

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - May 14th, 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.

Communication Key to Quality Care at Cambridge Country Manor

Regular communication with residents and families improves resident experience



Communicating with residents and families is an everyday priority at Cambridge Country Manor Long-Term Care Home. The Home has introduced a number of new communications tools and processes to ensure each resident and their family is informed, engaged, and part of their care.

"When families and residents know exactly what to expect, are engaged in their care and activities in the home, and know who to go to when they have concerns or need help, they have a quality experience in our home," said Heather Richardson, Administrator. "It de-escalates anxiety and empowers residents and families to be active participants in the home."

Communication starts on admission. On the first day, families meet with personal support workers, nurses, dietitians, physiotherapists, and activity staff to learn about the services of the home and what care the resident will receive. A week later, the family meets with the home's administrator to discuss their experience so far, and to ask any questions they may have. "This is a great opportunity for me to pull in resources such as physio or nutrition and make sure families are fully informed and comfortable with their loved one's care and experience," said Heather.

Another week later, families meet with the resident's doctor to discuss any health concerns. "We've received great feedback on these meetings," said Ireme Kara, Assistant Director of Care. "Families really appreciate getting to know the doctor so

they can feel confident that their loved one is getting the best care possible."

Photo: Activities Director David chats with members of Cambridge Country Manor's Residents Council. [Click here](#) to read more.

Celebrating Nurses and Winning an Award at Guelph General Hospital

Guelph General Hospital has many reasons to celebrate its nurses. Recently, the hospital received the Registered Nurses of Ontario Association (RNAO) Recognition in the Workplace Award for 2012.

This award was presented at the RNAO annual meeting - Looking back with pride. Moving forward with vision. The award recognizes an Ontario health care organization for its work to foster involvement of RNs in their professional association; for creating a climate of professional partnership and quality work life and for demonstrating commitment to promoting professional development and research-based practice.

In addition to winning that award, GGH just completed a three-year process to become an RNAO Best Practice Spotlight Organization (BPSO) by implementing five best practice guidelines. These Guidelines have specific outcome measures that improve the quality of the patient experience and ensure evidence-based best practice.

"Guelph General continues to demonstrate its commitment to collaborative professional practice," said Eileen Bain, Vice President Patient Services and Chief Nursing Executive. "The implementation of these guidelines has helped nurses and other members of the health care team apply the best available evidence to their clinical decisions at the point of care as well as supporting a healthy work environment."

GGH adopted five new best practices.

- Assessment and Management of Pain
- Assessment and Management of Venous Leg Ulcers
- Stroke Assessment across the Continuum of Care
- Breastfeeding Best Practice Guideline for Nurses
- Workplace Health, Safety and Well-being of the Nurse Guideline.

[Click here](#) to read more.

Patients Benefit from Safer Care Environment and Focus on Infection Prevention

Grand River Hospital continues to see the results of efforts to provide a safer care environment for patients. Newly-released statistics show the hospital consolidating gains in hand hygiene at both of the hospital's main sites for before contact with patients. Further efforts are planned to increase hand hygiene rates after patient/environmental contact.

"Hand hygiene is one of the simplest, most cost-effective solutions we have in preventing the spread of germs which could cause infections in our hospital," said Dr. William Ciccotelli, medical director of infection prevention and control. "We're very proud of the work our staff members have done to improve upon hand hygiene, and want to make ongoing gains in the years ahead."

Steps that GRH has put in place to improve hand hygiene include:

- Installing brightly-coloured alcohol hand rub dispensers throughout the hospital. GRH's two main sites have over 2,700 alcohol dispensers in key areas, including direct patient point of care. Volunteers also make an extra effort to provide hand rub to patients and visitors entering the building;
- Increased education throughout hospital units; including our physicians and health care students; and
- Setting improvement targets in program areas with monthly audits to track progress.

The results are publicly reported at the hospital's www.grhosp.on.ca website.

New Addictions and Mental Health System Coordinator Hired

A new System Coordinator for the Addictions and Mental Health System in Waterloo and Wellington.

Julie Nicholls has been hired for this important system role. Julie has her Masters of Business Administration, Certificates in Mental Health Law and Risk Management, and has worked extensively in the health care sector. For the past six months, Julie has been working as the Implementation Facilitator for the Behaviour Supports Ontario (BSO) Program in Waterloo and Wellington as part of one year contract in the Geriatric system.

In this role, Julie has been working with all the key stakeholders in the Geriatric system to implement a new community based clinical team, while at the same time, streamlining the Geriatric service system to seamlessly incorporate this new service. Previously, Julie has worked at Grand River Hospital as the Director of Risk Management and Patient Safety for 10 years. Julie brings a wealth of project management, quality and risk, system, and leadership experience to this role. Julie will be working cooperatively with Brooke Young, our other System Coordinator, to facilitate key projects, that will address the critical priorities in our Addictions and Mental Health System.

Julie will begin in this role on June 28, 2012. There will be a period of transition, as Julie will need to support key deliverables for the BSO Project, while she transitions into the System Coordinator role fully. Julie will be employed by Trellis, and ultimately accountable to the Core Action Group. Julie will be based out of the Trellis office, located at 485 Silvercreek Parkway, Guelph.

