



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.

December 2012

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Update from the Board Meeting

The minutes from the December 12, 2012 board business meeting will be posted following approval at the January 20, 2013 business meeting. In the meantime, please read through some of the highlights from meeting. [Read more...](#)

Improving Care for High-Needs Patients

On December 6, 2012, the Ministry of Health and Long-Term Care announced the creation of 19 early adopter Health Links across the province aimed at improving co-ordination of care for high-needs patients such as seniors and people with complex conditions.

[Read more...](#)

BSO Makes Francesca's Move a Smooth Transition

For the past two years, Francesca has been living in a long-term care home. Though her family was concerned about how she would adjust given she only speaks Italian and understands few English words, things were going well for Francesca. She enjoyed growing tomatoes in the garden, playing Bingo with other residents, and attending weekly mass in the chapel.

[Read more...](#)

Donna's Blog - December 2012

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, January 7 2013.

[Read more...](#)

Now Recruiting Board Director

Are you passionate about improving the local health care system? Don't miss this opportunity to apply to join the HNHB LHIN's Board of Directors.

[Read more...](#)

Join eHealth Ontario's Patient Advisory Panel

As part of eHealth Ontario's ongoing community engagement activities and to supplement feedback being collected through existing initiatives and pilot projects, the agency is seeking members for a **Patient Advisory Panel**. The application deadline is January 30, 2013.

[Read more...](#)

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It wasn't that long ago that having a Twitter account was a novelty... who remembers the friendly competition in 2009 between Ashton Kutcher and CNN's Larry King around who could reach 1 million followers first? It took the HNHB LHIN a little longer than Ashton and Larry to arrive in the Twitterverse but we got there in June 2010 and while we're still a few followers shy of a million, we happily celebrated reaching 1,000 followers on December 3, 2012.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN including the **HNHB LHIN Board of Directors business meeting on January 30, 2013**.

[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: December 12, 2012

The minutes from the December 12, 2012 board business meeting will be posted following approval at the January 20, 2013 business meeting. In the meantime, please read through some of the highlights from meeting.

Highlights

- People will have access to enhanced and better coordinated services in the community and hospitals as a result of the reallocation of more than \$5 million in one-time funding.
- Implementation of the Strategic Health System Plan (SHSP) 2012-2017 and the Integrated Health Service Plan (IHSP) 2013-2016 can begin as they are now approved by the board. The board received a refresher on the ACTION process that led to the draft SHSP, a summary of the feedback the LHIN received on the draft SHSP, and a draft SHSP handout for public consumption. Staff noted the recently named Hamilton Central Health Link as an early implementation opportunity (see *'Improving Care for High-Needs Patients'* below for more information).
- The LHIN Laboratory Council (LLC) provided a presentation to the board about its progress and direction. For more information about the LLC, [click here](#).

Unable to attend our Board meetings? [Follow us on Twitter](#) to stay informed through live tweets!

Improving Care for High-Needs Patients

On December 6, 2012, the Ministry of Health and Long-Term Care announced the creation of 19 early adopter Health Links across the province aimed at improving co-ordination of care for high-needs patients such as seniors and people with complex conditions. In the HNHB LHIN, there is one early adopter - the Hamilton Central Health Link.

Each Health Link will measure results and develop plans to:

- Improve access to family care for seniors and patients with complex conditions
- Reduce avoidable emergency room visits
- Reduce unnecessary re-admission to hospital shortly after discharge
- Reduce time for referral from primary care doctor to specialist appointment
- Improve the patient's experience during their journey through the health care system

Learn More

Media Release: [Improving Care for High-Needs Patients](#)

Backgrounders:

- [About Health Links](#)
 - [Ontario Health Links](#)
 - [Health Links in Action](#)
 - [Support for Health Links](#)
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BSO Makes Francesca's Move a Smooth Transition

For the past two years, Francesca has been living in a long-term care home. Though her family was concerned about how she would adjust given she only speaks Italian and understands few English words, things were going well for Francesca. She enjoyed growing tomatoes in the garden, playing bingo with other residents, and attending weekly mass in the chapel.

Eventually, a bed was available in a long-term care home in the neighbourhood where Francesca's family lives and she immediately accepted. Her family was very excited to live closer to her as it would allow them to visit more often. Concerned that the move might cause Francesca relocation stress, the long-term care home staff received consent from the family for BSO services to help Francesca successfully transition to her new home. When the BSO received the referral they met with Francesca, her family and the long-term care home staff to learn about Francesca and her specific needs. The team then met with the staff of the long-term care home where she was moving to and worked with them to prepare her room, the home and the staff for her move in.

