

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - March 5th, 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.

Annual Passport Day a Success



On Tuesday, February 28th, the fourth Annual Passport Day was held at St. George's Banquet Hall in Waterloo. This annual event brings together community partners to share best practices and information related to the integration of service delivery to seniors in Waterloo Wellington.

This year's event featured keynote speaker Dr. Geoff Fernie from the Toronto Rehabilitation Institute. The WWLHIN's Planner Melissa Kwiatkowski also presented on the provincial falls prevention toolkit, available [here](#).

Photo: WWLHIN Planner Melissa Kwiatkowski and WWLHIN Community Service Lead Susan Gerber at Passport Day.

Short-Stay Respite Gives Caregivers a Break, Peace of Mind

Leisureworld Elmira Long-Term Care home welcomes short-stay residents into their "family"



Marie Humm has her hands full. Her husband Roger needs 24/7 care and even though she is a Registered Nurse, managing his care needs along with life's other challenges can be overwhelming.

The week of her interview she was packing up their long-time family home in Guelph and preparing for a move to Milton. Thankfully, Marie was able to access short-stay respite care for Roger at Leisureworld Elmira Long-Term Care Home. Respite care gives her a worry-free break so she can focus on the move, knowing that Roger is well cared for, safe and happy.

Roger has a rare neurodegenerative disorder called Progressive Supranuclear Palsy, a movement disorder that occurs from damage to certain nerve cells in the brain. He is confined to a wheelchair and suffers from aphasia, but is completely cognitively aware.

Roger uses an electronic letter board to communicate with his family and caregivers.

"Roger has trouble sleeping through the night, so I rarely get a full night's sleep," said Marie. "I have been able to access the short-stay respite care about three or four times a year to get a break or travel to visit my daughter in Halifax. Knowing that Roger is well cared for gives me the peace of mind I need to relax and focus on my own needs."

Photo: Roger and Marie Humm with Leisureworld staff Lisa Levesque and Tina Searth. [Click here](#) to read the full story.

Telemedicine Project Coordinator Hired

At the December 5, 2011, Board Meeting, the WWLHIN Board of Directors approved St. Joseph's Health Centre Guelph (SJHCG) as the lead organization for the WWLHIN Telemedicine Project. The Board allocated annual base funding, as well as one-time funding, to St Joseph's Health Centre to enable them to establish and operate a Coordinated Telemedicine Service within the WWLHIN.

SJHCG has announced that Matt Smith, Manager of Rehabilitation and Ambulatory Services, will be seconded for the next 12 to 18 months from his current position into the position of Telemedicine Coordinator for this project.

Matt has been a member of the health care team at St. Joseph's Health Centre Guelph since August 2009. He has spent the last 10 years working at various positions in health care. A native of Guelph, he completed his Registered Nursing Diploma at Centennial College, and then went on to complete a Bachelor of Nursing Degree through the University of Calgary.

While at St. Joseph's, Matt has worked as the Manager of Rehabilitation and Ambulatory Services and has also worked on numerous organizational projects. He has been an active member and participant of the WWLHIN Telemedicine Advancement Committee. Through his membership on the Committee and his work with clinical telemedicine in the Ambulatory Care Department at St. Joseph's, Matt has learned to appreciate the tremendous potential of clinical telemedicine services in enabling access to care for patients with a variety of health care needs.

"I'm excited to take on this new role," said Matt. "I've always been interested in population health and ensuring people have the right access to care. This project will enable us to try some new ways to improve equity across the Waterloo Wellington LHIN and increase access to specialist care, especially in rural areas."

Matt will begin this new position on a part-time basis effective March 5, 2012, until a full transition plan is finalized and implemented to replace him in his current position.

[Click here](#) for information on the Telemedicine Project.

Rehabilitation and Stroke Care Reviews 'Obsessively Patient Centred'

Residents across Waterloo Wellington can look forward to higher quality care and an enhanced patient experience as reviews of local rehabilitation services and stroke care continue moving forward. The two reviews are 'obsessively patient centred', focusing on enhancing the patient journey throughout the system to provide better outcomes and more efficient care.

Towards a Rehabilitative Care System for Waterloo Wellington

In mid-2011, the WWLHIN launched a Rehabilitation Services Review to identify opportunities to streamline the rehabilitation system to increase access to care and provide better outcomes for patients. Since then, extensive engagement has been conducted with health care providers, professionals, and patients to identify challenges and opportunities for improvement. On February 23, 2012, the Draft Rehab Review Report and Recommendations were presented to a group of medical and administrative leaders, and posted on the WWLHIN's website for feedback.

"What the report suggests are improvements that are very much aligned with the Minister's Action Plan for Health Care," said Dr. Ashok Sharma, Co-Chair, Rehabilitation Review Steering Committee. "It's about working better together to provide patient-centred care, increase access to care, and find smarter ways to spend our health care dollars."

Over the next couple of months, feedback on the draft report and recommendations will be gathered before a revised final report is submitted to the WWLHIN Board of Directors. Read the report [here](#).

Improving Access to Quality Stroke Care in Waterloo Wellington

The WWLHIN's Stroke Care Review is well-aligned with the rehabilitation services review and grounded in evidence-based best practice. In 2010, the WWLHIN partnered with the Ontario Stroke Network (OSN) and both the regional and district stroke coordinators to complete an external review of stroke care in Waterloo Wellington. The goal of the review is to enhance local stroke care programming by aligning the present model with current Stroke Best Practice Guidelines. A stroke review working committee has completed the report and developed a draft implementation plan. Both the report and implementation plan have been developed through extensive engagement from local stakeholders.

The final plan will be brought to the WWLHIN Board of Directors for discussion and decision. Read the report [here](#).

