

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - May 2nd, 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, to subscribe or unsubscribe, please send an email to connie.macdonald@lhins.on.ca.

'Home First' Approach Reduces ALC Days



Selena Russell-Nurse, a Registered Nurse, is a Case Manager for the Waterloo Wellington Community Care Access Care (WWCCAC) working full-time on the medicine unit at Grand River Hospital. Her main role is to ensure the right care and supports are in place to help patients go home safely from hospital. This allows them to make important decisions about their future care at home with family.

The day of her interview, Selena was putting the right supports in place to allow a palliative patient to go home from the hospital to pass away peacefully in the comfort of their own home. She admits it is sometimes an emotional job, but she feels privileged to come into a person's life when they need them the most.

"A lot of times, families don't have all the information needed to make decisions. It's my job to get to know them, understand their home life, help determine where the best place is for them and what care and supports they need," says Selena.

In this case, Selena worked on both a plan for at home and a back-up plan just in-case. This involved educating the nurses and making arrangements with Hospice, Ontario Patient Transfer, equipment for the home, pain and symptom management, and working with the patient's community CCAC Case Manager to coordinate services, and more. "It's a lot of communication," she explains. "Most importantly is the communication with families and the patient's care team."

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

Meeting the Unique Care Needs of Rural Seniors

GEM Nurses, IGSWs, CCAC and hospitals work together to wrap services around high risk seniors



A man in his 80's sat in the North Wellington Health Care emergency department (ED) with a smile on his face. He simply needed a medication refill. The ED nurses, however, were concerned. This was his second visit in two weeks for the same request.

They requested an assessment by the Geriatric Emergency Management (GEM) Nurse. GEM nurses provide specialized and comprehensive assessments for seniors at risk of suffering adverse events, loss of independence and admission to hospital. They are available in hospitals across Waterloo Wellington through funding from the Waterloo Wellington LHIN's Aging at Home program. GEM Nurses work closely with the ED Nurses and doctors to develop a plan of care.

The man was unable to tell the GEM nurse where he lived. He answered yes and no questions only. With his permission, the GEM nurse tracked down a neighbour and learned more about his home life.

"He was living alone," said the neighbour. "He has been having increasing difficulty with losing things and getting lost. He has no phone and is heating his house with wood. He has been managing alone with the support of his neighbours but is beginning to show signs of paranoia."

GEM Nurses Nora Bamsey and Lori Woestenenk are pictured. [Click here](#) to read the full story.

Waterloo Wellington Cancer Care Providers Recognized



Cancer affects us all. Everyone in Ontario has either experienced cancer first-hand or had a loved one diagnosed with the disease. Along the cancer journey, a patient will benefit from the help of many health care professionals and volunteers.

Two Waterloo Wellington region care providers have received Cancer Care Ontario's Human Touch awards. They were among six people whose kindness, compassion and professionalism has made life better for cancer patients. The awards were handed out in Toronto on April 21. They honour front-line health care professionals, providers and volunteers who deliver exemplary and compassionate care.

"These are special individuals, whose caring nature and commitment to patients brings the human touch to patients in the provision of exceptional cancer care," said Michael Sherar, president and CEO, Cancer Care Ontario. "Their compassion has enhanced the quality of life for cancer patients across Ontario through their recognition of the importance of caring for a patient's emotional needs in addition to their clinical needs."

Local winners include Georgina McCullough (above left), an oncology chemotherapy nurse from Groves Memorial Community Hospital and Kate Wick (above right), a palliative care nurse from Bayshore Home Health.

[Click here](#) for more information.

Guelph General Hospital Recognizes Work of Volunteers

ggh volunteer of the year



At its annual volunteer appreciation evening to mark National Volunteer Week, Guelph General Hospital named its Mary Hales "*Volunteer of the Year*." This year's winner was Sheila Darnell.

Sheila started volunteering in December 2003 in the gift shop and since then has donated 2,600 hours of her time. Over the years, she has held numerous positions on the Volunteer Association Board of Directors including Director at Large, Vice President, Co-President and is currently Co-Past President. In addition, Sheila is a volunteer in the Administration department and is very active in fundraising events held by the Volunteer Association.

"Sheila is a great help to anyone who needs it, amazing at organization and putting processes in place and always has a smile on her face," says Director of Volunteer Services, Laura Hutchings. "Thank you to all of our volunteers for their dedication and contribution to GGH over the past year. We couldn't do it without you!"

