

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - April 30th, 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.

Fairview Mennonite Joins Elite Group of RNAO Best Practice Organizations

Home implements five new care guidelines to improve quality, resident-centred care



Over the past three years, the staff of Fairview Mennonite Long-Term Care Home has worked around the clock to implement five best practice guidelines to enhance care for their residents. In April, all of their hard work pays off as they become a Registered Nurses of Ontario (RNAO) Best Practice Spotlight Organization (BPSO) designate.

There are five organizations in the Waterloo Wellington LHIN who are designates, but Fairview Mennonite is by far the smallest to complete the program. "Guelph General and Cambridge Memorial Hospitals are BPSO designates but they have several times the number of staff that we have," said Jim Williams, Fairview's Administrator. "I am really proud of what our staff have achieved, meeting the same standards as these other organizations."

The Home implemented new initiatives in five key areas: falls prevention, continence, resident-centred care, oral care, and screening for the 3 D's - delirium, dementia, and depression. While the Home has seen improvement in all areas, it has seen the greatest successes in falls prevention and continence.

"For falls, we focused on decreasing injuries associated with falls. Given the high acuity of our residents, many are at a high risk for falls," said Chris Janssen, Assistant Director of Care, Fairview Mennonite. "We developed a falls risk assessment

tool to fit long-term care and implemented it across our home. Since then, we've seen a significant reduction in injuries related to falls."

Each resident is assessed on admission. Those who are at a low-risk for falls get a green-leaf sticker applied to their bed and mobility devices. Those who are at medium-risk have yellow leaves and those at a high-risk have red leaves. "This way, if someone sees a resident with a red-leaf logo trying to get out of bed or move themselves, they can immediately call a staff member for assistance," said Chris. "It's really gotten the entire home engaged in preventing falls."

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

Renovations Underway at Hilltop Manor

New Residents Arrive in August

Hilltop Manor in Cambridge will be unveiling the first phase of its redeveloped home in a few short months. In May 2009, the long-term care home was one of three local homes approved for a 96 bed expansion. On October 27, 2006, the Ministry of Health and Long-Term Care (MOHLTC) announced 288 new long-term care beds for Waterloo Wellington Local Health Integration Network to address long-term care and community care pressures. To date, of the 288 new beds, 96 opened at St. Joseph's Health Centre, Guelph in December 2010, and another 96 opened at Riverside Glen, Guelph, one year ago.

In addition, in February 2010, Hilltop Manor was approved for the refurbishment of the existing home's 89 beds as part of the Provincial Government's program to upgrade homes across the province. The redeveloped homes will meet the most modern design standards and will feature greater wheelchair access for residents in private and public spaces.

The new build and upgrade project at the Cambridge home is being completed in two phases with phase one finished this August. Through this exciting building project, Hilltop Manor will be a 185 bed home by March 2013, to meet the ongoing diverse needs of local residents.

"We are committed to peopleCare's mission to provide quality service and consistently exceed expectations of every person touched by our care," said Elaine Shantz, Chief Operating Officer, peopleCare. "With phase one almost completed, we will be moving our existing residents into their new home in mid-August. This is an exciting time for them as they watch the final stages of completion unfold. We will then have the opportunity to welcome new residents shortly after that."

The new building will nearly double square footage per resident and will have 32 bed resident home areas, each with their own dining room, kitchenette and living area. As part of the new design, there will be 28 new private rooms available to the community for residents. "They have been designed to ensure privacy, maintain independence, preserve dignity and uphold a sense of home while creating a better environment for infection control," said Elaine.

Once the entire project has been completed, the home will have a total of 185 residents; with 74 basic and 111 private rooms. The long-term care home specializes in restorative care and rehabilitation with daily physio-therapy available on site. The home will also have a secure area to address special behavioural needs such as Alzheimer's and dementia. In addition, the home will have easy access to parking with 73 spaces on site for families and guests.

Hilltop Manor, recently was awarded and exemplary accreditation rating for meeting all criteria and standards. In addition, the long-term care home was awarded one of Canada's 50 Most Engaged Workplaces in 2010 and 2011 by Achievers.

