

Local Health Integration Network



Kettle & Stony Point Assisted Living Facility Provides "Home" to Residents

Eight bed residential facility boasts a wide variety of impressive features

Situated on the southern shore of Lake Huron is the small community of Kettle and Stony Point. Home to the Chippewas of Kettle and Stony Point First Nation, residents now have their own Assisted Living Facility.

Located behind the community's health centre, construction on the 8,921 square foot building was completed in October of 2007. Now, the eight bed residential facility boasts spacious furnished suites with private bathrooms, a common dining and living area, a family visiting room, dietician approved meals, and 24 hour a day, 7 day per week support staff on site.

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The Connection

Wednesday, May 14, 2009

M-SAA Agreements

Four guiding principals, one document.

The Multi-Sectoral Accountability Agreement (M-SAA) is a 2 year agreement for fiscal 2009/10 and 2010/11. The four principals guiding the M-SAA are: Accountability, Funding & Allocation, Integration and Service Coordination, and Local Health System Planning.

UPDATE

98% of the Multi-Sectoral Accountability Agreement's are Signed

[Click here to read the full article...](#)

Long-Term Care Renewal Strategy

Construction Funding Policy Application Package now available

In July 2007, the Ministry of Health and Long-Term Care announced the Long-Term Care Home Renewal Strategy to improve access to quality long-term care (LTC) beds in Ontario. The Renewal Strategy would see the initiation of redevelopment of approximately 35,000 B, C, and Upgraded D class LTC beds in 5 phases, over a 10 year period.

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Erie St. Clair Hospitals Save Over \$1 Million

The hospitals within the region of Erie St. Clair have recently come together to reduce benefit premium costs across the region.

Complex System | Clearly Defined



Articles that explore health care issues in our LHIN

The following is a series of educational articles designed to provide further insight into important topics within the Erie St. Clair LHIN.

- **Health Human Resources a competitive, professional business**

The communities within the Erie St. Clair Local Health Integration Network (LHIN) are currently underserved by about 124 general family practitioners and have found themselves in a high-stakes industry where a tour of the facilities and a steak dinner is no longer enough.

- **EMS a Vital Link to Emergency Care**

While hospitals, and their Emergency Departments, are the destination on most people's minds in an emergency, it is the timely care of paramedics in your home, at the scene of an accident or in a public venue that can mean the difference between life and death.

- **Primary Health Care in Erie St. Clair LHIN**

Health care is no stranger to jargon, acronyms or complicated phrases that can be disorienting, even for insiders. One such term that will be familiar to many, but not well understood, is 'Primary Care'.

Windsor Regional Hospital and Chatham-Kent Health Alliance Implement New Electronic Pharmacy System

by **Lisa Northcott**, R.N. BSc.N. Application Manager Consolidated Health Information Systems

Chatham-Kent Health Alliance (CKHA) and Windsor Regional Hospital (WRH) are implementing a new electronic pharmacy system called Horizon Meds Manager (HMM) from McKesson. The innovative solution captures medication use across care settings and disciplines, linking all patient encounters in a real-time electronic chart.

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Superbugs: A Nightmare on Your Hands

The Regional Infection Control Networks presents an educational DVD for health care workers. Distributed across Ontario, the DVD addresses concerns surrounding infection from bugs such as MRSA and C. difficile.



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Kettle & Stony Point Assisted Living Facility Provides

lhinconnection | 04 May, 2009 13:54

Situated on the southern shore of Lake Huron is the small community of Kettle and Stony Point. Home to the Chippewas of Kettle and Stony Point First Nation, residents now have their own Assisted Living Facility.

Located behind the community's health centre, construction of the 8,921 square foot building was completed in October, 2007. The eight bed residential facility

The main purpose of the facility is to provide First Nation elders with a home in which they can continue to live independently in their own community. In doing so, residents can maintain their cultural, social and spiritual beliefs while receiving the support services they need for health related issues.

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boasts spacious furnished suites with private bathrooms, a common dining and living area, a family visiting room, dietician approved meals, and 24 hour a day, 7 day per week support staff on site.

In June, 2008, staff of the Erie St. Clair LHIN were invited to tour the facility. Impressed by what it offered, the LHIN felt that it fulfilled an opportunity for reducing Alternate Level of Care (ALC) pressures. In addition, there was an immediate need for care by First Nation people looking for placement. As a result, the facility was granted LHIN funding under the Urgent Priorities Fund.

