

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - January 10th, 2011 Edition

Happy New Year! 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.

Grand River Hospital Most Improved Hospital in Canada in 2009-2010 Mortality Ratio Report

An on-going quality improvement effort at Grand River Hospital is producing better results for patients and their families. GRH is the most improved hospital in the country in the Canadian Institute for Health Information's annual hospital standardized mortality ratio (HSMR) report, an important indicator for reporting progress in a hospital's overall quality plan.

The HSMR reflects the number of deaths observed in a hospital relative to what would be expected based on the average Canadian experience. The Canadian average for the base year of the survey is 100. GRH's HSMR for 2009-2010 was 80. This compares to the hospital's ratio of 119 in both the 2007-2008 and 2008-2009 fiscal years.

St. Mary's ratio is 76, one of the lowest in Canada. Guelph General Hospital's ratio is 95. The other WWLHIN hospitals are not reported individually due to smaller patient numbers but the Waterloo Wellington Local Health Integration Network's average ratio was 82 for the 2009 fiscal year, down from 94 in the previous year.

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

Ensuring Active Role for Francophones in Health Services

Ontario is setting up a new French language health planning entity to ensure the needs of local francophones are reflected in health planning. The Entité de planification pour les services en français dans les régions de Waterloo, Wellington, Hamilton, Niagara will be working with the Waterloo Wellington LHIN to provide guidance on:

- Methods of engaging the local francophone community in the area
- Health needs and priorities of the local francophone community
- Identifying francophone health services and health care providers currently available to the community
- Improving access to French language health services in the area.

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

Expansion of Chronic Disease Management Program Brings St. Mary's Expertise to Community Partners



St. Mary's General Hospital is expanding a community based program designed to reduce emergency visits and hospitalization for people with asthma and chronic obstructive pulmonary disease (COPD), while helping sufferers of these ailments better manage their symptoms and improve their quality of life.

The program, known as PRIISME (pronounced Prism), is an integrated approach to the optimal management of chronic disease in Ontario. Made possible through a grant from GlaxoSmithKline Inc., PRIISME enables St. Mary's to take its expertise as a regional centre of excellence in respiratory care into the community to support patients and their families in

monitoring their health, and better managing their disease.

Certified Respiratory Educators (CRE) from the hospital will work with three local Community Health Centres and a number of Long Term Care and Retirement Homes in Waterloo Wellington to help identify patients and residents who may be at risk of requiring emergency or acute care due to poor management of their asthma or COPD.

Amy Massie is pictured with patient Rachel Regier. Amy is a co-ordinator of the PRIISME program, a Registered Respiratory Therapist and a Certified Respiratory Educator at St. Mary's. Rachel has asthma and suffered from daily attacks. Following a visit to the emergency department, she received education and guidance through the PRIISME program and is now attack-free.

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

New Intensive Care Unit Supporting Better Care for Waterloo Region Patients



Grand River Hospital's new intensive care unit has officially opened in an expanded wing of the hospital's KW Site. "The new intensive care unit will provide our critical care team with a state-of-the-art facility to treat our most ill patients," said Malcolm Maxwell, Grand River Hospital's president and CEO. "We appreciate the hard work of the physicians, nurses, social workers, respiratory therapists and many other professionals who have provided high-quality care in a temporary facility while this new unit has been under construction."

The intensive care unit has nearly quadrupled in size from 4,010 square feet to 15,000 square feet. It's located on a newly-built second floor of the hospital's F wing, which runs parallel to Mount Hope Street. Pictured above: Guests joined Hospital staff and the Habash family in cutting the ribbon to open the new ICU.

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

Family Violence Project Eases Stress for Women by Bringing Services Together

For a woman experiencing the trauma of domestic abuse, making the difficult decision to get help is a huge step forward. Unfortunately, many women faced with navigating the complex legal, health, and social services systems decide not to report the abuse and stay in their home instead. The Family Violence Project of Waterloo Region has been working hard to change that. By bringing 14 different services together under one roof, when a woman is ready to seek help, she only has to go to one place.