Transitioning to a System of Rehabilitative Care in Waterloo-Wellington

Residents across Waterloo Wellington can look forward to higher quality care and an enhanced patient experience as the Waterloo Wellington Local Health Integration Network Rehabilitation Services Review moves into the next phase of implementation planning. To lead this work, St. Joseph's Health Centre has been identified as the project sponsor. *Ontario's Action Plan for Health Care* calls for changes to the system to make it 'obsessively patient centred'. That's exactly

what the WWLHIN's Rehab Review has been all about – finding ways to enhance the patient journey throughout the system to provide better outcomes and more efficient care.

The first part of the review is being co-led by Dr. Ashok Sharma, Chief of Staff for Grand River and St. Mary's General Hospitals and Terrie Dean, Senior Director, CCC, Rehab and Ambulatory Care at St. Joseph's Health Centre Guelph. A committee of diverse health care professionals supported the Review, providing leadership and expertise to project coordinator Emmi Perkins.

As part of the Review, a comprehensive literature review and extensive engagement was conducted with health care providers, professionals, and patients to identify challenges and opportunities for improvement. The resulting Draft Rehab Review Report is grounded in evidence based-best practice and is well-aligned with Ontario's Action Plan for Health Care. The Draft report and supporting information can be found on the WWLHIN's website by clicking onto Current Projects.

Expert advisors including: Dr. Mark Bayley, Medical Director of Toronto Rehab's Neuro Rehabilitation Program, Dr. Jim Sahlas, Ontario Stroke Network Champion for Best Practices, Central South Regional Stroke Medical Director, and Charrisa Levy, lead of the Toronto Rehab network, were consulted. New emerging standards for rehabilitation and stroke care were also incorporated.

Through an extensive second consultation process, the Rehab Review Committee is now using additional input to prepare the final report.

The report outlines a plan to transition to a "System of Rehabilitative Care". The system will be organized around the following four condition-specific "Streams of Care": Stroke/Neurology; Musculoskeletal; Cardio-pulmonary; and Frail Elderly/Medically Complex. Each care stream will be supported by a lead organization whose mandate it is to lead the implementation of standardized, evidence-based best practices, through the development of clinical pathways and standardized outcome measurement, within their respective stream and across the continuum of the WWLHIN Rehabilitative Care System.

In addition, a two-year year full-time Project Lead/Rehabilitative Care System Coordinator position be created to work with local health care providers to implement the recommendations. The first Mosaic of Rehab webcast was held on Thursday, April 26 to update health care partners on the review and next steps. The next webcast will be held on June 28 from 8:00 – 9:30 am.

Update: National Injectable Drug Shortage

Over the past 3 weeks, representatives from the WWLHIN, Hospitals, CCAC and Physicians have been connecting to monitor and share local strategies to manage the injectable drug shortage created by issues at the Quebec Sandoz plant.

Thank you to Diane Wilkinson, WW Incident Manager - Drug Shortage, Vice President Patient Services/Chief Nursing Executive, Wellington Health Care Alliance, for all of her leadership in managing this critical issue for our LHIN.

The Ministry of Health & Long Term Care operationalized the Emergency Operations Centre as a result of this shortage and has adopted a 5 pillar strategy to monitor, advocate, update and assist with the challenges. The Health Care Provider Hotline is 1-866-212-2272 should any organization wish to connect with the Ministry EOC. This line can be used for Health Care Organization or Provider questions or concerns. It is not for the general public. The general public can contact Service Ontario at 1-866-532-3161.

Drug Information Centres located across the Province remain a resource for Pharmacist and organizations. A daily or weekly inventory is being completed by Hospitals, Hospices and CCAC to monitor drug inventories less than 5 days and between 6-14 days across the Province. Local sharing of medications has occurred and strategies for conservation have been communicated from Hospital to Hospital to address allocation issues. [Click here](#) to read the full update.

Check out this Video: 'Alive Inside'

Story and video from the CBC

"This is the power of music in action: Henry lives in a nursing home. His mind is clouded, he is unresponsive to most stimuli, and he doesn't remember his own daughter. But when he's given an iPod with some of his favourite tunes on it, everything changes. His face lights up, he remembers the artists he loves and their songs, and he can carry on a lengthy conversation about the music he listened to as a younger man."

This video is an excerpt from the documentary 'Alive Inside', which examines the ability of music to awaken memories in patients suffering from Alzheimer's and dementia. [Click here](#) to watch the video.

Health Providers Now Have Mobile Access to eHealth Records

Authorized health care providers can now use mobile devices to instantly and securely access their patients' health information, accelerating the decision-making process and enhancing patient care, announced Murray Glendining, Executive VP, Hamilton Health Sciences Corporation and CIO of the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN).

