



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.

March 2013

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Health Links: Benefits, Roles and Implications

A Health Link is a voluntary, self-organizing system representing a new way of working together on the planning and delivery of care. A document has been developed to help you better understand the benefits, role of health service providers and the implications of a Health Link in your region.

[Read more...](#)

Donna's Blog - March 2013

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, April 1, 2013.

[Read more...](#)

Opportunity to Improve Local Emergency Services

The HNHB LHIN's Emergency Services Steering Committee (ESSC) is seeking proposals that contribute to the improvement of emergency services and emergency departments (EDs) within the HNHB LHIN. The ESSC is requesting proposals for one-time funding for projects geared towards dramatically improving the patient experience.

[Read more...](#)

Understanding Emergency and Urgent Care Services in Niagara

Niagara Health System (NHS) and Niagara Emergency Medical Services (EMS) are working together to educate the community about the best way to use 9-1-1, emergency department and urgent care services, in a public education campaign, **'When Minutes Count. Right Choice. Right Care.'**

[Read more...](#)

Eat Well - March is Nutrition Month

March is Nutrition Month – the perfect time of year to brush up on healthy eating knowledge and make some healthier eating choices for ourselves and our families. The Health Canada website features a Healthy Eating Toolbox filled with a wide variety of resources, tools, and tips about healthy eating.

[Read more...](#)

Good News from Our Partners

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

- Ribbon Cutting Celebrates Next Level of Health Care in Niagara
- NGH and CAMHS Partner to Maximize Resources
- Eight Units in Fort Erie to Benefit People with Brain Injuries

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN including the **HNHB LHIN Board of Directors business meeting on March 27, 2013.**

[Read more...](#)

Feature Tweets

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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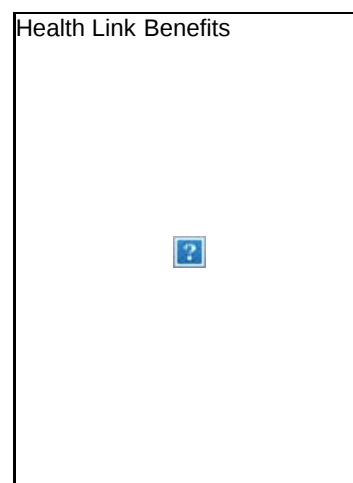
Health Links: Benefits, Roles and Implications

A Health Link is a voluntary, self-organizing system representing a new way of working together on the planning and delivery of care. A Health Link will empower the care community as a whole to develop clear, coordinated and communicated care plans that will enable patients to receive enhanced care in more appropriate settings.

The initial goal of a Health Link is to focus on "high user" patients – those individuals who use a disproportionate amount of care at a cost which is not sustainable, nor appropriate for their needs. The role of the Health Link will be to organize and coordinate care at the individual level to improve both the person's experience and health outcomes.

The funding of providers will continue to be the legislated responsibility of the HNHB LHIN. There will be multiple Health Links across the LHIN and they will evolve as active advisors to the LHIN with regards to gaps, barriers and system performance.

[Click here](#) to learn more about the benefits, role of health service providers and the implications of a Health Link in your region. This document is available on the [Health Links](#) section of the HNHB LHIN website.



Donna's Blog - March 2013

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, April 1, 2013.

It seems no matter what I do, my thoughts tend to drift toward all things health care. Oddly enough, I found myself thinking about value in health care while I was doing laundry this weekend. You are probably wondering what one has to do with the other, so I'll explain.

If you compare an empty bottle of laundry detergent filled with water to a bottle of actual laundry detergent, the volume of liquid is the same. While volumes are the same, outcomes would be different. Of course, the clothes washed in detergent would produce clean clothes – the desired outcome.

When determining value in health care, it's not enough to simply look at volumes/service levels (or in essence, outputs), rather, we need to balance the picture with assessing outcomes (what we are trying to achieve). It is this balance that helps us determine **value**. Though simplistic, this logic applies to health care too.

[Read the full Blog Post.](#)



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

Opportunity to Improve Local Emergency Services

The HNHB LHIN's Emergency Services Steering Committee (ESSC) is seeking proposals that contribute to the improvement of emergency services and emergency departments (EDs) within the HNHB LHIN. The ESSC is requesting proposals for one-time funding for projects geared towards dramatically improving the patient experience.

"These funds will enable all of our health care partners in the LHIN to make a difference in the quality of care patients receive and in turn improve the patient experience," says Derek McNally, Co-Chair of the ESSC.

"We continuously strive to improve our wait times, access to care and outcomes for patients who come to our emergency departments. This is another way for us to assist in meeting these goals, and we appreciate the opportunity to provide funding for this important initiative."

