

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - February 6th, 2012

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.

Health Minister Launches New Action Plan for Health Care

Ontario's Minister of Health and Long-Term Care Deb Matthews was in Kitchener January 31st, to speak at a sold-out Greater KW Chamber of Commerce event about the government's new Action Plan for Health Care.

The Action Plan for Health Care in Ontario will ensure families get the best health care where and when they need it, while ensuring all Ontarians get better value for their health dollars. The Plan will:

- make the necessary and responsible decisions regarding funding priorities and ensure funding is shifted to where we get the best value
- provide new measures to prevent illness in the first place and to help Ontarians stay healthy;
- give Ontarians better access to family doctors and nurse practitioners — through after hours care and same-day and next-day appointments — that will save Ontarians time, keep them healthier, and help them avoid trips to hospital
- support Ontario's seniors who want to live independently at home, in their communities, by providing more home care supports.



To achieve these goals, Ontario will bring planning for family health care under the Local Health Integration Networks (LHINs) — ensuring that patients will have a more seamless experience in the local health care system from their family doctor to hospitals and improving the quality of care that seniors receive at home. Ontario will also seek to move more routine procedures into specialized not-for-profit clinics in instances where it's clear that these clinics can provide patients with safe, high-quality care at better value.

Photo: WWLHIN CEO Bruce Lauckner, Minister Matthews, and Joan Fisk, Board Chair, WWLHIN.

[Click here](#) to read more about the Action Plan.

NP-Led Clinic Opens in Cambridge

np final



The enthusiastic staff of the Waterloo Region Nurse Practitioner Led Clinic spent the first weeks of this still young year, getting to know one another and their new roles. The clinic staff moved into their new home at 13 Water St N, Cambridge, in preparation for its opening on Feb 6th.

"With the ever growing need for access to primary health care, our Waterloo Region Nurse Practitioner Led Clinic will be a wonderful addition to our community. I am excited to be opening the doors and working with such high caliber and professional staff. A quality experience for the patient is our goal." - Bonnie Kartechner, Administrative Lead

This Clinic is one of 26 Nurse Practitioner led primary health care clinics across Ontario. Funded by the provincial government as nonprofit

corporations, NP led clinics provide full spectrum primary health care to people of all ages, stages and health conditions in communities with an identified need for primary care services. This clinic, which is now open in Cambridge, will also operate from a second site in the Pioneer Park area of Kitchener beginning summer of this year. Once both sites are open, 3200 additional Waterloo region residents will have access to effective person centered primary care.

"I'm very excited to be a part of this new clinic. Being able to help those in the community get primary care, where they may not have before, provides a chance to serve my home community in a new way!" - Amy Clarkson, Registered Practical Nurse.

Photo: Pearl Lakatos, (Med Secretary) Ibrahim Omar (NP), Paula Carere (NP), Bonnie Kartechner (Admin Lead) Amy Clarkson (RPN), Sonya Lanni (Admin Assistant)

Read more [here](#).

Fergus Long-Term Care Home Helping Students Succeed



A long-term care home in Fergus was recognized for helping students gain hands-on learning opportunities for their future careers.

Wellington Terrace Long Term Care Home received an Employer Champion Award for providing high school students with valuable work experience. The long-term care facility offers a variety of placements, including facility maintenance, recreation therapy, nursing and more.

"These kinds of meaningful learning opportunities help students gain valuable experience, which will help them reach their future career aspirations. By getting this experience today, our students will be better prepared for the jobs of tomorrow." — Laurel Broten, Minister of Education

"I'd like to congratulate the staff at Wellington Terrace for all the important work they do each day. These dedicated individuals are instrumental in helping local students gain life, work and leadership experience. This experience not only benefits the students, it also enhances communication, management and team work skills for Terrace employees." — Chris White, County of Wellington Warden

[Click here](#) for more information.

