

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - March 21st 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.

Access to Counselling Services Right When You Need Them

KW Counselling Walk-in Counselling Clinic Eliminates Wait List, Reduces Avoidable ED Visits



The construction vehicle pulled into the KW Counselling Services' parking lot and out jumped three "burly" men in safety-gear on their lunch break. With a pat on the back, one man walked into the Centre, while the others opened up their lunch boxes outside.

His co-workers, realizing he needed help, didn't just encourage him to seek counselling services – they drove him right to the Centre's Walk-In Counselling Clinic. With an average wait-time of 20 minutes, he was able to receive help right away without needing to make an appointment.

"The Walk-In Counselling Clinic was created to meet two specific needs," said Leslie Josling, Executive Director, KW Counselling Services. "We had a wait list of 1000 people needing help and an understanding that many of our clients only wanted one session with a counsellor. Our solution was to create a Walk-In Counselling Clinic that provides immediate assistance through a 'Cadillac' single-session. Every person walks-in with a concern and walks-out with a plan they have agreed to implement that addresses their specific needs."

The Walk-In Counselling Clinic is available every Thursday from 12p.m. to 6p.m. Clients meet with an intake worker and then with a counsellor for 90-120 minutes. Some clients are referred for additional counselling, while others may be referred

to community services or other mental health programs and services. Three years later, the Centre has eliminated its wait list, while helping more people receive the support they need.

"Never in my wildest dreams did I imagine not having a wait list," said Leslie. "Our clients have options. They can call and make an appointment, often within a few days, or they can go to walk-in."

[Click here](#) to read the full story

Diabetes Prevention and Care Programs Expanded

In February, the province announced \$458,500 in funding for North Wellington Health Care and the Mount Forest Family Health Team to enhance diabetes prevention and care.

The Family Health Team program features group-based healthy lifestyle education and physical activity sessions, delivered by trained Lifestyle Coaches, for up to 48 weeks. Lifestyle Coaches may include Registered Nurses, Registered Dietitians, and exercise physiologists with experience implementing diabetes prevention programs and/or similar lifestyle interventions. The goal of the program is to reduce or delay the onset of Type 2 diabetes in participants.

"This new funding allows us to focus on providing the coaching support that people need to make these important lifestyle changes. The community is excited about this new opportunity to improve their health," stated Suzanne Trivers, Executive Director, Mount Forest Family Health Team.

"With the hiring of a Registered Dietitian and additional nursing support, access to diabetes detection and treatment services in this rural area will be greatly improved," said Jerome Quenneville, CEO, North Wellington Health Care.

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

Roaring Twenties a Roaring Success



The Foundation of Guelph General Hospital's annual fundraising gala, Black Tie Bingo, held in March, surpassed expectations by raising \$165,000, the most in its 15-year history.

"We are thrilled," said the Foundation's Executive Director, Suzanne Bone. "This is 10 per cent more than we've ever raised at Black Tie. As always, our community stands strong behind the hospital and we're so grateful."

The funds will enable the hospital to purchase new cardiac monitors for areas throughout the hospital where the most ill patients are cared for, like the Emergency

Department and Bob Ireland Family Critical Care Unit.

The event's theme was the Roaring Twenties. The approach to the 'speakeasy' looked like a Chicago back alley. A beautiful vintage car sat outside, and guests needed to give the password to two gangster-type bodyguards to get in. Once they were in, it was all elegance. There were many special moments, including an engagement!

The elegantly attired guests – many in 20s theme - were treated to The Roaring Twenties courtesy of Presenting Sponsor Westminster Woods and other generous sponsors.

The Foundation of Guelph General Hospital was established in 1987. Since that time, more than \$34 million has been raised to help Guelph General Hospital fulfill its mission – "Together with our community and guided by our values, we provide quality, patient-centred health care."

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

Digital Access to Neurosurgeons Around the Clock

Trauma patients across Ontario now have access to a neurosurgeon 24 hours a day, 7 days a week.

The Emergency Neuro Image Transfer System (ENITS) is a centralized e-Health online consultation system that makes remote neuro-consultations easier, faster and more accurate. Hospitals across the province send head scan images to ENITS where they can be accessed and reviewed by neurosurgeons anytime, anywhere.

This process previously operated on a patchwork system of phone calls – meaning patients often needed to be transferred to be seen in person for a consultation. ENITS now significantly reduces the need for patients to travel within and out-of-province, or out-of-country for treatment. Since January 2009, 1,558 patient transfers have been avoided, saving more than \$50 million.

St. Joseph's Health Centre Toronto is the 100th and final acute care centre to join ENITS and access head scans. Seventy neurosurgeons at 13 neurosurgical centres provide online consultations to acute care centres through this system.

Improving Access to Devices for People with Severe Hearing Loss

Ontarians with severe hearing loss will now have quicker access to special medical devices that will improve their hearing and quality of life.

Ontario is providing 184 additional cochlear implants to help reduce the wait time for children and adults who need these devices. This investment nearly doubles capacity in the short-term and, based on the most recent data, will reduce the number of patients waiting for this procedure by over 50 per cent.

Cochlear implants are provided at The Ottawa Hospital, Children's Hospital of Eastern Ontario, London Health Sciences Centre, Sunnybrook Health Sciences Centre, and The Hospital for Sick Children (SickKids). These five hospitals perform about 190 implants annually.

Looking for the Latest Good News in Local Health Care?



The Waterloo Wellington Partners in Health Website features success stories from across the WWLHIN, as well as the latest good news stories from local media.

[Click here](#) to read the latest and greatest from your health colleagues across the LHIN.

If you have a success story to share, call Connie (Coggan) MacDonald, Communications Specialist, at 519-650-4472 x235 or email connie.coggan@lhins.on.ca.

March for Meals

Monday, March 21st is Mayors for Meals Day, with Cambridge Mayor Doug Craig, Kitchener Mayor Carl Zehr and Waterloo Mayor Brenda Halloran joining the passionate volunteers at Community Support Connections to deliver meals.

Hundreds of local volunteers keep the wheels turning each and every weekday, delivering 300 Meals on Wheels on average to seniors and adults with disabilities in Waterloo Region. March for Meals is a month-long effort to bring awareness to the dedication of these volunteers, as well as the need for this service in our community.

Many of the clients who receive meals from Community Support Connections - Meals on Wheels and More are unable to cook themselves due to a variety of barriers, including health, access to grocery shopping, and finances.

Community Support Connections - Meals on Wheels and More not only organizes the delivery of almost 80,000 meals a year, but provides services like free fitness classes, and connections to volunteer drivers for shopping and medical appointment.

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

WWLHIN Staff Changes

- Welcome to Suzanne Morrison, Community Engagement Coordinator for the WWLHIN. Suzanne comes to the WWLHIN from the Trillium Health Centre in Mississauga where she was a Communications Consultant. Suzanne will lead the WWLHIN's community engagement activities, including the development of an annual community engagement plan and the Champions of Change event series, as well as provide project specific community engagement leadership and expertise. Suzanne can be reached at 519-650-4472 x 226.
 - Linda Lopinski, Program Lead for Community Engagement, left the WWLHIN February 22nd, 2011. Linda provided a wealth of expertise in community engagement and was one of the team members who developed provincial LHIN guidelines for community engagement. Best wishes to Linda in her new role.
 - Liz Muir, Finance Lead, left the WWLHIN March, 18th, 2011 to pursue a new opportunity. Liz has provided significant expertise in her role in finance and as corporate controller over the past three years. Best Wishes to Liz in her future endeavours.
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