"Recently we had a woman come in who wasn't ready to report her abuse," said Julia Manuel, Coordinator, Family Violence Project of Waterloo Region. "She came for information but after receiving counseling and learning about all of the different services available, she decided to come forward and report the abuse to the police. Her counselor was able to walk down the hall, talk to the police officer, and bring him to meet with the woman right away. This is the real benefit of bringing services together."

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

IHSP Implementation Plan Dashboard

Working Together for a Healthier Future is the Integrated Health Service Plan (IHSP) for 2010 - 2013. The IHSP was developed in partnership with health service providers and local residents. Working Together for a Healthier Future is the community's strategic plan for Waterloo Wellington's health system.

The IHSP Implementation Plan Dashboard summarizes the performance success-to-date in implementing the IHSP initiatives. This is done by listing performance indicators and targets for each of the eight IHSP priorities. This Dashboard will be updated monthly. Visit the website regularly to review how the WWLHIN and local health service providers are performing to achieve the targets.

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

Participation House becomes Traverse Independence

There's a new organization in Waterloo Region and Wellington County assisting adults with acquired brain injuries (ABI) and physical disabilities achieve their very personal goals of independence. It is an organization built on 33 years of service, and a long history as Participation House – Waterloo Wellington. In December, Participation House announced its new name – Traverse Independence.

The organization has grown from one centre with 15 employees to eight facilities with over 140 staff and volunteers throughout Waterloo and Wellington. Programs and services include supportive housing, ABI day programs, outreach services, transitional living, and an acquired brain injury group home.

"Our services, facilities and relationships with partner organizations in Waterloo Region and the County of Wellington have grown, requiring us to rethink our name and how we are communicating the value that we offer in the community," explains Toby Harris, Executive Director, Participation House – Waterloo-Wellington. "Participation House is a name similar to that of over 12 organizations in Ontario. Our new name better reflects the journey that we have been on and will continue into the future; one shared with the adults that we assist everyday, with the growth in our staff and volunteers, and through our numerous partnerships."

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

Grand River Hospital Receives Honourable Mention for Quality at Cancer Care Ontario Awards Dinner

In December, Grand River Hospital received an Honourable Mention for Quality for its Automated Email Notification System at the Cancer Care Ontario Quality and Innovation Awards. The Awards recognize significant contributions to quality or innovation in the delivery of cancer care. The awards are hosted by the Cancer Quality Council of Ontario in partnership with Cancer Care Ontario and co-sponsored by the Canadian Cancer Society – Ontario Division.

As patient workload and complexity began to increase at the Grand River Regional Cancer Centre, it became more difficult for the radiation department to meet provincial and regional wait times targets. An electronic tracking system was set up and automatic reminders were sent out to staff about overdue tasks and requesting an explanation for the delay. This information allows the hospital to readjust and re-allocate work and clear up any bottlenecks.

As a result, their ready to treat to treatment wait times have substantially improved from 67% within target in July 2009 to an average of 88% within target from January 2010 to July 2010.

Volunteers Needed

Community Care Concepts of Woolwich, Wellesley and Wilmot

Drivers for Meals on Wheels program delivering meals to seniors, helping with assisted transportation program taking clients to and from appointments; dining volunteers joining clients for a meal and socializing; flexible scheduling available; Woolwich/Wellesley/Wilmot; 519-669-3023.

Hospice of Waterloo Region

Providing comfort, care and support to people affected by a life-threatening illness; services provided in home, hospital or long-term care facility settings by trained volunteers; daytime opportunities; client support volunteers required to attend 33-hour hospice training program; Waterloo Region; 519-743-4114

Sunnyside Community Alzheimer Program

Assistants for weekdays, 8 to 10:30 a.m., assisting overnight clients at breakfast and going along on the bus to pick up day clients; patience, friendly nature and knowledge of dementia are good assets; Kitchener; 519-893-8494, ext. 6372.

WWLHIN Staff Changes

- Blair Philippi, Program Lead, Health System Transformation, is leaving the WWLHIN to take a position as Director of Operations for Chartwell Seniors REIT. Congratulations and Best Wishes to Blair in his new position. January 21st will be Blair's last day.
 - Claire Grant, Administrative Assistant to the CEO, is leaving the WWLHIN to pursue a new opportunity at Research in Motion. Best Wishes to Claire in her new position. Claire's last day is January 14th.
-

