



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 2013 - Volume 1

In this newsletter:

[Update from the Board Meeting](#)

[Donna's Blog - April 2013](#)

[BSO Brings Jane's Family Closer, Reduces Caregiver Stress](#)

[Front Line Staff Benefit from BSO Mentoring and Coaching Techniques](#)

[New Hospital in St. Catharines Now Open](#)

[Events Calendar](#)

[Feature Tweets](#)

Update from the Board Meeting

The complete minutes from the March 27, 2013 Board business meeting will be posted following approval at the April 24, 2013 business meeting. In the meantime, please read through some of the highlights from meeting.

[Read more...](#)

Donna's Blog - April 2013

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, May 6, 2013.

[Read more...](#)

BSO Brings Jane's Family Closer, Reduces Caregiver Stress

Thanks to the BSO Community Outreach Team, Jane and her aunt now have the support they need, enabling

them to experience an improved quality of life and a stronger relationship.

[Read more...](#)

Front Line Staff Benefit from BSO Mentoring and Coaching Techniques

Long-term care home (LTCH) residents are benefitting from a pilot project that helps build capacity among LTCH staff to assist them in managing individuals with responsive behaviours. In one particular home, there was a 27% reduction in responsive behaviours affecting others in three months.

[Read more...](#)

New Hospital in St. Catharines Now Open

On March 24, 2013, Niagara Health System's (NHS) new St. Catharines site officially opened its doors. This day also marked the launch of NHS' new website.

[Read more...](#)

Events Calendar

Check out upcoming events in the HNHB LHIN including the **HNHB LHIN Board of Directors business meeting on April 24, 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.

If you would like to be added to the distribution list, please subscribe using ['My Page.'](#)

To provide story ideas and/or comments, please [click here.](#)



©Copyright 2010. LHINSight is a publication of the Hamilton Niagara Haldimand Brant Local Health Integration Network, and is provided as a service to health service providers, partners, and residents. Please view our online privacy policy at <http://www.hnhblhin.on.ca> ISSN 1913-1089



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.

Update from the Board Meeting: March 27, 2013

The complete minutes from the March 27, 2013 Board business meeting will be posted following approval at the April 24, 2013 business meeting. In the meantime, please read through some of the highlights from meeting.

Highlights

- The Board approved the reallocation of \$1,264,500 of to the HNHB CCAC to support increased services to facilitate individuals returning home from hospitals and to support high risk seniors in the community. An additional \$800,000 base funding increase to support these services was also approved.
 - The Board approved the Audit Committee's recommendation of one-time funding for 2013/14 to the Aging at Home programs.
 - The Board approved the allocation of up to \$300,000 in one-time funding to Hotel Dieu Shaver Health and Rehabilitation Centre to establish an Augmentative and Alternative Communication Service in partnership with the Niagara Peninsula Children's Centre (NPCC). The NPCC provides services for children with physical, developmental and communicative disabilities.
 - The Quality Policy report was presented by staff and received and approved by the Board.
 - The Strategic Health System Plan Quarterly Update was presented to the Board, with a focus on the continued development of Health Links within the HNHB LHIN. The report can be found online [here](#).
-

Donna's Blog - April 2013

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, May 6, 2013.

We know that one of the best ways to improve the patient experience is to make sure the person requiring care is front of mind as all care providers work together. That is why the development of Health Links throughout our LHIN is so important. Putting the patient at the centre of this unified team also means we need to make sure everything about this exciting new model of care is clearly communicated.

It's crucial that people understand the purpose of a Health Link, as it will be the foundation upon which many local solutions will be built. Health Links represent the next evolution of our health care system. All sectors of the system will work together to better plan and coordinate care at the individual level to improve the experience of patients and their families and improve health outcomes.

[Read the full Blog Post.](#)



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

BSO Brings Jane's Family Closer, Reduces Caregiver Stress

The Behavioural Supports Ontario (BSO) project strives to improve the quality of life for both individuals and their caregivers. This is particularly important when the caregiver is a family member fulfilling the role for a relative experiencing cognitive decline and behavior changes.

The BSO Community Outreach Team (COT) received a call from "Jane" who was the primary caregiver for her live-in aunt who was having difficulty with her memory and displaying behavioural shifts. Jane was experiencing caregiver burnout after caring for her aunt for over a year without support. Prior to being referred to the BSO COT Jane had no knowledge of dementia and cognitive impairment and her aunt had no previous diagnosis for her cognitive impairments.

Jane's aunt's increasing confusion and memory loss had resulted in episodes of verbal aggression and frustration with herself and her family. She also stopped taking her daily walks which she used to do for many years. In the six months prior to the BSO COT interventions, Jane's aunt would routinely get lost and expressed daily resentment and frustration due to her inability to perform simple tasks that included eating and bathing.

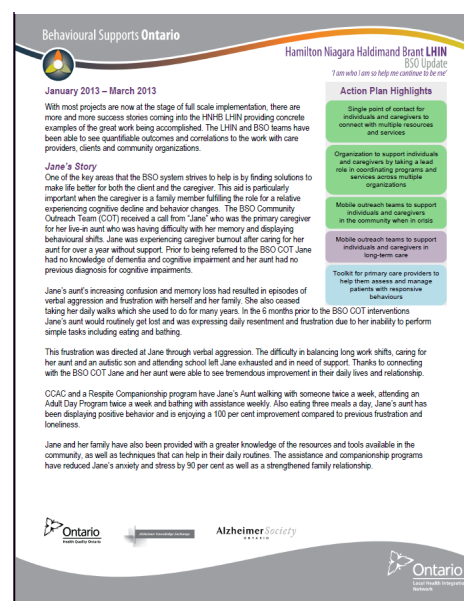
This frustration was directed at Jane through verbal aggression.

