

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - November 28, 2011

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.

French Language Health Planning Entity Appoints its First Executive Director

The *Entité de planification pour les services en français dans les régions de Waterloo, Wellington, Hamilton, Niagara* (French Language Health Planning Entity) has appointed its first Executive Director. Carole Lamoureux began her role in late-July.

Ms. Lamoureux has a range of experience across the health care system, having worked in hospital, mental health, early childhood, community development and public health environments. Previously, she was Coordinator for the French Language National Consortium in Health Training at Laurentian University.

In addition to Bachelor degrees in health sciences and public administration, Ms. Lamoureux is currently pursuing a Master's degree in nursing (leadership). She also successfully completed several certificates, including counseling, child intervention, palliative care, first aid and care of diabetes patients.

Since beginning as Executive Director July 25, 2011, Ms. Lamoureux has been working with both LHINs to establish and implement a Joint Annual Action Plan which outlines the objectives, priorities and actions each LHIN and the Entity will undertake in the next year.

[Click here](#) for more information.

Lutherwood Celebrates Transformation of Children's Mental Health Centre



Federal and provincial representatives joined Lutherwood staff and clients on November 18th to officially open and celebrate their transformed Children's Mental Health Centre.

The rebuild and expansion of the 40-year-old building will ensure there is a modern mental health resource to serve current and future generations. New resource areas have been created where families can learn about their child's mental health challenges, students can conduct research, and professionals can learn best practices. As well, the installation of a modern heating/cooling system and upgraded insulation will help Lutherwood reduce energy consumption.

"Today is a great day for children's mental health," said Dr. John Colangeli, Lutherwood Chief Executive Officer. "Thanks to our donors, partners and many friends, our dream is now a reality. We have transformed the heart of our 40-year-old building into a warm and inviting environment where we can help children struggling with their mental health; and most importantly, we have a place where our community can talk openly so that we help reduce the stigma that has surrounded children's mental health for so long."

Photo: Hon. John Milloy, MPP; Donna Buchan, Lutherwood Foundation Executive Director; John Colangeli, Lutherwood CEO; Peter Braid, MP and Bud Norman, Lutherwood Chair cut the ribbon to officially open the new Children's Mental Health Centre expansion.

[Click here](#) for more information.

WWCCAC Awarded Quality Health Care Workplace Gold Award

The Waterloo Wellington Community Care Access Centre was awarded a Gold Quality Health Care Workplace Award at the annual Health Achieve Conference in Toronto.

The Quality Healthcare Workplace Awards is a partnership of the Ontario Hospital Association and the Ministry of Health and Long-Term Care - HealthForceOntario. This progressive improvement framework offers Bronze, Silver, Gold, and Platinum level awards with assessment designed to encourage self-evaluation, learning and improvement. The awards program recognizes organizational efforts to improve healthcare workplaces in ways that contribute to providers' quality of work life and the quality of the care and services they deliver.

[Click here](#) for more information.

GRH Staff Support Blood Donation Partnership with Canadian Blood Services to Benefit Patients

Grand River Hospital (GRH) nurse practitioner Donna Gill is making a difference for patients... both through her nursing work and on-going contributions as a blood donor. Donna made her 50th whole blood donation at Canadian Blood Services' Waterloo clinic at 94 Bridgeport Road East on Tuesday, November 22nd.

GRH hosted a donor day at the clinic on Tuesday to celebrate hospital staff, physicians and volunteers who give the gift of life to support area patients. The hospital is part of Canadian Blood Services' Partners For Life program, which encourages staff to make on-going blood donations.



"When I invited my family and friends to join in the donation party, I was amazed that most of them have never given before... but they could readily identify a close family member who had received multiple units of blood, usually for cancer treatment. All they needed was my little push to try it," said Donna. "In the spirit of the holiday season and the economy being how it is, I'd encourage people to give the gift of life. It is simple, free and irreplaceable."

[Click here](#) for more information.

Behavioural Supports Ontario – Waterloo Wellington Update

In August, Ontario's 14 Local Health Integration Networks (LHINs) announced a new initiative to enhance services for seniors who exhibit behaviours associated with complex and challenging mental health, dementia or other neurological conditions by investing in local initiatives that will improve care. The Provincial Project known as Behavioural Supports Ontario is well underway.