Proposals must focus on one or more of the following areas:

- Embedding a culture of quality throughout the system
- Integrating service delivery
- Contributing to appropriate ED avoidance
- Improving efficiency and effectiveness of emergency services (e.g. reducing wait times)

Proposals must explain how the project aligns with the priorities of the LHIN and the Ministry of Health and Long-Term Care, what the measurable outcomes are and if the service plan is sustainable. Whether or not the initiative is transferable to other areas of service and if it is an example of innovation must also be addressed.

The deadline for submissions is **Monday, April 15, 2013 at 12 p.m. (noon).**

The ESSC will confirm one-time funding allocations by the end of May 2013 for a maximum of four to five projects based on its \$500,000 total budget. As such, these proposals would not be suitable for complex projects seeking multi-year funding.

Proposals must be submitted electronically to kathy.wall@hnhb.ccac-ont.ca using the templates for [MS Word](#) and [MS Excel](#).

For more information about the RFP, [click here](#). For any questions or clarification, please contact Martin Farrugia, Emergency Services Steering Committee Coordinator, at martin.farrugia@hnhb.ccac-ont.ca.

The ESSC includes representatives from HNHB LHIN hospital administrators, ED physicians, regional Emergency Medical Services (EMS), CritiCall and the HNHB Community Care Access Centre (CCAC). These individuals work collaboratively to advance care in the ED and reduce ED wait times across the HNHB LHIN.

Understanding Emergency and Urgent Care Services in Niagara

Niagara Health System (NHS) and Niagara Emergency Medical Services (EMS) are working together to educate the community about the best way to use 9-1-1, emergency department and urgent care services.

A major focus of the campaign - [When Minutes Count. Right Choice. Right Care.](#) - is to alert the community to the changes to emergency services that take effect Sunday, March 24, at 6 a.m. when emergency and urgent care services in St. Catharines move to the new St. Catharines Site from the St. Catharines General and Ontario Street sites. There will be no change in location, hours or services at emergency departments in Niagara Falls and Welland or at Urgent Care Centres in Fort Erie and Port Colborne.



MinutesCount.ca

When Minutes Count. Right Choice. Right Care.

When the Niagara Health System opens the new St. Catharines Site on Sunday, March 24, 2013 at 6 a.m., emergency and urgent care services in St. Catharines will be provided in one location.

There will be **no change** in location, hours or services at Emergency Departments in Niagara Falls and Welland or at Urgent Care Centres in Fort Erie and Port Colborne.

[Read more >](#)

Important Changes in St. Catharines as of Sunday, March 24, 2013

Main NHS Switchboard ☎ 905-378-4647

The Niagara Health System and Niagara Emergency Medical Services have a comprehensive plan to take care of you in a medical emergency.

The NHS and Niagara EMS have a comprehensive plan in place to take care of the community in a medical emergency. However, the use of 9-1-1 is an often misunderstood option for people.

If someone finds themselves in a medical emergency, the safest thing to do is to call 9-1-1. Emergency medical dispatchers provide support the moment that call is received until the ambulance arrives, then primary care and advanced care paramedics can work to stabilize the patient for transport to hospital.

Here are some examples of when you should call 9-1-1:

- Pain or tightness in the chest (heart attack symptoms)
- Sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness (stroke symptoms)
- Uncontrolled bleeding
- Choking or difficulty breathing

Here are some examples of when to go to an Urgent Care Centre:

- Minor abdominal pain (nausea, vomiting, flu)
- Coughs, colds, fever
- Ear, nose, throat and eye problems
- Cuts that may need stitches
- Sprains, strains, sports injuries

Learn More

Visit www.MinutesCount.ca for more information about the NHS and Niagara EMS public education campaign.

Learn more about the new St. Catharines Hospital site opening March 24, 2013 at www.niagarahealth.on.ca/new-st-catharines-site.

To understand your health care options, read '[Understanding Your Health Care Options](#),' a brochure produced by the HNHB LHIN's Alternate Level of Care (ALC) Steering Committee.

To find health care options near you, visit the '[Your Health Care Options](#)' section of the Ministry of Health and Long-Term Care's website.

Eat Well - March is Nutrition Month

March is Nutrition Month – the perfect time of year to brush up on healthy eating knowledge and make some healthier eating choices for ourselves and our families. Healthy eating is important to good health. Food nourishes the body and provides the energy needed to maintain a healthy, active lifestyle. Eating the right foods can also help reduce the risk of many chronic diseases.

