



WWLHINformation

December 2009

OUR FOCUS ON LONG-TERM CARE

In this bulletin, I would like to tell you about our focus on long-term care (LTC) homes and what has been accomplished.

The WWLHIN funds 35 long-term care homes. These are home to more than 3,670 residents. Most of the residents are seniors, with the average age being 85. Residents require, and receive, care and assistance by doctors, nurses, personal support workers and other staff. Residents usually need at least three hours of direct care each day and 24-hour supervision.

Long-term care homes receive funding through the WWLHIN of close to \$144 million annually. This covers health care services, support services and programs, and food. Residents cover the cost of accommodation of their choice.

The long-term care homes usually have 100% occupancy, with a waiting list. The waiting list is one of the challenges we have been addressing.

Access to a long-term care home is assisted by the Waterloo Wellington Community Care Access Centre. As well, several WWLHIN newly funded programs support the appropriate assessment and placement solution for these individuals.

We know, in this community, and many others, that there can be long wait times in hospital emergency

departments. One of the factors impacting the wait times is that hospital beds are filled-up - so when a person comes to 'emerg' and needs to be admitted, there may be no bed available. Approximately 20% of hospital beds are occupied by individuals who should not be in the hospital and would do well in an alternate level of care – either with supports in their own home or in another facility such as a long-term care home.

What has been accomplished to date? First of all, our community will soon see 288 additional long-term care beds. There will be 96 new beds at the Village of Riverside Glen in Guelph, 96 new beds at St. Joseph's Health Centre in Guelph, and 96 new beds at peopleCare Hilltop Manor in Cambridge. These new long-term care beds will make an important difference!

The WWLHIN has invested in more than 65 transitional beds – these are located in retirement homes and provide a home-like setting and care for individuals who should not be in the hospital but are waiting for a long-term care bed.

An Aging at Home initiative, supported by the WWLHIN, has benefitted LTC home residents through a program called End of Life Medications. This innovative partnership, between the Waterloo Wellington Hospice Palliative Care Network and the LTC homes, includes training, consultation

and medications support to doctors, pharmacists and nurses who provide palliative and end of life services. Now residents in their LTC home do not need to be transferred to a hospital to have their pain medications changed.

The WWLHIN has also supported a nurse-led outreach team from St. Mary's General Hospital to provide training and consultation to the LTC homes around topics such as fall prevention, training for intravenous medications, memory and behaviour problems.

Most recently, the WWLHIN supported a partnership amongst Grand River Hospital Regional Renal Program, and two long-term care homes, Royal Terrace Long Term and Residential Care, Palmerston, and Stirling Heights Long Term Care Centre, Cambridge. This partnership will enable the long-term care facilities to deliver Peritoneal Dialysis (PD) for residents with severe chronic kidney failure saving them trips to a hospital.

We have been working together with our long-term care homes and have found, and implemented, solutions. By the end of the fiscal year (March 31, 2010) all

35 long-term care homes will have signed accountability agreements with the WWLHIN. These agreements spell out how the long-term care homes will be accountable for the funding they receive.

We will continue to work together to identify opportunities for more solutions to ensure that individuals requiring long-term care receive this level of care — where and when they need it.

As always, I encourage your comments and suggestions. Please feel free to contact me. For more information about the WWLHIN, please visit our websites www.wwlhin.on.ca and www.wwpartnersinhealth.ca.



Sandra J. Hanmer

Sandra Hanmer
Chief Executive Officer

LOOKING TO OUR FUTURE

WORKING TOGETHER FOR A HEALTHIER FUTURE, Integrated Health Service Plan, 2010-2013, documents our community's priorities for health care for the next three years, and how the priorities will be addressed.

After extensive consultation with the residents and health service providers in our community, eight priority areas for improvement were identified. We have a good health care system – with these improvements, we are aiming for a system that better meets our needs now and in the future.

The eight priorities are to improve:

- wait times for MRI exams
- access to emergency department (ED) care
- access to primary care
- access to, and coordination of, addictions and mental health services
- chronic disease prevention and management (including diabetes)
- outcomes for stroke patients through integrated programs
- patient safety and enhance quality of care and
- to decrease alternate level of care (ALC) days.

I encourage you to review this very important health care strategic plan. It is available on our website www.wwlhin.on.ca – click on Working Together for a Healthier Future, Integrated Health Service Plan, 2010 -2013. Printed copies are also available by contacting the WWLHIN office.

LIVE AND LIVE WELL IN WATERLOO WELLINGTON

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Veuillez communiquer avec nous pour obtenir un exemplaire de ce document en français.



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