

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - May 28th, 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.

Commitment to Values Drives Resident-Centred Care



Every decision made at the A.R. Goudie Eventide Long-Term Care Home in Kitchener is made based on the home's core values: compassion, dignity and respect, teamwork, and excellence.

"If the focus is on the resident, it doesn't matter what part you do, there isn't a hierarchy of value for resident care," said Dan Oettinger, Interim Executive Director at A.R. Goudie. "It comes back to values because we are all here to serve our residents and they deserve everything we can give them."

Last year, the home was faced with a difficult decision - whether or not to admit a new resident who had severe mental health problems and illness. This resident would require additional resources in the home and significant training for staff. Rather than just saying no, the home sent a team of staff to Grand River Hospital. There, they met with the potential resident and his care team to better understand his unique care needs.

"Because this person had aggressive behaviours, his care needs were much higher than any of our current residents," said Anabela Henriques, Assistant Director of Care at A.R. Goudie. "But when we looked at our values, we made a commitment to treat this individual with compassion, dignity and respect, and to work together as a team to provide him with excellent care. He has been with us more than a year now and is thriving with a great quality of life. He is much more affectionate and less fearful."

Photo: A.R. Goudie resident Harry provides hand sanitizer to another resident outside the Home's dining room. [Click here](#) to

[read more.](#)

Improving Patient Access in Waterloo Wellington by Adding More Nurses



On Friday, May 18th, local MPPs John Milloy and Liz Sandals announced that Ontario is strengthening the health care system and helping families in Waterloo Wellington receive quality care close to home by creating 55 nursing positions in the Waterloo Wellington LHIN.

Nursing positions in the Waterloo Wellington LHIN will include:

- 12 nurses to care for long-term care home residents with complex and challenging behaviours
- 12 telemedicine nurses to support patients in remote areas while they receive care from specialists through video hook-up
- 9 nurses working in schools to identify and support students with mental health or addiction issues
- 1 nurse to provide dedicated care to non-urgent ambulance patients arriving in hospital ERs
- 6 surgical first assist nurses who support the surgeon and the rest of the operating room team
- 2 nurses who visit long-term care home residents, helping them avoid unnecessary visits to the hospital emergency department
- 2 nurses who identify and help teenagers and young adults with suspected first episodes of psychosis
- 1 nurse to help manage care for people with eating disorders
- 1 nurse supporting cancer care patients while they are being diagnosed.

Photo: MPP Liz Sandals makes the announcement at the Guelph Office of the Waterloo Wellington CCAC. [Click here](#) for more info.

Healthy Kids Panel To Help Reduce Childhood Obesity

Ontario is bringing together a group of experts to help tackle the challenge of reducing childhood obesity by 20 per cent over five years.

The Healthy Kids Panel will be co-chaired by Alex Munter, Chief Executive Officer of the Children's Hospital of Eastern Ontario, and Kelly Murumets, President and Chief Executive Officer of ParticipACTION.

Drawing on a broad range of expertise, the panel will work with health care leaders, non-profit organizations and industry to create a unique model that draws on successful strategies to reduce childhood obesity.

The panel will provide the Minister of Health and Long-Term Care with recommendations that are evidence-based and fiscally achievable. It will report back later this year with its first recommendations.

Minimizing the factors that contribute to obesity during childhood, helps reduce the likelihood of being overweight and obese in adolescence and adulthood. Childhood obesity is strongly linked to increased risk of high blood pressure, type 2 diabetes, heart disease, gallbladder disease, stroke, and certain types of cancer including breast and colon cancer.

St. Luke's Place to Celebrate Seniors Month

Saint Luke's Place will celebrate the active lives of its Seniors at its 19th Annual Community Fair & BBQ on June 16th from 9 a.m. – 2 p.m. The theme "Spring into Christmas" expresses the cultural environment so enjoyed at Saint Luke's Place – magnificent blessings, wonders, satisfactions, encouragement, kindness & the sheer joy of being a member of a loving family.

"We invite the community to come out and have some fun while reminiscing with our Senior Family," says Tim Vander Welle, Board Chair of Saint Luke's Place Foundation. The day is filled with family activities, a BBQ and Strawberry Social organized by the Residents' Council.

Proceeds from this event will be designated to purchase a Recumbent Bathing System to enhance the bathing experience for the home's Seniors! Its featured shape provides staff additional room for washing and caring for residents.

[Click here](#) for more information.

Ontario Adds Three Million More Home Care Hours

Over the next three years, Ontario will help 90,000 more seniors get the care they need to live comfortably in their own homes by adding three million more hours of personal support worker (PSW) care.