BSO Update



A plan for her care had already been developed and was waiting for her when she moved in. The staff knew about Francesca's routines, how she liked her coffee and had a list of key Italian phrases ready for her arrival. The day Francesca moved into her new home, the long-term care home staff were ready with the care plan in place. Her room was already furnished with her favourite chair, pictures, plants and clothes; exactly the way it was set up in her previous room. It made the first few days she was in the home easier for Francesca and the staff.

When the BSO team came to visit her they found Francesca was showing signs of agitation and not settling in as well as planned. Immediately they realized she was having a difficult time finding her way around the home. The BSO team worked with staff to develop and post signage in Italian to help Francesca find her way.

The BSO team continued to visit with Francesca until the third week when they determined her move in was successful - she could find her way around the home, knew the staff's name that cared for her and attended activities she liked in the home. More importantly, she was visiting with her family on a daily basis, sharing meals with them and going to church in the community.

For an update on local BSO progress, please read the [October-November 2012 update](#).

Donna's Blog - December 2012

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, January 7, 2013.

Last month I told you about the HNHB LHIN's \$15.1 million investment in home care and community services, which includes more than \$1 million for new and enhanced Palliative Care Shared Care Outreach Teams. We know this investment is important because we know that many people and their loved ones prefer end-of-life care at home.

This was certainly the case for the Waltons. At age 50, Donna Walton was diagnosed with Stage 4 breast cancer. Despite a battle that included chemotherapy, a double mastectomy and radiation, the cancer spread to her brain. Randy knew his wife wanted to be at home, not in hospital. Thanks to a Palliative Care Shared Care Outreach Team, that was possible. "Her wishes were met, she didn't suffer and that was the most important thing to me," said Randy. CHCH TV and LHINsight recently shared Randy and Donna's story -- you can [read about it in LHINsight](#) and watch the [CHCH News video clip](#).



[Read the full Blog Post.](#)



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

Now Recruiting Board Director

Are you passionate about improving the local health care system? Don't miss this opportunity to apply to join the HNHB LHIN's Board of Directors.

Application Deadline: December 21, 2012

[Click here](#) to view the posting for more information and details on how to apply.

Join eHealth Ontario's Patient Advisory Panel



As part of eHealth Ontario's ongoing community engagement activities and to supplement feedback being collected through existing initiatives and pilot projects, the agency is seeking members for a **Patient Advisory Panel**.

The **Patient Advisory Panel** will include patients and caregivers that represent the diverse population of Ontario and will advise on eHealth Ontario's work. The Patient Advisory Panel will attend and participate in organized discussions to provide input on specific projects and solutions (for example, products that give patients access to their own records), as well as identify and address potential concerns of patients, caregivers and the citizens of Ontario.

For more information and details on how to apply, [click here](#). **Application Deadline: January 30, 2013.**

HNHB_LHINgage Breaks 1,000 Twitter Followers

It wasn't that long ago that having a Twitter account was a novelty... who remembers the friendly competition in 2009 between Ashton Kutcher and CNN's Larry King around who could reach 1 million followers first?

It took the HNHB LHIN a little longer than Ashton and Larry to arrive in the Twitterverse but we got there in June 2010 and while we're still a few followers shy of a million, we happily celebrated reaching 1,000 followers on December 3, 2012.

We've been tweeting about lots of great things within the HNHB LHIN and happily sharing updates, good news and interesting tidbits from our followers. We've recently started live tweeting from our board meetings and we're excited to see some of our followers retweeting our posts as well.

"Thank you to all of our followers on Twitter," said Donna Cripps. "We look forward to continuing to learn about your initiatives, share news with you about our work, engage you in our activities, and ultimately work together to improve the health care system."

Social media is ever changing and there are always new opportunities and vehicles to communicate – wonder what will be next – stay tuned in 2013.

Feature Tweets

- @Deb_Matthews Transformation underway! Better care 4 seniors & ppl w/ complex conditions through 19 “Health Links” <http://bit.ly/YEJY0tpoli> #onthealth
- In her blog, Donna Cripps talks about impact of community investments for people like the Waltons and Connie <http://bit.ly/VrjObS>
- We're investing in falls prevention <http://bit.ly/VaYQBZ> RT @cbchealth: Falling seniors cost health care system \$1B <http://bit.ly/10Ovutf>
- MT @clinicalconnect: Learn how ClinicalConnect is improving patient care @HNHB_LHINgage & @WW_LHIN at <http://goo.gl/lvcf9> #ehealth #EHR

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!



Upcoming Events

Community Events

Tuesday, December 25, 2012

HNHB LHIN Office Closed (Christmas Day)

Tuesday, December 26, 2012

HNHB LHIN Office Closed (Boxing Day)

Tuesday, January 1, 2013

HNHB LHIN Office Closed (New Year's Day)

Wednesday, January 30, 2012

[HNHB LHIN Board Meeting - Business](#)

4:00 p.m.

Grimsby

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

Health Service Provider Events

There are currently no HSP events listed.

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

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