The main purpose of the facility is to provide First Nation elders with a home in which they can continue to live independently in their own community. In doing so, residents can maintain their cultural, social and spiritual beliefs while receiving the support services they need for health related issues. Pauline Bressette, Facility Manager says, "It's a special place where our people can come, have a home and stay in our community."

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The home provides programming based on First Nation traditions. Food preparation includes the use of squash, beans, corn and other traditional First Nation fare. Native pictures decorate the home and native crafts are on display. Residents are taken on nature walks and are encouraged to spend time outdoors, even in the winter months. Caregivers in the home are either First Nation or have married into the community. They treat the residents as “grandparents” as this is the way that elders are regarded in the community.

Holistic health care and healing practices are also very important to the residents. Spiritually, emotionally and physically, each resident is cared for in the native tradition of honouring their

elders, providing support to those in need and being part of the community.

The needs of each resident are respected and families can arrange for traditional healers, smudging ceremonies or any other cultural practice. “The care the residents receive is as holistic as I have ever witnessed

and I have been a nurse for more than 30 years,” says Willa Greenwood, Home & Community Care Supervisor for the facility.

The care the residents receive is as holistic as I have ever witnessed and I have been a nurse for more than 30 years,” says Willa Greenwood, Home & Community Care Supervisor for the facility.

A team approach to health care plays a vital role in the home. Staff provides residents with the daily living assistance that they need. But often, medical professionals need to be brought into the home to provide other essential services. North Lambton Community Health Centre has been a valuable resource for the facility in providing medical professionals. Physiotherapists, Occupational Therapists, Respiratory Therapists and Pharmacists can be brought in by appointment. Doctors and Nurse Practitioners are also brought in to see residents for primary care. All of these services help to avoid unnecessary Emergency Department trips and keep the residents in the community.



The facility is also supported by a day program service which currently operates on Wednesdays. Residents and members of the



community are invited to the facility to enjoy a spa-like bath and a nutritious meal followed by an activity, craft or game. A chair exercise program and social time are held on Monday mornings. Crafts, music nights, spiritual singing and congregate dining are also offered once each month and regular exercise and social times are scheduled. The Erie St. Clair LHIN has proposed funding through

Aging at Home which will help to increase these day programs in the coming year.

In addition to providing assisted living to residents, the facility also provides respite care. Community members can book a stay at the facility following a surgery or illness. Patients and their families can have peace of mind knowing that they are remaining in the community while being well cared for. Emergency respite care has also been accommodated.

The facility also offers “Free Try” weekends. The transition from ones home to the facility can often be difficult, so prospective residents are encouraged to spend a weekend living in the facility. In offering residents this opportunity, they can make this transition more comforting.

Residents of the facility are very fortunate to be living in the home. Emery Shawnoo, a resident who has recently lost his vision as a result of diabetes says,

you need help you can get it 24/7.” It is very important to First Nation elders to remain on their land and to continue to observe their spiritual and cultural beliefs. This facility provides this opportunity and also allows them to be cared for by their own people.

After a year and a half in operation, Kettle & Stony Point Assisted Living Facility has enjoyed great success. Residents of the home benefit from the care they receive, be it holistic or modern. Members of the community can enjoy the wonderful day programs that the home provides. But more importantly, residents of Kettle and Stony Point can be reassured by the fact that they have a facility that will care for them if they are ever in need and can continue provide them with the way of life that they have always known.

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Erie St. Clair Local Health
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Windsor Regional Hospital and Chatham-Kent Health Alliance Implement New Electronic Pharmacy System

lhinconnection | 04 May, 2009 14:59

by Lisa Northcott, R.N. BSc.N. Application Manager Consolidated Health Information Systems



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Chatham-Kent Health Alliance (CKHA) and Windsor Regional Hospital (WRH) are implementing a new electronic pharmacy system called Horizon Meds Manager (HMM) from McKesson. A multidisciplinary team comprised of members from both hospitals and project management and information technology resources from Consolidated Health Information Services (CHIS) have worked together to launch this exciting initiative. HMM is a computerized pharmacy solution that improves workflow and ensures patient safety. It allows the pharmacy to electronically receive, verify and send medication orders, eliminating manual transcription and preventing medication errors. The innovative solution captures medication use across care settings and disciplines, linking all patient encounters in a real-time electronic chart.

