



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.

Strategic Vision: 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.

Strategic Aim: Dramatically improve the patient experience through quality, integration and value.

Update from the Board Meeting: January 29, 2014

The complete minutes from the January 29, 2014 Board business meeting will be posted following approval at the February 26, 2014 business meeting. In the meantime, please read through some of the highlights from the meeting.

Highlights

- The Board approved in-year reallocation of unspent one-time funds for Primary Care and Long-Term Care. This will result in:
 - North Hamilton Community Health Centre will receive \$130,000 to go towards the care of 400 new clients from the Children's Aid Society (CAS). This will include physicians, physician assistants, client chart transfers, case management, case consult, and social worker services to provide front line service to these clients.
 - LHIN Long-Term Care Homes (LTCH) will see \$132,193 to continue to focus on quality and the residents' experience of care in alignment with the LHIN's direction and values.
- The Board funding directly related to assisted living programs:
 - St. Joseph's Home Care's Transitional Care program will receive \$10,500 in one-time funding for 2013-14 and \$63,332 in base funding 2014-15.
 - Three new Assisted Living Hubs will be implemented with \$361,580 2014-15 base funding.
 - Up to \$100,000 in one-time funding will enable a review of existing Assisted Living Hubs within the continuum of Assisted Living Models.

- The Board endorsed the program and services component of the Pre-Capital Submission for the West Lincoln Memorial Hospital Site of Hamilton Health Sciences. They also recommend that the Ministry of Health and Long-Term Care approval should require the hospital to work with the LHIN on a LHIN-wide program/service planning process to inform the redevelopment of this site.

Donna's Blog - January 2014

Check out an excerpt from Donna Cripps' latest blog post and be sure to read her next post on Monday, February 10, 2014.

Welcome to 2014! This new year may be starting with a COLD blast of Canadian winter weather, but 2014 will really warm up as we continue to roll out new ideas and programs (such as the falls prevention and exercise classes) to better support our patient-first care system. As I'm sure many people do at the beginning of new calendar year I tend to look back on what's transpired in the previous 12 months. This act of reflection is something that also benefits all organizations as we learn from the past - what to maintain and what to improve moving forward as we deliver the right care in the right place, at the right time.

[Read the full Blog Post.](#)



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

'Behaviours have meaning' is the key message being received amongst BSO project work

The Behavioural Supports Ontario (BSO) Project began as an initiative to improve the health care experience for those clients with cognitive impairment presenting with responsive behaviours*. The reach of this project is now spreading beyond the, long-term care and community health care sectors where resources were originally devoted, to front-line hospital wards.

The message - 'Behaviours Have Meaning' - is now impacting clinical practice in hospital departments outside of the specialized behavioural units. Health practitioners, who have historically provided expert acute medical care in the hospital setting, are now seeking out education to better understand responsive behaviours and the patient 'behind' the behaviours.

Through collaboration and partnerships with community and hospital-based geriatric experts, such as Psychogeriatric Resource Consultants (PRC) and Nurse Educators, health practitioners are broadening their scope to meet the diverse needs of the BSO client in the acute care setting. These efforts are



demonstrated in the story of Mrs. Ryan* and the acute internal medicine team at the Hamilton General Hospital.

The Story of Mrs. Ryan*

Mrs. Ryan, an 86-year-old woman, was admitted to 8 South, the acute medicine floor, at Hamilton General Hospital. Mrs. Ryan was suffering from delirium on admission and was assessed as having a risk for falling. The medicine team immediately recognized some behaviours in Mrs. Ryan, particularly her need to constantly move and walk around. The team acted quickly to refer Mrs. Ryan to the geriatrician, which resulted in a diagnosis of dementia.

In some cases when a patient is at risk for falling and has a cognitive impairment, one safe measure is to secure the patient in a wheelchair. However, when Mrs. Ryan was first placed in a wheelchair, Jana Cochrane, Occupational Therapist (OT) on 8 South, noticed the patient was exhibiting behaviours of yelling and 'banging' on the wheelchair. Jana recognized these behaviours had meaning and through a thorough assessment learned Mrs. Ryan's behaviours resolved when she was permitted to walk around the ward.