Local Family Physician joins WWLHIN Team

Primary Care Lead collaborates to improve access to health care for Waterloo Wellington residents

The Waterloo Wellington Local Health Integration Network (WWLHIN) took another major step in strengthening and further integrating primary care into local health planning by naming Dr. Sabrina Lim Reinders as the Primary Care Lead.



Dr. Lim Reinders, who practices at Two Rivers Family Health Team, Cambridge, will work with the WWLHIN to ensure that primary care services are better integrated with the work of other health sectors. By working together, the WWLHIN and local health service providers continue to implement strategies to *improve access to quality care for local residents*.

Across the province, LHINs have been building strong partnerships with local primary care providers. The introduction of a Primary Care Lead in each of the province's 14 LHINs is endorsed by both the Ministry of Health and Long-Term Care and the Ontario Medical Association. The creation of this position is in line with the Government's Action Plan commitment to bring planning for the full patient journey under the LHINs. Through this collaborative work, local primary care providers can strengthen these partnerships and focus on implementing system initiatives identified locally by the LHIN through extensive community consultation.

[Click here](#) for more information

St. Mary's Pilot Project Offers House Calls to Frail Senior Patients



St. Mary's General Hospital is extending a pilot project in which a Nurse Practitioner with expertise in geriatric medicine conducts home visits with frail elderly patients who have been treated in the hospital's emergency department and require follow-up in the community. A doctor specializing in geriatric medicine also attends these house calls when needed.

The St. Mary's pilot began in September of 2011 and seeks to address the growing trend of frail older adults being admitted to hospital for management of chronic diseases, acute episodic illnesses and social reasons that could be safely managed in the community.

Geriatric Nurse Practitioner Hellen Jarman, assesses the frail elderly in the St. Mary's Emergency Department and conducts the home visits, accompanied when necessary by, Dr. Nicole Didyk, one of three Geriatricians based at St. Mary's. "Many of these seniors are housebound, and the only way to leave their homes is on a stretcher, with the Emergency Department as their only way to access health care," says Jarman. "By following up with frail seniors in their homes, we can ensure that the issues which

brought them to the Emergency Department have been addressed, and ensure they are managing well in their homes.”

The pilot is already showing promising results, with 22% of the 51 patients seen so far at home avoiding an admission to hospital. The majority of visits were for management of dementia and delirium. Of those seen, 23% had no family doctor, and through the home visit team, they were referred to the primary care clinic at the Freeport site of Grand River Hospital. (A primary care nurse practitioner is available for patients who do not have a family physician but require medical follow-up after an acute hospital admission. Patients accepted to this clinic must have a referral and are expected to actively look for a family physician to continue their long-term primary health care needs).

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

Nomination Call for Outstanding Senior Care Awards

Nominations are now being accepted for awards recognizing individuals and organizations providing outstanding care to seniors.

The annual Service Awards for Geriatric Excellence is an annual Hamilton-based initiative being run this year in partnership with St. Mary's General Hospital. The awards will be handed out at a ceremony in late May in Waterloo.

Award categories include executive/senior leadership, individual, rookie of the year, volunteer, team and organization. Nominations are invited from Waterloo, Wellington-Dufferin, Haldimand, Halton, Brant, Hamilton and Niagara regions.

The deadline is Feb. 10, but there will be early bird draws for a BlackBerry on Jan. 20 and 27 and Feb. 3. Go to www.rgpc.ca/nomination to submit a nomination online or contact Lynn Sage at 905-777-3837 ext. 12436 or sagel@hhsc.ca.

Resource Matching and Referral - January Project Update

Ontario's Local Health Integration Networks (LHINs) have started to work together towards an electronic referral information system. The Resource Matching & Referral (RM&R) system matches patient/clients to the earliest available services that best meet their individual needs, thereby improving the quality of care and the experience of individuals and their families.

[Click here](#) to read the January 2012 RM&R Project Update.