The implementation of Horizon Meds

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Manager (HMM) will also ensure laboratory integration, issue alerts and provide patient education tools. The new system will enhance the ability of the hospital pharmacies to document patient interventions and assist in reporting to the Ministry of Health and Long Term Care.

Horizon Meds Manager is a key building block towards achieving the larger strategic goal of implementing Computerized Physician Order Entry (CPOE) a project being undertaken by CKHA and WRH.

Steve Banyai, President and CEO of CHIS said “This is an outstanding example of a hugely successful integration and collaboration initiative to improve patient care using technology as a key enabler. I view this as a huge step towards our goal of making eHealth a reality in the Erie St. Clair LHIN and the Province of Ontario.



CHIS is a non-profit corporation owned by Bluewater Health, Chatham-Kent Health Alliance, and Windsor Regional Hospital. It provides information technology services and telcom services to its member hospitals. CHIS also provides services to the Erie St. Clair (ESC) LHIN and various healthcare agencies in the region.

David Musyj, President and CEO of Windsor Regional Hospital said "It is technological innovation that will assist Windsor Regional Hospital in achieving its vision of Outstanding Care - No Exception. I applaud the CHIS staff for their ongoing efforts to improve patient

care and safety. The implementation of the Horizon Med Manager is a significant step in improving the delivery of healthcare to our patients”.

Ken Tremblay, President and CEO of Chatham-Kent Health Alliance, said “Safety and quality are important criteria for all of our clinical activities and investments. I am pleased that we have been able to support this innovation with WRH through CHIS.”

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98% of Multi-Sectoral Accountability Agreement

lhinconnection | 04 May, 2009 14:13

In April, 2007, the 14 Local Health Integration Networks (LHIN) across Ontario received full funding authority from the provincial government. However, the agreements held between those responsible for the provision of local health care delivery, health service providers (HSPs), and the province did not fully transition over at the same time as the funding authority.



Last year, hospitals were the first local providers to sign agreements directly with the LHIN. The hospital agreements, H-SAAs, marked the first

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of three sets of local agreements between the Erie St. Clair LHIN (ESC LHIN) and its health care providers.

This year, 52 local providers had to sign their first Multi-Sectoral Accountability Agreement (M-SAA).

These providers included: Community

Care Access Centre, Acquired Brain Injury organizations, Community Support Services, Community Mental Health agencies, Community Health Centre's, Addiction services, and Assisted Living Services in Supportive Housing. The outstanding M-SAA is expected to be signed and submitted in the near future, resulting in 100 per cent compliance.

Unlike hospitals who have become more accustomed to sophisticated reporting and operating standards, the M-SAAs was the first time many of the ESC LHIN's smaller organizations were required to complete a formal agreement that included accountability, funding & allocation, integration and service coordination, and health system planning requirements. Although quite successful, the M-SAA process was somewhat of a challenge for many of the providers involved.

The ability to successfully complete the M-SAAs process is testimony to the dedication and commitment of the health service providers involved in the process as well as the ESC LHIN staff who supported the

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completion of their agreements.

Although a significant accomplishment, the signing and subsequent approval of the M-SAA marks the beginning of a two-year process that will include monitoring fiscal and other performance measures as well as the contributions made by each HSP to ensure integration and system sustainability.

Background on the M-SAA:

The M-SAA is a two-year agreement for fiscal 2009/10 and 2010/11 signed by both HSPs and the LHINs Boards.

The principles guiding the agreements are:

1) Accountability – HSPs will be accountable to the LHIN for the achievement of the HSP performance obligations identified in the agreement.



2) Funding & Allocation – HSPs must be in a balanced operating position for the total entity for each year of the agreement.

3) Integration and Service Coordination – HSP planning must reflect their ongoing responsibility to review all aspects of their operations to

find efficiencies in administrative and direct service areas including review and/or consultation with other HSPs.

4) Local Health System Planning – HSP planning must be in alignment with the ESC LHIN's Integrated Health Service Plan (IHSP), the government's health care priorities, and reflect best practices, evidence-informed decisions, and the pursuit of efficiency opportunities within the HSP and in collaboration with hospitals, community partners and other HSPs.