On the Health Canada website, at www.hc-sc.gc.ca/fn-an/nutrition/part/tb-bo/index-eng.php, there is a Healthy Eating Toolbox filled with a wide variety of resources, tools, and tips about healthy eating.

Included there is a guide for children, youth and adults to track their food intake to ensure they're meeting the recommendations in Canada's Food Guide. The My Food Guide Servings Tracker can be found at: www.hc-sc.gc.ca/fn-an/food-guide-aliment/track-suivi/index-eng.php.

Information on sodium, food labelling and the Nutrition Facts label, and healthy eating can also be found at www.HealthyCanadians.gc.ca/EatWell. The page includes a direct link to the Eating Well with Canada's Food Guide web page.

Another good site for nutrition information is the "Healthy Life" channel on the Canadian Living website,

produced in collaboration with Health Canada (www.canadianliving.com/health/_healthy_life/). The site provides tasty recipes, informative articles and videos, top nutrition advice and a fun, skill-testing quiz.



Good News from Our Partners

Ribbon Cutting Celebrates Next Level of Health Care in Niagara

On March 7, 2013, Niagara Health System held a ribbon cutting ceremony for the new hospital site in St. Catharines.

[Read the article in Niagara This Week.](#)

NGH and CAMHS Partner to Maximize Resources

Norfolk General Hospital and Community Addiction and Mental Health Services of Haldimand & Norfolk have announced a new partnership agreement that will see the hospital providing various Human Resource services and Financial services to Community Addiction and Mental Health Services of Haldimand and Norfolk effective April 1, 2013.

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

Eight Units on Bowden Street to Benefit People with Brain Injuries

Funding from HNHB LHIN has allowed a partnership between two brain injury groups and Niagara Regional Housing that addresses a gap in service for the area.

[Read the article in the Fort Erie Times.](#)

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

Upcoming Events

Community Events

Thursday, March 21, 2013

[Healthy You Weight Management](#)

9:30 to 10:30 a.m.

Port Colborne

Thursday, March 21, 2013

[Mental Health Challenges and Triumphs: Margaret Trudeau](#)

7:00 p.m.

Hamilton

Wednesday, March 27, 2013

[HNHB LHIN Board Business Meeting](#)

4:00 p.m.

Grimsby

Wednesday, March 27, 2013

[You Can Quit Program Part 1](#)

6:00 to 7:30 p.m.

Port Colborne

Friday, March 29, 2013

HNHB LHIN Office Closed - Good Friday

Wednesday, April 3, 2013

[You Can Quit Program Part 2](#)

6:00 to 7:30 p.m.

Port Colborne

April 6-7, 2013

[Play for Memories - Alzheimer Society of Niagara](#)

St. Catharines

Wednesday, April 17, 2013

[HNHB LHIN Board Education Meeting](#)

4:00 p.m.

Grimsby

Saturday, April 20, 2013

[Learn and Sharing Forum on Early-Stage Dementia](#)

9:30 a.m. to 2:00 p.m.

Ancaster

Tuesday, April 23, 2013

[Care Essentials - Middle Stages of Dementia](#)

1:30 to 3:45 p.m.

Hamilton

Wednesday, April 24, 2013

[HNHB LHIN Board Business Meeting](#)

4:00 p.m.

Grimsby

Tuesday, April 30, 2013

[Care Essentials - Enhancing the Abilities of Persons with Disabilities](#)

1:30 to 3:30 p.m.

Hamilton

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

Health Service Provider Events

April 5-6, 2013: [Canadian Interventional Pain Course](#)

April 6, 2013: [Update in Use of Robotics in Surgery & Medicine](#)

April 12, 2013: [Day in Endocrinology for Primary Care Providers](#)

April 12-14, 2013: [Ontario Thoracic Cancer Conference](#)

April 24, 2013: [McMaster Day in Surgery for Family Physicians](#)

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

Feature Tweets

- Find out how Health Links benefit you, read a good news BSO story, Performance Report Card - in Feb newsletter bit.ly/13taLOJ
- RT @BridgesCHC: Quit Smoking Program, Bridges Community Health Centre-Port Colborne site, March 27 & April 3, 6-7:30pm, call 289-479-5017...
- RT @BridgesCHC: Healthy You Weight Management Program starts March 21 at Bridges

Community Health Centre, Port Colborne site, register at...

- Learn more about Health Links in HNHB LHIN bit.ly/13pqLLz
- MT @HealthyDebate: The Ontario Health Links initiative – What is it? by @ASilversides + @AndreasLaupacis [healthydebate.ca/2013/02/topic/...](http://healthydebate.ca/2013/02/topic/)

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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