The staff on the medicine floor wanted to safely address Mrs. Ryan's falls risk, while also limiting any potential for responsive behaviours. Jana reached out to those involved with BSO and was then connected with the PRC from the Alzheimer's Society to discuss the case and make sure the team was on the right track for managing the responsive behaviours.

With collaboration from the medicine team, management, and the PRC, the team developed a care plan that addressed Mrs. Ryan's behaviours and safety. The team included Mrs. Ryan at the nursing station, performing small tasks so she safely expended her energy and fulfilled her need to constantly move. They also incorporated the help of family, volunteers, and RN students to support Mrs. Ryan early in her admission when her behaviours were initially heightened.

"The example of Mrs. Ryan was truly an interprofessional collaboration including efforts from the business clerks, staff nurses, charge nurses, student RNs, OTs, physios, clinical manager, social worker, HELP volunteers, and physician. Staff engaged the patient often in activities in the nursing station such as folding wash cloths, doing puzzles etc." - Jana Cochrane, OT, 8 South

*Real name withheld.

As demonstrated in Mrs. Ryan's story, 'ground-up' initiatives such as front-line staff strategizing to meet the unique needs of BSO clients, are far reaching in terms of the positive impact for both the client's experience and the broader health-care system. The medicine team on 8 South has witnessed the results and is currently implementing broader education to staff on what are responsive behaviours, identifying their

triggers, and collaborating as a team to develop care plans that do not involve the use of restraints.

Health care providers across all sectors had been striving to provide safe and effective care prior to BSO; however, the development of BSO over the last two years has elevated the awareness of this population's unique needs. Health care providers are reaching out to experts in geriatrics and having conversations about the meaning of behaviours and how to best serve this older population with cognitive impairment and responsive behaviours. Health care providers in all sectors: hospital, community, and long-term care are collaborating in new ways and understanding a different approach is needed to ensure the best care and experience for this growing population.

When The Waters Run High

The article below appeared in the Hamilton Health Sciences Insider on January 15, 2014.

Hamilton Health Sciences staff and physicians sprang into action last week after devastating floods at the Juravinski Cancer Centre and St. Joseph's Healthcare Hamilton's Charlton Campus threatened hospital services across the city. Here are just a few of the many stories of how the tireless efforts of staff across HHS to deliver the best care possible during an exceptionally challenging time.

The responses from staff members and physicians to the Juravinski Cancer Centre flood and to the significant rise in activity levels across HHS following the flood at St. Joseph's helped to save valuable medical equipment, ensure that patients and families were well-informed of any immediate impact to their scheduled care, and keep services running as smoothly as possible.

When flooding shut down the emergency department (ED) at St. Joseph's, patient volumes at the Hamilton General and Juravinski hospital EDs spiked by 25 to 30 percent. Nursing staff took on extra shifts and doctors worked overtime to minimize impact to patient wait times and to triage patients efficiently. The diligence and dedication of the ER teams ensured all patients received safe, timely and appropriate care.



In response to high volumes in HHS' EDs, frontline staff, managers, discharge planners and our partners at CCAC worked swiftly and with great care to identify opportunities for patients to transfer to alternate facilities and caregivers, and supported these patients and their families through the transition. Their careful yet efficient bed management strategies helped to ensure emergency patients received the care they needed.

When a serious flood occurred at Juravinski Cancer Centre on Jan. 7, staff members and contracted staff rushed to the scene to move valuable equipment and supplies from arm's way and to control the spread of the water. Staff members worked into the night to contact patients whose appointments would be affected for the following day. Thanks to the diligence and resourcefulness of JCC staff and cleaning crews, services were back up and running at near-full capacity within just a couple of days.

The complete copy of the January 15th Insider can be found [online here](#).

Helping More Seniors in Hamilton, Niagara, Haldimand and Brant Get Care They Need at Home

On Thursday, December 19, 2013 Minister Mario Sergio and MPP Jim Bradley were in Niagara-on-the-Lake to announce the latest round of HNHB LHIN's community funding. In front of a packed room at the Pleasant Manor Retirement Village, they were joined by HNHB LHIN Board Chair Michael Shea to formally announce the nearly \$27 million that was going toward health service programs and providers in our LHIN. This announcement was related to the proposals the LHIN had received in September. The programs receiving funding featured a wide variety of specialties, including mental health, supportive housing, care for patients with complex needs and many others that will strengthen the care our families and neighbours are receiving.

