



WWLHINformation

Summer 2009

ACCOMPLISHMENTS AND ACTIVITIES – A REVIEW OF 2008-2009

It is my pleasure to present this review of the WWLHIN's accomplishments and activities for the period April 1, 2008 – March 31, 2009. Accomplishments that could not have happened without input, collaboration, vision, passion and innovation from our communities and health service providers. Thank you.

Our community identified its priorities for health care (articulated in the Integrated Health Service Plan (IHSP) 2007-2010. The four priorities direct the WWLHIN's activities toward positively transforming our health system:

- Improving accessibility and reducing wait times
- Improving the health of the population
- Building community capacity to achieve a sustainable health system
- Enhancing system effectiveness

In addition to these four priorities, we have identified that success must involve health human resources, eHealth initiatives and strategic leadership.

So much to say, so little space! I can only give you our highlights of the past year – but you can find information that is more detailed on our website or by contacting the office. Our Annual Report 2008-2009 will be available for viewing in the Fall.

HIGHLIGHTS:

- **Shorter Wait Times:** Individuals requiring cancer surgery, cardiac by-pass procedures, cataract surgery, hip and knee replacement, MRI and CT scans now have a shorter time to wait. Provincial targets were exceeded in all areas except for MRI — however, in the past year, MRI did improve from the worst in the province to the fourth best! We are very proud of this achievement.

- **Emergency Department (ED) Solutions:**

We have begun to ease pressures in the ED by providing supports such as Geriatric Management Nurses and Case Managers. As well, initiatives including transition beds, enhanced mental health services, and Aging At Home programs are all helping to provide more appropriate levels of care for individuals.

- **Aging At Home:** This \$37 million investment (over three years) is already seeing seniors across Waterloo Wellington benefitting from the projects implemented in the past year. Among the wide range of dynamic programs are emergency department nurses specialized in geriatric care, supportive housing, in-home primary care, adult day services and respite care, stroke peer support, Alzheimer patient and family support, end-of-life supports, help to access care/housing/programs, and education to support healthy lifestyles.

- **Regional Vascular Services:** The creation of a regional vascular service program at Guelph General Hospital, brings the expertise of doctors and staff together in a 'centre of excellence' to provide high-quality care for patients requiring these procedures.

- **Mental Health and Addictions Services:** A number of initiatives were put into place. Ray of Hope and Portage will help hundreds of youth through their residential treatment program and community-based support.

The Capital Project of the Wellington County Emergency Mental Health Service at Guelph General Hospital will provide a dedicated space for mental health services for patients.

We recognized the newly created Waterloo Wellington Addiction and Mental Health Network and we saw a number of mental health and addictions service providers develop better ways to coordinate and provide services.

- **Agreements:** Health service providers sign service provision and accountability agreements with the WWLHIN. In 2008-2009, agreements with our area's hospitals were either signed prior to the beginning of the year, or finalized within the year.

I am also pleased to report that 100% of our community support service organizations, the Waterloo Wellington Community Care Access Centre, mental health and addictions agencies and community health centres signed agreements with the WWLHIN. These agreements are an impressive accomplishment that sets us up for future success.

- **eHealth Initiatives:** HEALTheCONNECTIONS began - a leading-edge initiative to enable diabetes management with internet-based tools for patients and clinicians. Other initiatives included the expansion of ONEMAIL, enabling more secure transmission of personal health information between providers. Software was implemented that will improve patients' safety by consolidating their drug history. An electronic health record for children was created. A pilot project to support telehomecare, which allows people in remote areas to have access to health professionals, was completed.

The IHSP: Throughout all our activities, we stayed true to the four priorities identified by our community and outlined in the IHSP 2007-2010. The time has come to re-look at these priorities. We are in the process of updating the IHSP for the period April 2010 – 2013. We would like to hear from you – your personal views and experiences related to health care. Your contribution will assist us in ensuring that our activities continue to reflect your priorities for high quality health care today and for the future. Please visit our website for more information.

- **Health Human Resources (HHR):** To address our need to have health care professionals available now, and in the future, the WWLHIN Health Human Resources Council was formed to create a HHR strategy to address our area's issues and to support the implementation of the Healthforce Ontario strategy within the WWLHIN.
- **Steering Committees:** Three steering committees were formed: Complex Continuing Care, Clinical Optimization - including Rural Health needs, and Pharmacy Review. The committees collected and analyzed information on how these specific areas of our system function, identified areas for improvement, and explored integration opportunities. The results of the committees' findings bring the promise of transformational in the future.

Together with our health service providers, we have worked on making our system more patient-focused and efficient. Wait times improved, investments were made to assist both seniors and youth, and services were integrated for greater efficiency. We focused on improving hospitals' emergency departments and enabling people to receive the appropriate services in the right setting. We launched initiatives that will help us make the right decisions in the future. People in our community are experiencing the benefits of these initiatives!

I urge you to visit our website for more information about the 'new' IHSP, and how you can contribute, as well as to find more information about the WWLHIN's activities in the past year, what we are doing now, and our plans for the future.



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Chief Executive Officer

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un exemplaire de ce document en français.