The Guelph General Hospital Volunteer Association has over 200 volunteers who provide support for 24 services throughout the hospital. Its volunteers contribute in excess of 25,000 hours of service each year.

Photo: Sheila (middle) with GGH Volunteer Association Co-Presidents Eleanor Harrison (left) and Donna Roberts at the Volunteers Appreciation evening.

Waterloo Wellington CCAC Launches New Newsletter: Reach

Reach



The inaugural edition of the Waterloo Wellington CCAC's newsletter "Reach: Connecting you with care" was launched in late April. The Newsletter aims to keep the CCAC's partners and community informed and connected, by telling stories not only about their organizational priorities and successes, but also about how their partners are making a difference to those they serve.

[Click here](#) to read Reach.

Champions of Change May 19th, 2011



The Waterloo Wellington LHIN (WWLHIN) is proud to host our 11th bi-annual Champions of Change community learning day: Addressing the Social Determinants of Health. Learning sessions will focus on strategic planning for governors and understanding the social determinants of health.

Our goal is to provide our health services providers, their boards, and the community members of Waterloo-Wellington the opportunity to learn about the importance of addressing the social determinants of health to improve the health of our population.

The event features Keynote speaker John G. Abbot, CEO, Health Council of Canada, as well as Dr. Dennis Raphael, PhD, Professor of Health Policy and Management and Dana Robbins, Publisher for The Hamilton Spectator.

The WWLHIN will be collecting non-perishable food items for donation to local food banks - Please bring your food items for donation! So far, 170 people have registered for the event.

- Date: Thursday, May 19, 2011
- Time: Registration: 8:30 a.m. Learning sessions: 9 a.m. – 3:30 p.m.

[Click here](#) for more information.

Grand River Hospital Records Major Improvement in Hand Hygiene and Reduction in C. Difficile Infections

Grand River Hospital is seeing the results of efforts to provide a safer care environment for patients. Since 2008, the hard work of hospital staff, physicians and volunteers has led to a near doubling of hand hygiene before and after patient contact along with a decline in *Clostridium difficile* cases.

“Improving quality of care involves small and large steps. Better hand hygiene and reduced *C. difficile* infections are the result of many changes that we’ve made throughout the hospital to improve patient safety,” said Sue Robertson, GRH’s vice president of clinical services and chief nursing officer.

The results are publicly reported at the hospital's new www.grhosp.on.ca website. [Click here](#) for more information.

St. Mary’s Tops Waterloo Region Hospitals in Hand Hygiene Compliance

In one year, St. Mary’s General Hospital has dramatically improved its hand hygiene compliance rates, going from the lowest to the highest of hospitals in Waterloo Region.

Overall compliance for 2010/11 was 83.73 per cent before contact with the patient and their environment, and 91.49 per cent after contact with the patient and their environment. The combined overall average was 87.61 per cent, the highest in the region.

“Our staff and physicians have embraced our goal of becoming the safest hospital in Canada,” says Sandra Hett, Vice President, Patient Services and Chief Nursing Executive. “We are pleased with what we have achieved in our first year, but not yet satisfied, and have a plan to build on our success for the benefit of our patients.”

A year ago St. Mary’s launched a hospital-wide campaign to improve compliance rates, which included mandatory staff education sessions and increased monitoring of compliance, with immediate feedback provided to staff. Dedicated volunteers at St. Mary’s were also a significant help by reminding patients and families to use hand sanitizing gel.

House of Friendship Video Raises Awareness about Homelessness and Supports to Housing

Each year the House of Friendship serves over 42,000 people living on low income in Waterloo Region through 18 programs, which focus on: Supporting Healthy Lives (Addiction Services), Assisting and Feeding Those In Need (Community Services), Building Strong Families and Strong Communities (Family Services), and Providing Shelter and Supportive Housing (Residential services).

[Click here](#) to view the video and learn more about Homelessness in Waterloo Region and programs that provide supports to

housing.

Help us Celebrate your Staff, Volunteers, and Partners

As you recognize your staff, volunteers, and partners, whether through a special event, recognition week, or news article, please make sure to share it with your colleagues across the Waterloo Wellington LHIN through the Waterloo Wellington [Partners in Health Website](#) and WWLHINformation eNewsletter.

Send your items to connie.macdonald@lhins.on.ca for posting on the website and inclusion in an upcoming eNewsletter edition.

WWLHIN Board Highlights

[Click here](#) to read highlights from the April 28th, WWLHIN Board of Directors meeting.