"The combination of a highly mobile device like the iPad, and comprehensive patient data spanning many hospitals through ClinicalConnect, brings effective, fast, secure and safe decision-making ability right to the bedside at any time, day or night," said Dr. Rafi Setrak, emergency physician, Niagara Health System.

ClinicalConnect, a secure, online portal that connects the hospital information systems of the 28 hospitals and two Community Care Access Centres (CCACs) in the HNHB and Waterloo Wellington LHINs can now be accessed using mobile devices. These devices will soon receive diagnostic test results in real time, allowing clinicians to make quicker decisions and provide care sooner.

eHealth Ontario recently funded ClinicalConnect's \$5.3 million expansion as part of its provincial strategy to leverage existing regional systems connecting local hospitals and clinicians.

[Click here](#) to read more.

Check out this Video: Francophone Health Care Services

[Click here](#) to watch an informative video by Health Canada about french health care services.

Exclusive Opportunity to Play with an LPGA Professional and Benefit Charity

The inaugural Manulife Financial LPGA Classic will take place from June 18 – 24, 2012, at Grey Silo Golf Course in Waterloo, Ontario. This official full-field LPGA tournament will bring the best female golfers in the world to Waterloo Region.

This is your exclusive opportunity to play a round of golf with one of the world's best golfers.

The St. Mary's General Hospital Foundation Charity Pro-Am on June 18, 2012, is the kick-off event to the Manulife Financial LPGA Classic, providing the opportunity to play a round at Grey Silo under tournament conditions, alongside a LPGA Tour professional. With only 20 foursomes available to purchase, this will truly be a once-in-a-lifetime opportunity.

[Click here](#) for more details.

News: Drug Treatment Funding Program

A suite of projects funded by the national Drug Treatment Funding Program (DTFP), which aims to strengthen substance abuse treatment systems, is taking place across Ontario. Many of these projects will require participation from addictions and mental health agencies, resulting in some changes in daily practice.

Approximately \$6.78 million was committed to fund twelve DTFP Ontario Systems Projects, which began in July 2011 and will go until March 2013. For more information on the full suite of Ontario DTFP projects visit the Ontario DTFP website: <http://www.ontariodtfp.ca>.

Given the close relationship in Ontario between addiction services and mental health services (e.g. serving clients with concurrent disorders), some elements of the Ontario DTFP initiative include mental health services where appropriate. 5 of these projects are linked. [Click here](#) to view a document that provides an overview, explaining how they will contribute to the Addictions Treatment System, and the changes that will be taking place in participating agencies.

Portage Spring Newsletter

Portage is a non-profit organisation dedicated to helping people who are suffering from substance abuse-related problems to overcome their dependencies and to live healthy, happy and productive lives. Portage receives funding from the WWLHIN as part of its integrated youth addictions program.

[Click here](#) to read their Spring Newsletter.

Resource Matching and Referral April Bulletin

[Click here](#) to read the latest Resource Matching & Referral (RM&R) project bulletin.

Update: Board Meeting Materials

Starting with the May 3rd, 2012, WWLHIN Board of Directors meeting, all open-session Board meeting materials will be posted on the WWLHIN's website 24 hours in advance of the meeting. Meeting materials may be viewed [here](#).

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.

- @TrilliumGift: Thank you! "@WW_LHIN: A big #FFto @TrilliumGiftin recognition of National Tissue and Organ Donation Awareness Week!! beadonor.ca"
- @kwhumane: @WW_LHINThank you. There are so many ways to support the K-W Humane Society. No money required, Just a caring home to help [foster](#).
- @RNAO: RT @ww_lhin: Fairview Mennonite Receives RNAO Best Practice Designation - read about it here: <http://bit.ly/JktGA5#access2care>
- @HNHB_LHIngage: Safer, high qly care 4 pts in HNHB & @WW_LHINMT @clinicalconnect: mobile access 2 #eHealthrecords enhancing pt care

- @Energyontheat: Back from productive meeting with @WW_LHIN@RegionWaterloo thinking OTB about social determinants of health. Great 2c partnerships grow
 - @Michaelharrispc: Will do! RT @WW_LHIN: GR8 health care in WW: stay clear of glass doors! RT @Michaelharrispc: Nose fixed! Thanks ...
 - @SarahChristilaw : Gayle Montgomery - addressing poverty, improving health - great discussion thx @WW_LHIN
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