

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - October 19th Edition

Welcome to the first edition of the Waterloo Wellington LHIN (WWLHIN) eNewsletter. This bi-weekly update will keep you informed of the latest news, events, and successes in health care across the WWLHIN as we continue working together to build an integrated and sustainable health system for residents in Waterloo Wellington.

As part of the eNewsletter, we are looking for your contributions. Are you looking for a new way to share information or invite the community to health care related events? Send your news and events with links to more information and we'll include it in an upcoming edition.

Please forward WWLHINformation to others who may be interested in local health care news and events. For new readers, please [click here](#) to subscribe. To unsubscribe please send an email to connie.coggan@lhins.on.ca.

Check out our new look – WW Partners in Health!



The Waterloo Wellington Partners in Health initiative is a team-approach to support a patient focused health care system for all WWLHIN residents. The WWLHIN, in partnership with local health service providers (HSP's), is undertaking a number of initiatives to transform and strengthen the local health care system. The focus of all these important projects is to enhance programs and services to support the delivery of quality health care in the WWLHIN area.

The Partners in Health Website is your source for the latest news and information about local health care and health service providers. If you are a local resident or work in the health sector, visit the site regularly to be informed about health care in your community. Contact Connie Coggan, Communications Specialist, at connie.coggan@lhins.on.ca to discuss opportunities to share your news and success stories on the site.

Visit the website at www.wwpartnersinhealth.ca.

WWLHIN Moves into New Location



On September 7th, the WWLHIN moved into its new office space at 50 Sportsworld Crossing Drive, East Building, Suite 220, in Kitchener. The new central office location will provide: a forecast savings over a ten year period of \$450,000; appropriate work space to support a healthy work environment for staff; accessible and affordable parking for staff and visitors; and will improve accessibility for health service providers. An open house will be held later this year - details to be announced.

New Address:

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Providing More Community Health Supports for Seniors



In August, the WWLHIN announced the expansion of its successful Aging at Home strategy. As part of the \$37 million announced overall for the WWLHIN, the Ontario government is providing the WWLHIN with \$18,718,537 in Year 3 to ensure more seniors get health care at home or in the community.

The announcement was made at the Trinity Village Transitional Care Unit at Grand River Hospital where patients waiting to be moved to a more appropriate care setting, whether that is a long-term care home, hospice or other facility, receive care and support in a more comfortable and home-like environment.

"Our partnership with Grand River Hospital supports the WWLHIN vision to have an integrated local health system that ensures people are receiving the care in the right place by the right provider at the right time," said Caroline Verleyen, President & CEO, Lutheran Homes Kitchener-Waterloo, owners and operators of Trinity Village. "Through the implementation of the transition program, our staff provide high quality care in a long-term setting that ensures local residents are getting the support they deserve and need to live happy lives."

For more information, [click here](#).

Celebrating Success: Helping Frail Seniors Better Navigate the Health System

When Doris's husband Bob passed away, the 87-year-old was devastated, lonely, and her health was failing. She was on multiple medications and without Bob to remind her of which ones to take and when, she was confused and constantly ending up in the emergency department for help.

Following a visit to the ED, Doris was referred to an Intensive Geriatric Service Worker (IGSW), a new role coordinated by

Trellis Mental Health and Developmental Services and funded through the Waterloo Wellington LHIN's Aging at Home initiative.

ISGWs provide support to frail seniors requiring access to community health services. They act as a navigator, setting up specialist appointments, and helping seniors to access existing programs such as meals on wheels and friendly visiting.

For the full story, [click here](#).

Opening Doors and Improving Local Addiction and Mental Health Services

Through extensive community consultation, improving access to, and the coordination of, addictions and mental health services was identified as one of the top eight priorities for the transformation of Waterloo Wellington's health system. This important priority and its measures of success are outlined in the Waterloo Wellington Local Health Integration Network's (WWLHIN's) [Integrated Health Service Plan \(IHSP\) 2010 - 2013](#).

Leading the improvements, in partnership with the WWLHIN, is the Waterloo Wellington Addiction & Mental Health Network. The Network, launched in May 2009, is led by a core action group representing a broad range of stakeholder groups that provide addiction and mental health services to children, youth and adults, as well as people with lived experience and their family members.

"The network is focused on building a system together. We all believe in a person-centred approach. People want responsive and effective service, without gaps. We're working to represent addiction and mental health networks, rather than specific agencies to develop and implement plans that better connect services together," says Don Roth, Co-Chair, Waterloo Wellington Addiction & Mental Health Network.

For the full story, [click here](#).



Celebrating Success

Helping Frail Seniors Better Navigate the Health System *Intensive Geriatric Service Workers connect seniors and services together*

Doris Hoffer, 87, has lived a life on-the-go. Her and her husband Bob made the decision early on in their marriage not to have children and to travel the world instead. Together, they went anywhere and everywhere they wanted.

When Bob passed away, Doris was devastated, lonely, and her health was failing. She was on multiple medications and without Bob to remind her of which ones to take and when, she was confused and constantly ending up in the emergency department for help.

Without children to help with her care, and with her siblings in their eighties and nineties themselves, Doris was reluctant to admit she was struggling to live at home on her own. Six weeks ago, she was extremely confused and agitated. Her neighbour Sam took her to the emergency department where she met with a Geriatric Emergency Management Nurse.

The Nurse assessed Doris and created a care plan for her to access supports in the community. She also immediately referred her to an Intensive Geriatric Service Worker (IGSW), a new role coordinated by Trellis Mental Health and Developmental Services and funded through the Waterloo Wellington LHIN's Aging at Home program.

IGSW's provide support to frail seniors requiring access to community health services. They act as a navigator, setting up specialist appointments, and helping seniors to access existing programs such as meals on wheels and friendly visiting.

Together, Doris and her IGSW Heather Higgs went to see a geriatric specialist, visited her pharmacy to have her medications placed in easy-to-follow blister packs, went to the lab to have her blood work done, and explored a number of retirement homes. "I wish everyone could have the service I have," shared Doris. "I didn't want to admit I needed help. I didn't know where the services were. But Heather did. She knew everyone and she made all of the calls for me."

Since meeting Heather six weeks-ago, Doris's health has improved greatly. Her blood levels are better. She hasn't been to emerge. She has moved into a retirement home where her medications are given by a nurse and she eats three meals a day, something she hasn't done since Bob passed away. "She is healthier, happier, and safer, which is the ultimate goal for all of our clients," said Heather.

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Celebrating Success

Opening Doors and Improving Local Addiction and Mental Health Services

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Charged with aligning initiatives with the IHSP and identifying system directions and needs, the Network serves as the key interface between the WWLHIN and the community. It facilitates communication, collaboration, and innovation among stakeholders and provides recommendations to the WWLHIN on improving the lives of individuals with addiction and mental health issues.

"The network is focused on building a system together. We all believe in a person-centred approach. People want responsive and effective service, without gaps. We're working to represent addiction and mental health networks, rather than specific agencies to develop and implement plans that better connect services together," said Don Roth, Co-Chair, Waterloo Wellington Addiction & Mental Health Network.

The Network was instrumental in helping to develop the IHSP as it relates to mental health and addictions services. "The IHSP really is our community's plan. It has focused us on living our shared priorities and assisting our process to avoid silos in service delivery. Now we are working together on a reporting tool to measure our progress. "We've come a long way in a relatively short-time," says Don.