The following is from the official release from the Ministry of Health and Long-Term Care and the office of Mario Sergio, Minister Responsible for Seniors Affairs.

Seniors and residents throughout the Hamilton Niagara Haldimand Brant Local Health Integration Network (LHIN) are receiving better access to home care and community supports to help them live independently and at home longer.

Ontario is providing nearly \$27 million to support home care for more seniors and for expanded community health care services, including mental health supports for seniors and others living with complex conditions.

This investment will support existing programs and help develop new ones to provide better care for seniors at home and reduce unnecessary emergency room and hospital re-admissions. This includes:



- Providing more home care for patients with complex needs and reducing wait times for personal support services provided by Community Care Access Centres.
- Expanding supportive housing services at Niagara's Pleasant Manor to support about 150 frail and high-risk seniors and improving supports for seniors already living in the 22 wellness suites.
- Improving supports for people living with a brain injury through Brain Injury Services of Hamilton. This includes teaching clients strategies for improving memory and cognitive thinking, offering psychiatric consultation for medication management, running recreational and educational programs and providing clients with crisis management and counselling.
- Offering specialized transitional adult day programs through The Victorian Order Nurses of Canada for seniors with developmental disabilities. This program will help individuals with complex developmental conditions make a more gradual transition to mainstream adult day programs.

Improving access to home care and community supports is a key priority of Ontario's Action Plan for Health Care and helps to provide the right care, at the right time, in the right place. This is part of the Ontario government's economic plan to invest in people, build modern infrastructure and support a dynamic and

innovative business climate.

QUOTES

"We are investing our health care dollars in services that help residents in Hamilton, Niagara, Haldimand and Brant get the care they need at the right time, in the right place. This means better access to timely quality care for patients — especially our seniors."

— Jim Bradley, MPP, St. Catharines

"Providing seniors with more timely access to health care in their homes and communities ensures our health care system works better for everyone, improving access for all who need care, where they need it."

— Deb Matthews, Minister of Health and Long-Term Care

"Our government is addressing the opportunities and challenges of an aging population. By working with our community partners we are creating and sustaining supportive environments that help Ontario seniors live healthy, active and meaningful lives."

— Mario Sergio, Minister Responsible for Seniors Affairs

"The Ministry of Health and Long-Term Care provided the Hamilton Niagara Haldimand Brant LHIN communities nearly \$27 million in new investments. This will mean more seniors and others with complex conditions can receive expanded community health care services. Continuously improving access to home care and community supports is a key priority of Ontario's Action Plan for Health Care and our LHIN. This investment in our communities will help us provide the right care, at the right time, in the right place for all our patients and families."

— Michael Shea, Hamilton Niagara Haldimand Brant LHIN Board Chair

QUICK FACTS

- More than 637,000 people currently receive home care across Ontario.
- Over the next 20 years, the population of seniors aged 65 and over in Ontario will more than double from 1.9 million today to 4.2 million in 2036.

LEARN MORE

- [Backgrounder](#)
- [Ontario's Action Plan for Health Care.](#)
- [Ontario's Action Plan for Seniors.](#)
- [Dr. Samir Sinha's report Living Longer, Living Well.](#)
- [Ontario Seniors' Secretariat.](#)

Close of 2013 Sees Recognition for Health Service Providers Across the HNHB LHIN

The HNHB LHIN is home to hundreds of programs and services from our health care providers that enhance

the quality of life for our residents. The excellent work of our organizations garners awards consideration throughout the year and some of our providers were recognized toward the end of 2013 for their efforts.

Cancer Quality Council of Ontario Quality Award - EDAP program

St. Joseph's Healthcare Hamilton and HNHB LHIN garnered a Quality Award Honourable Mention for the development of their Esophageal Diagnostic Assessment Program (EDAP), which identifies patients requiring immediate referral for suspected esophageal cancer. EDAP has a single access point for referrals to reduce wait times for diagnosis, minimize repeated tests, and improve patient experience and treatment outcomes. The EDAP has reduced the wait time for diagnostic testing from an average of 4-6 months to 15 days. Now, average time from EDAP referral to decision to treatment is 30 days.

CCAC System Partnership Award for Excellence - BSO Project Team

The HNHB LHIN BSO Project Team was recently recognized with the HNHB CCAC Systems Partnership Award for Excellence. This award recognized the impact on the community of HNHB CCAC practices and innovations that make a positive impact on client welfare.

