiology Update 2012](#)

**September 27-28, 2012:** [Geriatric Assessment Training Program](#)

**October 12, 2012:** [McMaster Update in Thromboembolism & Hemostasis](#)

**November 21, 2012:** [Decoding Diagnostics](#)

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

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