The Waterloo Wellington Behavioural Support Systems (BSS) Working Group Project Lead Jane McKinnon Wilson, will host a Webinar to update health service providers on the local project and plan, which will be implemented as of February 1, 2012.

The webinar is scheduled for: Wednesday, December 7, 2011 from 1:00 p.m. - 2:00 p.m.

If you are interested in registering for this webinar, please email Connie Iden (connie.iden@lhins.on.ca) by **November 30th**. Additional details and webinar materials will be sent out in the near future.

New Email Protocols for Communication with Health Service Providers

Recognizing the large volume of emails that WWLHIN staff send to our health service providers (HSPs) on a daily basis, we have launched a new classification system for emails to assist HSPs with identifying which information is most urgent and when responses are required. Please see the chart below and call Toni Adey, Senior Manager, Communications and Public Affairs at 519-650-4472 x223 with any questions.

Classification	Sample of Information Sent	eMail Subject line text
For Information only	News Releases Updates on projects (local/provincial)	Health Service Provider Information

	Reports (local/provincial) eNewsletter	
Urgent Information	Funding Allocations Notice Announcements (local/provincial) Issues Management	Urgent Info: What it is (eg. Urgent Info: Wait times funding)
Urgent Info, Response Required (48 hours and under requiring a response)	Funding letters Request for Information / Data Agreements	Urgent Info, Response Required, What it is – Deadline (eg. Urgent Info, Response Required: Wait times funding, Deadline: Nov 15, 2011)
Time Sensitive Info, Response Required (48 hours or more requiring a response)	Funding letters Request for Information / Data Agreements	Time Sensitive Info, Response Required: What it is – Deadline (eg. Time Sensitive Info, Response Required: Wait times funding, Deadline: Dec 15, 2011)

Avoidable Hospitalization Advisory Panel Report

In September 2010, the Ministry of Health and Long-Term Care convened an Avoidable Hospitalization (AH) Advisory Panel and named Dr. G. Ross Baker as the chair. The report has been released and is now posted to the Provincial Government website. [Click here](#) to view the report.

Celebrating Quality in Family Practices

[Click here](#) to read the executive summary of a report from the Ontario College of Family Physicians on improving quality in family practices.

Provincial Council for Maternal and Child Health

The Provincial Council for Maternal and Child Health has two distinct roles. First, the PCMCH generates information to support the evolving needs of the maternal-child health care system in Ontario. Secondly, the PCMCH is a resource to the maternal-child health care system in Ontario to support system improvement and to influence how services are delivered across all levels of care. [Click here](#) to learn more.

SAGE: Service Awards for Geriatric Excellence

SAGE celebrates the accomplishments of those who are passionate and committed to improving the quality of life of seniors. Take time to recognize someone you know that makes a difference! Nominations are invited from the regions of Brant, Halton, Hamilton, Haldimand and Norfolk, Niagara, Waterloo and Wellington-Dufferin. The nomination deadline is Friday, February 10th, 2012. [Click here](#) for more information.

AIDS Committee of Guelph & Wellington County Newsletter

[Click here](#) to read the newsletter.

Vacant Space Available

The Guelph Community Health Centre has vacant space available in its downtown location, ideal for a health care or social service provider looking for downtown space in Guelph. [Click here](#) for more information.

The Tom Closson Blog - Health Care Cost Drivers: The Facts

[Click here](#) to read the latest blog from Ontario Hospital Association President Tom Closson.

WWLHIN Social Media: Feature Tweets and Posts

Follow [@WW_LHIN](#) on Twitter and become a fan on [Facebook](#). Many thanks to our fans and followers for their feedback. Use the #access2care hashtag to share your good news.

- **@HNHB_LHINgage**: 1st Executive Director 4 HNHB & @WW_LHIN French Lang Health Planning Entity - Meet Carole Lamoureux: <http://bit.ly/rEkDjL>
 - **@CSCMOW**: Thanks for the mention @WW_LHIN! We do indeed provide home maintenance, including raking, weeding, & shoveling cc: @kitchenernews
 - **@PSWCanada2007**: @WW_LHIN thanks for connecting with us
 - **@WW_LHIN**: community council in Drayton Medical Centre engaging with rural health providers + Aging @ Home #access2care #LHIN
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