Jane was attempting to balance long shifts at work, caring for her aunt and her autistic son, and attending school, which left her exhausted and in need of support. Thanks to connecting with the BSO COT, Jane and her aunt were able to see tremendous improvements in their daily lives and relationship.

The Community Care Access Centre (CCAC) and a respite companionship program have Jane's aunt walking with someone twice a week, attending an Adult Day Program twice a week, bathing with assistance weekly and eating three meals a day. Jane's aunt has been displaying positive behavior and is enjoying a 100% improvement compared to previous frustration and loneliness.

Jane and her family have also been provided with a greater knowledge of the resources and tools available in the community, as well as techniques that can help in their daily routines. The assistance and companionship programs have reduced Jane's anxiety and stress by 90% and she now experiences a stronger relationship with her aunt.

For an update on local BSO progress, please read the February 2013 - March 2013 Update.



Front Line Staff Benefit from BSO Mentoring and Coaching Techniques

The Behavioural Supports Ontario (BSO) project helps not only individuals with responsive behaviours, but also their caregivers and health care providers to provide the best possible environments for delivering quality care for these clients. As part of continuous quality improvement, the BSO Long-Term Care Home (LTCH) Mobile Team initiated a pilot program to assist those long-term care homes experiencing a higher number of incidences of responsive behaviours.

One long term care home collaborated in a pilot where the same members of the Mobile Team were based within the home, working daily over a number of months. The members consisted of Registered Practical Nurses (RPNs) and Personal Support Workers (PSWs). Through coaching, mentoring and modeling, Mobile Team members helped build capacity among front line staff in the management of residents with responsive behaviours. This formal and informal learning included topics such as use of Montessori techniques to promote resident engagement and the PIECES assessment tool, brain function in dementia, and use of other assessment tools. The team also started the engagement process with residents that were seen as at risk of presenting future responsive behaviours.

The first three months of the program, which began October 2012, yielded tremendous results with a 27% decrease in the number of residents with responsive behaviours that were affecting others.

Behavioural Responses During Pilot



All staff in the home, including allied health care providers, front line staff and management, have expressed and acknowledged the positive impact the BSO Mobile Team has had for its residents.

For an update on local BSO progress, please read the February 2013 - March 2013 Update.

New Hospital in St. Catharines Now Open

Only 17 days after the ribbon cutting and inaugural celebrations took place, Niagara Health System's (NHS) new St. Catharines site officially opened its doors on March 24. This new hospital enjoyed a successful opening day that saw nearly 200 patients transferred from three different hospitals and the first delivery occur under six hours after the doors opened.

"The move went very smoothly thanks to the hard work and cooperation of the many physicians, staff, volunteers, and our community partners including Niagara Emergency Medical Services," says Susan Kwolek, Vice President Patient Services, Executive Lead, St. Catharines site. "We want to thank patients and their families for their patience and trust in us during the transfer."

197 patients were transferred to the new St. Catharines site, the majority coming from the St. Catharines General site. All of the transfers were handled smoothly and were concluded by 1 p.m., approximately six hours after the process began. With the doors opening at 6:00 a.m. the new hospital received its first emergency patient only three minutes into the opening. The first newborn was a baby boy from Fort Erie delivered at 11:45 a.m.

"It is an honour to be a part of this incredible day," says Gloria Kain, Chief Capital Planning Officer. "What a wonderful feeling to watch the heartbeat of the building come to life; it is truly one million square feet of care now."

There was more than one debut for the NHS on March 24, as it launched its new website. NHS' online home is a key source of information about Ontario's largest multi-site hospital amalgamation. Comprised of six sites that serve 434,000 residents across the Niagara Region, NHS provides a wide range of inpatient and outpatient clinics/services.

To view the new website and learn more about the new St. Catharines site, visit www.niagarahealth.on.ca.

You can also read the media release [here](#).



Upcoming Events

Community Events

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

Tuesday, May 7, 2013

[Care Essentials - Self-Care for Caregivers](#)

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

- Celebrate caregivers & nominate a 'Hero in the Home' in [@HNHB_LHINgage](#). Learn more: [ccac-ont.ca/Content.aspx?E...](#)
- The #TimetoScreen 4 cancer is when you don't have symptoms. Find out what u should screen 4: [http://ht.ly/gBIRj](#) #ColonCancerCheckHNHB

- RT @clinicalconnect: Fast access to up to date #patientdata means faster #diagnosis and treatment <http://goo.gl/sJggu>
- The benefits, roles & implications of Health Links - details in the March 2013 LHINSight: <http://bit.ly/YCz19r>
- @on_chiropractic Glad you found it valuable! More info on Health Links on our website at hnhblhin.on.ca
- Here's ur opportunity 2 improve local ER services -Emergency Services Steering Cttee seeking proposals: <http://bit.ly/WRNW5n>

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!



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.

If you would like to be added to the distribution list, please subscribe using 'My Page.'
To provide story ideas and/or comments, please [click here](#).



©Copyright 2010. LHINSight is a publication of the Hamilton Niagara Haldimand Brant Local Health Integration Network, and is provided as a service to health service providers, partners, and residents. Please view our online privacy policy at <http://www.hnhblhin.on.ca> ISSN 1913-1089