

WWLHINformation

Waterloo Wellington LHIN



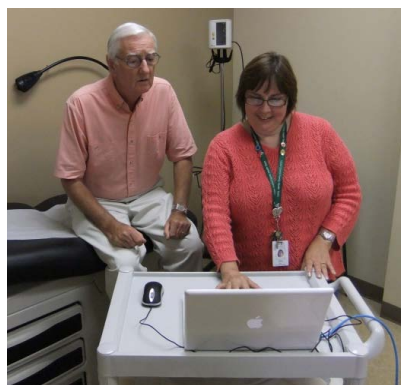
Waterloo Wellington LHIN eNewsletter - November 29th Edition

The WWLHINformation eNewsletter is a bi-weekly update to 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.

HEALTheCONNECTIONS Project Makes Patient “Captain of his own Destiny”



Wayne Michalski is a proud grandfather times ten and with the help of the HeC Project Patient Portal, he intends to be a healthy and engaged grandfather for many years to come. The 63 year-old has Type 2 diabetes, both of his parents also had Type 2 diabetes, as did two of his aunts who died of diabetes complications, “because they didn’t pay attention the their doctors’ warnings,” he says.

“I’m determined to stay healthy and keep my diabetes from getting worse or adding related diseases, like heart disease. The Patient Portal has been a big benefit to me. Before the Portal, the only times I’d see my doctor was to refill prescriptions. I did track my glucose levels myself on paper – but no one was really looking at me. ‘Now, I use the Portal regularly to track my blood sugar levels. I like the graphs and charts and the medical history. I’m much more aware of my own health and much more accountable for how I manage my diabetes. I’m the captain of my own destiny.”

Wayne was one of almost 1000 residents with diabetes across Waterloo Wellington who participated in the HeC project through their Family Health Team. Participants tracked their blood sugar, blood pressure, weight, and exercise daily in an easy-to-use and secure web-based patient portal. Through the portal, he and his care team had access to his entered data, electronic health record and graphs and charts that helped to identify any potential concerns.

Wayne's Nurse Kelley Eves is pictured reviewing patient Trevor Metcalfe's profile on the patient portal at the Upper Grand Family Health Team in Fergus. For more information, [click here](#).

Integrated Assisted Living Program Expanded to Rural Communities

Rural residents of east Southgate and north Wellington will now have increased access to personal support services and other community-based programs through the expansion of an innovative initiative called the Integrated Assisted Living Program (IALP). Funded through the Waterloo Wellington Local Health Integration Network's (WWLHINs) Aging at Home initiative, the IALP is delivered by the Waterloo Wellington Community Care Access Centre (WWCCAC) to eligible adults, 65 years and older.

The goal of the Integrated Assisted Living Program is to support aging in place by preventing premature placement into long-term care, and eliminating medically unnecessary emergency department visits and hospitalizations by helping clients enhance their health status, well-being and quality of life. Through a community approach, the IALP provides personal support services to older adults with complex health needs who have limitations with activities of daily living.

The geographic area where the program is delivered is selected based on data that shows areas with high numbers of older adults making repeat visits to hospital emergency departments, and existing WWCCAC clients who have been identified as being at risk, to name a few indicators. The model to address the unique needs of the rural community was developed out of the WWLHIN's extensive 2009 community consultation process as part of the Rural Health Care Review, and out of the WWCCAC's consultation with numerous agencies this past spring and early summer to address the challenges of rural health care.

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

Grand River Hospital Receives Additional Post-Construction Operating Funding

On November 15th, local MPP's John Milloy and Leeanna Pendergast announced that the province is providing Grand River Hospital with an additional \$4,967,300 in operating funding. The money will support the hospital's recently redeveloped and expanded services through its \$63 million Patient Care Development project and new long-term mental health program.

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

St. Joseph's Opens 96 New Long-Term Care Beds



On November 19th, Minister of Health and Long-Term Care Deb Matthews visited Guelph to officially open 96 new long-term care beds at St. Joseph's Health Centre.

"Today is both the culmination of a four-year process that started as a wonderful dream and a new beginning for the men and women who need care and will be welcomed to their new home at St. Joseph's." said Marianne Walker, President of St. Joseph's Health Centre. "It's another step in the collaborative relationship with our community partners to provide access to care when it is needed. We are confident that, in partnership with the Ministry of Health and Long-Term Care, the

City of Guelph, Wellington County, the Waterloo Wellington Local Health Integration Network and St. Joseph's Health Centre Foundation, people who need care in their latter years will find it here with us in a warm, home-like setting."