PSWs assist people with personal hygiene, light housework and help with delegated health procedures such as changing dressings. Having the support of PSWs enables seniors, people with physical disabilities and those with complex needs to live independently at home -- rather than in a hospital or long-term care home.

Helping seniors stay at home longer benefits the entire health care system by freeing up hospital beds for those who need acute care, reducing pressure on emergency rooms and saving money. Increasing PSW hours ensures access to the right care, at the right time, and in the right place.

Volunteer Evening at Eden House

On April 19th, Eden House Care Facility, a Retirement and Long-Term Care Home, celebrated the commitment and dedication of over 60 volunteers and groups who graciously gave over 550 hours in 2011.

We began with a presentation by Robin Smart from the Alzheimer's Society on the difference volunteers make to those in our community who are afflicted with dementia. The owners presented a special award from the Ontario Long-Term Care Association to Marg Blacklock who has volunteered for over 40 years. The latter portion of the evening was filled with fun, games, and light appetizers.

We would like to thank all the volunteers, staff, and the presenter for a wonderful evening. Thanks from the staff and residents were bestowed upon the volunteers. Marg also received a 40 year pin and a pin for the Queen's Diamond Jubilee from the Ontario Volunteer Service Awards Committee.

Karen Alder, Life Enrichment Coordinator, Eden House

Ontario Helping Reduce Abuse of Prescription Drugs

Ontario is taking further action to reduce the abuse of prescription narcotics and controlled substance medications across the province. A new narcotics monitoring system will track all prescription narcotics and other controlled substance medications dispensed in Ontario.

The monitoring system will help ensure appropriate prescribing, dispensing and use of narcotics by issuing an alert to the pharmacy in real time when cases of double-doctoring (the same prescription being prescribed by more than one doctor) or

multiple pharmacy visits are detected. The information collected also allows for the development of strategies to better protect patients and ensure the appropriate prescribing and use of narcotics.

Since November 2011, Ontarians have been required to show identification to their doctor, dentist, and in some cases their pharmacist, in order to receive a prescription narcotic or other controlled drug. Pharmacies are now electronically collecting and submitting this information through the narcotics monitoring system so the province can securely monitor the prescribing and dispensing of narcotics to Ontarians.

As part of the Narcotics Strategy, the Ministry of Health and Long-Term Care has also been working closely with the Expert Working Group on Narcotic Addiction, health care partners and community leaders to ensure that Ontarians addicted to opioids such as OxyContin receive the care and support they need.

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.

- [Community Support Connections April Newsletter](#)
 - [Grand River Hospital ePulse](#)
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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.

- @StMarysGenHosp: Tx 4r sharing #WRAwesome innovation @WW_LHIN MT: @picardonhealth: TO hospitals 2 post live ER wait times <http://bit.ly/JlhBJ9> @TorontoStar
 - @Lutherwood: RT @WW_LHIN: 9 nurses coming to @ww_lhin schools to help kids with mental health and addiction [issues](#)
 - @LHetherington: Progress: RT @WW_LHIN WWCCAC ceo kevin mercer says investments and Home First philosophy reduced pts waiting in hosp for LTC by 36 per cent
 - @WellyAdvertiser: RT @WW_LHIN: MPP Liz Sandals announces more than 55 new nurses for Waterloo Wellington Local Health Integration [Network](#).
 - @OLTCAnews: RT @ww_lhin: Communication Key to Quality at Cambridge Country Manor: <http://bit.ly/lbwBHj> #access2care #LTC
 - @WarmEmbraceEC: RT @ww_lhin: PATIENT-CENTRED CARE: More Rhetoric, Or A Successful System Transformation Strategy? Read Ted Ball's Blog: <http://bit.ly/JNGT3u>
 - @thebrianbanks: @WW_LHIN Thanks for the RT
 - @WW_LHIN: Youth given a voice at Guelph harm reduction forum: <http://bit.ly/MnOnxB> @WW_LHIN CEO Lauckner one of community leaders there to listen
 - @Chief_BLarkin: Proud to join @mayorofguelph Farbridge, @WDGPublicHealth Rita Sethi & @WW_LHIN CAO Bruce Lauckner to listen - youth voices & service needs.
 - @Lutherwood: RT @WW_LHIN: @WW_LHIN will be on @talklocalWR tonight 2 discuss the WWLHIN's role in health care transformation, planning, & [accountability](#).
 - @MichaelWolf_RAH: Great news! RT"@WW_LHIN: Improving Patient Access across the @WW_LHIN By Adding More Nurses : <http://bit.ly/qCtdyc> #access2care #nurse"
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