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Long-Term Care Home Renewal Strategy Development Resources

Ihinconnection | 14 May, 2009 13:53

Long-Term Care Home Renewal Strategy Development Resources

The following documents are provided to assist Operators and other professionals in the redevelopment of “B”, “C” or upgraded “D” homes under the Long-Term Care Home Renewal Strategy.

Title	
Long-Term Care Home Renewal Strategy Application Package 2009	index
Long-Term Care Home Design Manual, 2009	PDF
Policy for Funding Construction Costs of Long-Term Care Homes, 2009	PDF

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Structural Compliance Premiums for Self-Funded Renewal Projects, 2009	PDF	• Van at the heart of seniors lives
Transition Support Program Guidelines for the Long-Term Care Home Renewal Strategy, 2009	PDF	• The Road to Integration • Staff Profile - Pete Crvenkovski

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Erie St. Clair Hospitals Save Over \$1 Million

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The hospitals within the region of Erie

St. Clair have recently come together to reduce benefit premium costs across the region. Over a year ago Bluewater Health, Chatham-Kent Health Alliance, Hôtel-Dieu Grace Hospital, Leamington District Memorial Hospital and Windsor Regional Hospital consolidated their benefit advisory program and developed a common benefit marketing strategy. The hospitals went to the market for long-term disability and health and dental benefits and in so doing, employees of all the hospitals continue to receive the same benefits coverage, while the hospitals dramatically decrease premium costs by leveraging quantity. Sarah Padfield, Vice President Corporate Services at Leamington District Memorial Hospital and Chair of the Erie-St. Clair Common Benefits Steering Committee estimates a system-wide annual savings of \$1.3 million. “By coming together we can

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leverage our combined volume and reduce premiums for all of the hospitals,” says Padfield, “this is an opportunity to work together as hospitals reduce administrative costs, share leading practices and standardize some human resource practices across all five hospitals.”

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Superbugs: A Nightmare on Your Hands

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Article by the Regional Infection
Control Networks



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Background:

There are few resources created for long term care for infection control in particular there are few resources highlighting the use of alcohol hand rub. There has been little teaching done for front line staff in infection control. In the province of Ontario, 75% of direct care provided in the homes is by Personal Support Workers (PSWs). According to Nadine Janes, PSWs usually figure it out in the moment. Best practice may be better understood by reflecting on what is required of them. Janes found that PSW workers want to do a good job

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and need to feel inclusion as part of the team. PSW workers often struggle to feel valued for their contribution to residents' care.

The Project:

Focus groups were held with PSWs and managers in Erie St Clair to determine education needs for infection prevention and control. Needs expressed by PSWs were fear of acquiring MRSA and C.difficile. Managers were concerned about glove use and misuse. Using Nadine Jane's theory of how PSWs learn in the moment and principles of adult education sessions for PSWs were created and delivered: 32 sessions and 400 PSWs to evaluate content and delivery. A professional film company took the content and created a short DVD to provide standardized accessible education to PSWs in nursing

homes on hand hygiene and glove use. The DVD, Superbugs, A Nightmare On Your Hands, has been distributed across Ontario. The DVD includes a companion teaching guide to help the educator with the teaching along with a 10 question quiz.

Objectives:

At the end of the teaching session the learner should be able to:

- Identify 2 methods of performing hand hygiene
- Give examples of appropriate times to perform hand hygiene
- Describe proper and improper uses for gloves
- Demonstrate the steps to removing gloves to prevent hand contamination
- Describe ways that MRSA is

spread

- Describe ways that C.difficile is spread
- Relate hand hygiene to stopping the spread of MRSA and C.difficile to staff and residents
- Relate proper glove use to stopping the spread of MRSA and C.difficile to staff and resident

Results:

Using adult learning principles and Nadine Janes theory resulted in positive evaluations. Although only 58% indicated an increase in knowledge on the topic;

- 99% enjoyed the presentation;
- 98% reported it was a good use of their time;
- 99% felt the teaching

methods were effective and

- 100% reported their questions on the topic were answered.
- The DVD evaluation results showed 100% of nursing homes reported it to be a useful educational tool.

Lessons Learned:

An IPAC resource was successfully created.

Next Steps:

Further evaluation of the resource in terms of changing practice is required.

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