Patients Benefit from Shorter Wait Times

Patients at Kitchener's Grand River and St. Mary's General hospitals are receiving faster diagnosis and treatment, thanks to innovative changes in laboratory services that have improved testing processes and dramatically reduced turnaround time for results.

The lab located at GRH's KW Site conducts testing on potentially-cancerous tissue samples for patients at both hospitals. These include breast, prostate and lung biopsies. Since the new processes went into effect in July 2011, the lab has reported the following improvements in test completion and sign out of final reports:

Report completion time	Reports completed:	Reports completed:
	before changes	after changes

5 days	52%	88%
10 days or longer	30%	2%

“Waiting for results can be very difficult for patients who’ve undergone testing for a suspicious growth or lesion. Thanks to the hard work of laboratory staff including our technologists, technical assistants, clerical staff as well as area pathologists, we can provide answers to diagnostic testing faster which enables quicker treatment decisions for our patients,” said Dr. Dimitrios Divaris, joint chief of laboratory medicine for both Grand River and St. Mary’s hospitals.

[Click here](#) for more information.

New Groves Memorial Hospital Update

[Click here](#) to read an update on the new Groves Memorial Hospital Capital project.

Survey: Social Media and the WWLHIN

In June 2011, the Waterloo Wellington Local Health Integration Network launched Twitter and Facebook accounts to share information and better connect with its community online. Help us evaluate what were doing that's working, and where we can improve, to better connect with you through our eNewsletter, Website, and social media accounts. This is a short survey and will only take 5 minutes of your time. Many thanks in advance for your time and support.

[Click here](#) to complete the survey. **Deadline has been extended to February 9, 2012.**

WWLHIN Board Meetings

The WWLHIN Board of Directors holds regular meetings throughout the year. For the most up to date schedule of meetings, please check our [website](#), as meeting dates, times and locations are subject to change.

Regular meeting times are now during the day from 12:30 p.m. – 5:00 p.m. Meetings may include a closed session and public are welcome to attend meetings starting at 2:00 p.m. The regular meeting location is the WWLHIN Office at 50 Sportsworld Crossing Road, Suite 220 (East Building) in Kitchener.

For more information about Board meetings, please contact Kate Borthwick, Corporate Coordinator at kate.borthwick@lhins.on.ca or (519) 650-4472 x 220.

Drug Reform Providing Better Care For Families

Ontarians have saved an additional \$100 million in new savings thanks to the province’s drug system reforms.

Launched in 2006, Ontario’s drug reforms are now saving the province \$500 million annually — and this year an additional \$100 million will be saved. Savings will be re-invested into providing better community-based services such as Family Health Teams and home care. Drugs to treat cancer and help people quit smoking have also been added to the Ontario

Drug Formulary.

These savings are the result of:

- Cutting the cost of generic drugs in half and changing the way Ontario pays for them
- Better listing agreements with drug manufacturers
- More substitution of brand name drugs with generic drugs that are equally effective.

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.

- [@SmokersHelpline](#); [@bornk](#) [@cattoyoriginal](#) [@WW_LHIN](#) did one using survey monkey [svy.mk/zWbY6a](#) [#hscsmca](#)
- [@GKWCC](#): Thank you [@Communic8nHowe](#) [@ZitaAstravas](#) [@jeffhenrykw](#) [@WW_LHIN](#) [@KingandOttawa](#) [@johnnyfriesen](#) [@TheresaDowntown](#) for all the tweets and RTs!
- [@pfthurley](#): RT [@WW_LHIN](#) Help us better connect with you...please take time to fill out 5 min survey: [svy.mk/zWbY6a](#) [#lhin](#) [#access2care](#)
- [@OTNtelemedicine](#): Lang's Farm Village Association ([@WW_LHIN](#)) has another system available for TM activity. [#TMsites](#)
- [@WW_LHIN](#): [@Deb_Matthews](#) commended [@WW_LHIN](#) for its success in reducing number of hospital beds filled by ALC patients: [bit.ly/yUWJSO](#)

