

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - May 16th, 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.

See you Thursday at Champions of Change!



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.

Ontario to Gain Real-time Picture of ALC Patients

By: Anne Kershaw, ATC Communications at Cancer Care Ontario (CCO)

Beginning in May, Ontario will for the first time gain access to near real-time data on the province's Alternate Level of Care (ALC) designated patients and how long they are waiting for an appropriate level of care.

As part of its ALC program, Access To Care (ATC) at Cancer Care Ontario (CCO) will begin collecting information on these patients in 94 acute-care and 20 post-acute care facilities, representing more than 95 percent of the province's hospital beds. The hospitals will begin submitting real-time data to the Wait Time Information System (WTIS) in May.

"This is a very exciting development with the potential to significantly improve patient care and the quality of our healthcare system," says Lynn Guerriero, Director, ATC. "The program positions Ontario as a leader in this area as the first province to collect standardized, near real-time ALC data."

The information collected will be used to improve patient flow, reduce ER wait times, and inform decisions regarding the allocation of resources for hospitals and communities.

"This program was introduced in recognition that this is a complex systems issue," says Ms. Guerriero. "When ALC patients are waiting in hospital beds for a more appropriate destination, it has a significant impact on overall patient flow including for those patients waiting to be admitted to the hospital."

Access to Care



Shorter ED Wait Times for Waterloo Wellington Residents

Ontario is helping to reduce the time Waterloo Wellington residents spend in emergency rooms. This year, Cambridge Memorial Hospital is receiving \$782,100, Grand River Hospital is receiving \$935,400, Guelph General Hospital is receiving \$776,000 and St. Mary's General Hospital is receiving \$764,500 to further reduce ER wait times.

A new component of this year's provincial effort to decrease ER wait times is funding for hospital short-stay beds that will reduce the time admitted patients spend in the ER. Cambridge Memorial Hospital, Grand River Hospital, and Guelph General Hospital are also receiving bonus funding for treating more patients within provincial targets in the second half of the last fiscal year. Cambridge Memorial Hospital is receiving \$156,000 in bonus funding, Grand River Hospital is receiving \$146,100, and Guelph General Hospital is receiving \$103,500.

As of March 2011, 80 per cent of ER patients in the Waterloo Wellington LHIN were treated within the provincial targets which are four hours for patients with minor/uncomplicated conditions and eight hours for patients with complex or serious conditions.

Renovated GRH mental health units to provide better environment for instilling hope and fostering recovery

Adults and children receiving mental health care at Grand River Hospital will now benefit from larger, brighter and more private care spaces through the completed expansion of inpatient psychiatric units at the facility's KW Site.

Dignitaries joined staff and community partners on May 13th to celebrate the grand opening of the hospital's child and adolescent psychiatry unit, adult inpatient mental health unit and outpatient day hospital. The celebration continued on Saturday, May 14th with a community open house.

"Providing a supportive therapeutic environment for mental health care is a key part of instilling hope and fostering recovery for mental health patients. Through our acute care redevelopment at the KW Site and the new specialized mental health program at Freeport, Waterloo and Wellington patients are benefiting from the best facilities to support high-quality, patient-centered care," said Bryce Walker, chair of Grand River Hospital's board of directors.

The KW Site mental health redevelopment is part of the hospital's \$64 million patient care development project. The new care spaces include features to provide patients with an environment that supports care, recovery and a transition back to the community. These include:

- A dedicated entrance at Mount Hope Street with its own reception, resource centre and waiting area;
- 52 adult beds and 12 beds for children and adolescents;
- A day hospital program to provide outpatient care for people who live in the community;
- A classroom so younger patients can keep up-to-date with their schoolwork while in hospital and transition back to school;
- Bright spacious units with private rooms, dining facilities, and a play and lounge area for younger patients; and
- A courtyard separated into two areas: one for youth and another for adults providing access to outdoor therapeutic space.

Video Recognizes Hospice Wellington Volunteers

[Click here](#) to view the video and learn more about the important role volunteers serve at Hospice Wellington.

Resident's First: Quality Quarterly



[Click here](#) to read the Resident's First Quality Quarterly, a newsletter featuring information and successes on the implementation of Resident's First across Ontario.

Celebrating Volunteers: More than 110 Years of Selfless Service

Six Community Support Connections – Meals on Wheels and More volunteers were recognized for a combined total of over 110 years of continuous volunteering with the agency. The Ministry of Citizenship and Immigration presented Ontario Volunteer Service Awards to recipients at ceremonies at the Concordia Club, Kitchener, over two nights, April 28th and 29th.

Among those thanked were Community Support Connections volunteers Elfriede Bergman and Henry Bergman – 10 years each;

John Brown – 15 years; Fran McConnell – 30+ years; Donna Robertson – 20 years; and John Scheele – 25 years. A complete list of volunteers recognized is available at www.citizenship.gov.on.ca.

Ontario Appoints New Provincial Chief Nursing Officer

Ontario has appointed Debra Bournes as the new Provincial Chief Nursing Officer (PCNO).

The PCNO helps to advance a nursing agenda that will benefit both nurses and patients. The PCNO provides strategic advice on health and public policy issues from a nursing perspective and participates in several nursing committees and working groups.

Debra Bournes has been a nurse since 1990 and most recently has worked as the Director of Nursing, New Knowledge and Innovation, at the University Health Network in Toronto. She has been a leader in health care research and administration for more than 15 years. Her research in nursing recruitment and retention has been widely presented and published, and has led to collaboration among several provincial health care organizations and nursing unions.

In 2009, she received the Leadership Award for Nursing Research from the Registered Nurses' Association of Ontario for her work on developing a research culture among health professionals. Debra Bournes will start as the Provincial Chief Nursing office on June 13.

Ontario's Immunization Program Getting a Boost

Starting August 2011, the province will offer two new vaccines as part of its immunization program, and expand the availability of two others. These include:

- A new oral rotavirus vaccine to protect infants against rotavirus, which causes severe diarrhea, vomiting and dehydration
- A combined Measles-Mumps-Rubella-Varicella (MMRV) vaccine that will reduce the number of immunizations a child needs. Varicella is currently given as a stand-alone vaccine
- A second childhood dose of varicella vaccine to enhance protection against chicken pox
- A lifetime dose of pertussis (whooping cough) vaccine to adults age 19-64, who often pass this highly-contagious disease to infants and children.

Approximately 140,000 infants annually will benefit from the rotavirus vaccine and many other children and adults will benefit from the expanded vaccine programs.

Providing Seniors with More Access to Free Pharmacy Services

Seniors and Ontario Drug Benefit recipients now have more access to free consultations with their local pharmacist – ensuring they are using medications safely and effectively.

Working with prescribers such as doctors and nurse practitioners, pharmacists will enhance patient care by delivering more services when a prescription is filled. This includes:

- Providing advice to prevent adverse drug or allergic reactions from medications
- Making recommendations to improve patient health outcomes – such as changing dosage levels or reminding patients about when and how to take their medications.

In August, pharmacists will also offer patients free appointment-based services, including:

- An in-depth assessment on how to better-manage a chronic disease like diabetes or asthma
- Training on how to effectively use devices like blood pressure monitors and asthma peak flow meters at home
- Supports to quit smoking.

These new services build on the current [MedsCheck program](#), which provides eligible Ontarians a yearly appointment with a pharmacist to review medications, better understand their medication, and ensure safe use of prescription drugs. MedsCheck also offers one-on-one consultations to Ontarians with diabetes, long-term care home residents, and people who have difficulty travelling to a pharmacy.



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