"This will not only improve people's quality of life but will also assist to reduce the number of patients in acute care beds waiting for long-term care and the admission wait-times for patients in Emergency Departments," she adds. "Our talented and dedicated staff has worked very hard to reach this day and I am proud to say that this project has been delivered on time and on budget."

Minister Matthews, MPP Liz Sandals, WWLHIN Board Chair Kathy Durst, St. Joe's Board Chair Bill Koornstra and Resident Cathy Warmington, are pictured cutting the ribbon at the Grand Opening.

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

WWLHIN Health Service Providers Featured at Innovations Expo



On November 10th, as part of the Ontario Health Association's (OHA) Health Achieve Conference, the Ministry of Health and Long-Term Care hosted its fifth annual showcase of original initiatives that are delivering better patient care across the province through the "Innovations Expo". This year, over 100 exhibitors reflected six themes helping to make a difference in health care: Improving Integration, Improving Patient/Resident Centredness, Improving Evidence-based Practice, Improving Access, Improving Safety, and Improving Efficiency.

Two health service providers from the Waterloo Wellington LHIN were featured at the Expo:

- The Two Rivers Family Health Team (FHT) in Cambridge was featured for Improving Evidence-based Practice through being the first FHT to implement the Baby Friendly initiative. The initiative promotes, supports, and protects breastfeeding to improve our community's health and prevent chronic disease. Lactation Consultant Kim Lichty and Dr. Sarah Kolk are pictured.
- St. Mary's General Hospital was featured for Improving Patient Safety through the creation of its Swallowing Assessment Team. The team consists of a speech pathologist and registered dietitian who assess, treat, and monitor appropriate care for the patient. The team provides more timely care as any hospital staff member can directly refer to the team and dietary changes are immediately ordered by the dietician. Rebecca Veitch, Registered Dietitian, and Lisa Bacic, Speech-Language Pathologist, are pictured to the left in their SWAT T-shirts.

For more information [click here](#).

Hospice Waterloo Region Opens New Hospice Family Centre

On November 23rd, Hospice Waterloo Region held an open house to celebrate its new Hospice Family Centre. In June 2009, Hospice of Waterloo Region purchased a five thousand square foot building at 298 Lawrence Avenue in Kitchener, to become the permanent home of the Hospice Family Centre. The Centre will provide a place for families affected by a life threatening illness to be supported by a team of hospice palliative care professionals and volunteers. Congratulations on the opening of this new facility.

Hospice of Waterloo Region is a volunteer organization dedicated to providing comfort, care and support to people affected by life-threatening illness. Their services are provided in home, hospital, or long-term care facility settings by



trained volunteers. Cathy Joy, Julie Schelter, Colleen Lucas and Irena Borg are pictured in the new Family Centre. For more information, [click here](#).

Langs Farm Village Association Featured in Video Promoting Ontario CHC's

Check out this video created by the Association of Ontario Health Centres (AOHC) describing the many advantages to health professionals and communities of the interdisciplinary Community Health Centre (CHC) model of care. The video features Bill Davidson from our very own local CHC, the Langs Farm Village Association in Cambridge, as well as the Woolwich Community Health Centre.

[Click here](#) to view the video.

Your Health Care Options

On November 1st, the Ministry of Health and Long-Term Care launched a refreshed Health Care Options Website. In a matter of seconds, Ontarians can locate and contact the health care option that's closest to home — whether it's a family health team, urgent care centre or walk-in clinic. They can also learn about the different services these health care options offer as well as when and how to access them.

The redeveloped website also includes other user-friendly tools that will make it easier for Ontarians to get the health care they need: An online registry for Health Care Connect, a referral service that has already matched more than 42,000 Ontarians with doctors who are accepting patients

- A searchable tool that helps Ontarians find the wait time for surgeries offered at their local hospital and discuss with their doctor whether other nearby hospitals can perform the procedure more quickly
- A series of interactive videos to introduce Ontarians to some newer health care options — things like nurse practitioner-led clinics and family health teams
- A searchable tool that provides Ontarians with wait time information in their local hospital's emergency room
- A section called 'Understanding Health Care in Ontario' to help newcomers to Ontario learn how to navigate the province's health care system.

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