Demand for Subsidy puts Pressure on Fundraiser

Local seniors and adults with disabilities need more help now than ever before to pay for community support services to assist them to stay in their own homes. Community Support Connections – Meals on Wheels and More experienced a 48.6% increase in the amount they covered for meal subsidies for their clients this year over last.

“Some of our clients are having trouble covering the cost of a nutritious meal. For those who are already living on a bare-bones budget, those extra few dollars can mean the difference between eating or going without,” says Dale Howatt, Executive Director of Community Support Connections – Meals on Wheels and More.

One of the ways that CSC raises funds for their meal subsidy program is their annual Drive to Deliver Golf Tournament. Traditionally the tournament has been able to raise the majority of the money the organization needs to cover their meal subsidies, but will need to raise twice as much this year in order to cover the increased demand.

“We have some exceptionally generous members of our community who help make the event a huge success every year, and our golf committee is working hard to bring in new sponsors and golfers. As a community we need to ensure that these vulnerable members of our community don't have to go without.”

On average, every \$2.30 raised equals one subsidized meal, though subsidy rates vary depending on the client's financial situation.

WWLHIN Board Highlights

[Click here](#) to read highlights from the May 3, 2012 WWLHIN Board of Directors Meeting.

RNAO Recognizes GRH for Dedication to Best Nursing Care Practices

Just prior to Nursing Week, nurses at Grand River Hospital celebrated a provincial designation that recognized both their dedication to excellence in patient care and their efforts to bring the latest evidence and research to nursing.

GRH has achieved the Registered Nurses' Association of Ontario's best practice spotlight organization (BPSO) designation after a three-year effort. The designation recognizes the hospital's work to put in place the latest evidence-based practices to ensure the highest quality nursing care for patients and families.

"Nurses are the life blood of our hospital and we are very pleased with the extra work and effort they have taken to earn this very prestigious designation. We are very proud of our nursing staff and their continuous efforts to make the care at Grand River the best it can be," said D'Arcy Delamere, chair of the GRH Board. "The BPSO designation is important to ensuring our patients and families understand that the nursing care they receive at GRH is of the highest quality, along with our dedication to compassionate care."

"Grand River Hospital was selected among many other applicants to implement multiple clinical best practice guidelines developed by RNAO, and we know it will stand as a shining star," says Doris Grinspun, RNAO's chief executive officer. "We're confident that these evidence-based tools are supporting GRH's nurses to provide the highest quality care and improve patients' health outcomes and satisfaction."

[Click here](#) to read more.

Seniors in Need

Seniors For Seniors™ is pleased to announce the launch of Seniors In Need™, an online registry connecting impoverished seniors across Canada with donors who wish to help. They are asking their non-profit partners to register at www.seniorsinneed.ca and submit seniors in their community who need assistance.

Seniors In Need™ is the first registry of its kind in Canada devoted to impoverished seniors.

In November 2011, Seniors For Seniors™ initiated a financial assistance program where they donated \$1,000 each per month for a year to two seniors in the GTA who were suffering severe financial distress. The media became aware of the endeavour and it appeared on CTV National News and CBC National News. The Globe and Mail also carried the story.

Seniors for Seniors was overwhelmed by the number of people across Canada wishing to donate and assist. Nobody knows better than health and non-profit partners of the plight of impoverished seniors in Canada which is why Seniors For Seniors is asking staff in these organizations to register online and submit a senior(s) who needs assistance. [Click here](#) to visit the website.

Links to Health Newsletters

A collection of links to the latest newsletters from health service providers, health care associations, and other health related organizations. If you would like your organization's newsletter to appear in this section of the WWLHIN's eNewsletter, please forward your newsletter to connie.macdonald@lhins.on.ca.

- [Guelph General Hospital Foundation eNews](#)
 - [Mosaic Counselling & Family Services eNews/Blog](#)
 - [Waterloo Wellington Addiction and Mental Health Newsletter](#)
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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.

- @DTORourke: @WW_LHIN THX for the #FF and right back at you! Thank you for your commitment to healthy [communities](#)
- @PreventingCrime: @WW_LHIN I think a team from your office should join us at a meeting sometime! #WRCPC is full of great (& fun) people!
- @WarmEmbraceEC: RT @ww_lhin: @WW_LHIN CEO Bruce Lauckner posts a special message to thank nurses during #nursingweek. Check it out!
- @DebMedProgram: @WW_LHIN Thanks for connecting. Pls share this #who 5 #handhygiene video with your team.
- @pfthurley: Just had an awesome coffee chat with @WW_LHIN's CEO, Bruce Lauckner. I'm glad someone is taking the social determinants of health seriously!
- @jborthwik: Heading 2 #leadercast hosted by @My_Chamber! A powerful day hearing from great leaders! Added perk @kateCorrieFan & @WW_LHIN ppl here 2
- @talklocalWR: on @talklocalWR: the new school of public health & health systems <http://goo.gl/3FyeZ> w/ @uwaterloo's Paul McDonald & Paul Stolee @WW_LHIN
- @ClinicalConnect: #EHRs in 2 #LHINs avail. on mobile devices - Can. Health Tech mag: <http://bit.ly/loGcuR> #eHealth @HNHB_LHINgage @WW_LHIN