As a recipient of this local level award, the HNHB LHIN BSO Project Team will be nominated for the 2014 Provincial OACCAC Awards.

2013 Quality Healthcare Workplace Award from the OHA and MOHLTC - Norfolk General Hospital

Norfolk General Hospital (NGH) was recognized for their outstanding dedication to improve health care with a silver medal in the 2013 Quality Healthcare Workplace Award. This privilege was presented to NGH by the Ontario Hospital Association (OHA) and Ministry of Health and Long-Term Care (MOHLTC) during the [2013 Health Achieve conference](#) November 3-5, 2013.

Developed to raise the bar of excellence for quality health care workplaces, the awards program recognizes organizational efforts focused on a providers' quality of work life and the quality of care and services they deliver to their patients and families. This is the second year in a row that NGH is celebrating this award, as they were [first recognized](#) in the category in 2012.

HHS' Mark Farrow Recognized as a Premier Top 100 IT Leader by Computerworld

Mr. Farrow is the only representative from the Hamilton area to make to be named to the list and one of the few Canadians to be granted this honour by the Premier Top 100 Program 15th year.

Since its debut in 2000, the Premier Top 100 program is meant to recognize the contributions from leaders who are using technology to leave positive impacts on their organizations across the globe. All nominees have displayed excellence and



leadership through their adaptation and implementation of the new information technology available to them.

One of the major initiatives that Farrow has helped bring to the HNHB LHIN in this area is the physician portal granting safe and secure real-time access to patients' results – ClinicalConnect™. Farrow has been a driving force behind this technology which is offering a better opportunity to get the information to caregivers when and where they need it.

Congratulations Mark Farrow! To read the full release and for more information on the tremendous impact our Premier Top 100 recipient is making in our LHIN [click here](#).

Upcoming Events

Community Events

Tuesday, February 11, 2014

Strengthen Your Mind Series - Alzheimer Society Haldimand-Norfolk

1:30 p.m. (Recurring until March 18, 2014)

Hagersville

Thursday, February 13, 2014

What to Expect during an Emergency Situation - Brant County Ambulance Service

Noble Hall, John Noble Home

7:00 p.m.

Brantford

Saturday, February 15, 2014

Community Wellness Fair - Mind Body Spirit

The Aud, Simcoe Fair Grounds

10:00 a.m.

Simcoe

Monday, February 17, 2014

Family Day - HNHB LHIN Office Closed

Wednesday, February 26, 2014

HNHB LHIN Audit Committee Meeting

HNHB LHIN Office

2:30 p.m.

264 Main Street East, Grimsby

Wednesday, February 26, 2014

HNHB LHIN Board Education and Business Meeting

HNHB LHIN Office

4:00 p.m.

264 Main Street East, Grimsby

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

Health Service Provider Events

Wednesday, February 26, 2014

Walking the Tightrope - High-Risk Factors for Individuals with ABI Conference

Carmen's

8:00 a.m.

1520 Stone Church Road East, Hamilton

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

Feature Tweets

- ON invests add'l \$27mil-supportive housing in Niagara Reg. w
[@Jim_BradleyMPP](#) [@HNHB_LHINgag](#) [@OANHSS](#) @ Pleasant Manor
pic.twitter.com/7vui4ggpD2
- Wonderful turnout of residents from Pleasant Manor to celebrate today's exciting funding announcement - LOTS of happy faces and applause
- Thank you to everyone at [@HamHealthSc](#) and the Juravinski Cancer Centre for restoring services for patients so quickly - great teamwork!
- As the new year starts so are more free exercise and falls prevention classes, check out the list of HNBH offerings <http://bit.ly/198pMdb>
- What to know more about LHSIA? CEO Donna Cripps' first blog of 2014 talks about the upcoming review <http://bit.ly/1eE4qnW>
- Province pledges \$26.2 mil to plan for new hospital in South Niagara and 2 Urgent Care Centres per Dr. Kevin Smith's recommendations
- [@LoriKleinsmith](#) [@niagarahealth](#)'s plan for new hospital also includes 2 UCCs in South Niagara - sites have not yet been determined

Follow [@HNHB_LHINgag](#) to stay informed of HNBH 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.

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