CCAC's Quality Report shows how Home and Community Care is Improving Care Across Ontario

Ontario's 14 Community Care Access Centres (CCAC) have released the second annual provincial Quality Report – 2011-2012. The report explains how CCAC's are working with clients and caregivers to improve care across Ontario. The Plan shares performance results and shows the value and impact of home and community services through the health care system.

The recently released Ontario's Action Plan for Health Care reinforces that the health system needs to do a better job connecting people with the care they need. By working together with other health care providers and Local Health Integration Networks, the CCAC's across the province are developing solutions to help connect people to the care they need. The result will be a better level of health care for the people in our communities.

[Click here](#) to read the local results.

March an Exciting Month for Meals on Wheels

The month of March is *March for Meals*, an international campaign designed to promote awareness around the challenges of senior's hunger, and the role Meals on Wheels plays in our community to address a real need. Community Support Connections – *Meals on Wheels and More* is hosting a number of events throughout the month.

*New this year! **Meals on Wheels on Us** – March 8th 40 Shirley Ave, Kitchener 11:15 a.m. – 12:30 p.m.

CSC is hosting Meals on Wheels on Us, a donor appreciation event which recognizes some of our most generous supporters, while introducing them to some of the clients their donations have helped over the years. Donors will be served the same selection of lunch items that our MOW clients are having delivered that day, and will be dining with a small sampling of the people they are supporting over the meal.

[Click here](#) to read more.

CCIM: CMHA Grand River Branch goes live with OCAN

Read an [update](#) on the Community Care Information Management (CCIM) project. Congrats to the Canadian Mental Health Association Grand River Branch who was the first cCommunity mental health organization in our LHIN to "go live" on the Ontario Common Assessment of Need (OCAN).

ClinicalConnect Update

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

Commitment to Workplace Excellence Pays Off with Exemplary Clients Satisfaction Ratings

An unwavering commitment to a quality/healthy workplace has paid off. Excellence Canada, which set standards and award certifications for excellence, innovation and workplace wellness, has recently presented the Waterloo Wellington Community Care Access Centre (WWCCAC) with level 1 certification. This certification is a step within a progressive workplace excellence program.

"Participating in certifications such as these ensures a continued investment in our people," says Kevin Mercer, WWCCAC CEO. "What we do know is that satisfied staff hold a high level of commitment to help the organization achieve its goals. In our case our goal is to ensure outstanding care to every person, every day."

WWCCAC recently learned they are leading client and family satisfaction results provincially. The Ipsos-Reid survey results suggest a strong performance in care delivery. "Our clients and families have told us our staff are making a difference in their lives. We wouldn't have received these satisfaction results had it not been for our dedicated staff, service providers and visionary leaders at WWCCAC" states Marshall Draper, WWCCAC Chair of the Board of Directors.

[Click here](#) to read more.

GRH Congratulates Raytheon Canada as Winner of Healthy Workplace Award

Grand River Hospital congratulated the staff and management of Raytheon Canada for winning the inaugural healthy workplace award at the Greater KW Chamber of Commerce 2012 Business Excellence Awards. GRH sponsored the award, which included three nominees.

"Good health and a high quality of life depend on a healthy environment at home and work," said Malcolm Maxwell, Grand River Hospital's president and CEO. "We're pleased to support partners in business that help promote a healthy community

through their workplace activities, and congratulate Raytheon for promoting health in the workplace.”

GRH sponsored the healthy workplace award to recognize employers that promote, support and enhance a healthy workplace and the efforts of workers to remain healthy at work and beyond.

St. Mary's Hosts Blood Donor Clinic

St. Mary's General Hospital hosted a blood donor clinic on Friday, February 24, for its staff, physicians, volunteers and the general public.

This clinic was prompted by staff requests to give back to the community through blood donation. The theme, "Share a Pint with a Friend", was suggested by staff member Brenda Boulton as a way to recognize someone you care about. Brenda donated cards and postage paid envelopes for donors to send to their special someone, making them aware that a blood donation has been made on their behalf.

Resource Matching and Referral February 2012 Update

[Click here](#) to read the February Resource Matching and Referral project bulletin.

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.

- [@CSCMOW](#): We sure are! <http://ow.ly/i/u53D> MT [@WW_LHIN](#): Are you wearing your pink shirt today for [#pinkshirtday](#)? Stop bullying! Raise awareness
 - [@PreventingCrime](#): RT [@WW_LHIN](#): Are you wearing your pink shirt today for [#pinkshirtday](#)? stop bullying!! raise awareness
 - [@bilioannidis](#): I am! "[@WW_LHIN](#): Are you wearing your pink shirt today for [#pinkshirtday](#)? stop bullying!! raise awareness"
 - [@Deputy_BLarkin](#): Great momentum at Stonehenge Therapeutic Board mtg to make a difference & give those in need a second chance. Thanks [@WW_LHIN](#) for support.
 - [@StMarysGenHosp](#): Thx! Tons of work but so valuable! [@WW_LHIN](#): Grt heart month event at [@StMarysGenHosp](#). Tours starting now of the cardiac operating rooms.
 - [@pfthurley](#): [@WW_LHIN](#) Seen the video from [@SHOWaterloo](#) that talks about the role supportive housing plays in ending homelessness?
 - [@berryonline](#): The Berry Vrbancovic Daily is out! <http://bit.ly/hPckst> Top stories today via [@kitchenernews](#) [@jimwatsonottawa](#) [@snap_kw](#) [@acoyne](#) [@ww_lhin](#)
 - [@Energyonthest](#): Another [#sdoh](#) mtg in [#Guelph](#) today. Lots of leadership inspired by [@WW_LHIN](#) We r lucky to have leaders like [@Deputy_BLarkin](#) thinking big.
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