

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - June 12th, 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.

Another Successful Hike for Hospice



We could not have hoped for a better outcome" beamed Linda Leja, Hospice Wellington's now bald, Fund Development Coordinator. "We raised almost \$10,000 from the head shave, we registered three times as many walkers as last year and when we add the online and cash donations to sponsorship, we will likely surpass our goal of \$50,000."

Peter Prier, a Director with Stantec the main sponsor of the event, whose daughter Julia died at Hospice Wellington last fall, acknowledged the incredible support of the staff and volunteers: "Our family can personally attest to the compassion and care all at Hospice offer. Little did we know, years ago when our company donated to Hospice, that later we would be using the services. We are grateful the services were there when we needed them and are honoured to be able to help offer them in the future to others equally in

need."

With almost 500 residents cared for since opening the renovated facility in June 2010, Hospice Wellington's volunteers also continue to offer individual support in people's homes in the community or in other institutional settings. Hundreds of hours of programming have been offered to caregivers, palliative clients and those who are grieving or bereaved. Six new programs have been added in the past 12 months all of which have been developed in conjunction with other public and private health care partners.

Photo: The Pratt Family whose son/husband/father died with Hospice in 2010, this is their second year walking. Their dog

Sophie is half sister to Lucy the Hospice dog.

[Click here](#) to read more.

Engaging with Local Residents to Develop the Next IHSP

The Waterloo Wellington Local Health Integration Network (WWLHIN) is in the process of developing the local health system's next three-year strategic plan – the Integrated Health Service Plan (IHSP).

This plan will guide the work of the WWLHIN and local health care providers to lead a high-quality, integrated health system for our residents. To support the development of the IHSP, the WWLHIN is reaching out, and engaging directly with local residents. We need to hear from local residents about their experiences with our local health system.

To collect this information, the WWLHIN will be conducting a 15 minute, confidential survey with residents across Waterloo Wellington by phone. You may receive a phone call on behalf of the WWLHIN to participate in this survey in early June.

An online version of this survey is also available here: <http://www.surveymonkey.com/s/IHSP-Survey>. Thank you for taking the time to share your experiences with us!

Local Seniors Benefiting from Groundbreaking Provincial Project

Investment in behavioural supports leading to better care in community, hospitals and long-term care

Local seniors living in the Waterloo Wellington Local Health Integration Network (WWLHIN) are starting to see changes in how care is provided in long-term care homes, hospitals and the community. Through the Behavioural Supports Ontario (BSO) Project new services, programs and training are now being introduced to provide appropriate care and support for an increasing number of seniors across Ontario and their families and caregivers, who live and cope with dementia, mental illness and/or other neurological conditions.

First announced by the province last August, BSO represents a comprehensive system redesign that has successfully broken down barriers, encouraged collaborative work, shared knowledge and fostered partnerships among local, regional and provincial agencies. The result is a cultural transformation; a new way of thinking, acting and behaving.

In the Waterloo Wellington LHIN, health service providers worked together to develop a local action plan that focuses on increasing specialized Behavioural Support Registered Nurse (RN), Registered Practical Nurse (RPN) and Personal Support Worker (PSW) positions in the 35 long-term care homes across the LHIN. For a 100 bed LTCH, this means an increase of approximately 20 hours per week of staff time to focus on improving care for residents with responsive behaviours.

At Fairview Mennonite Long-Term Care Home in Cambridge, the impact has been immediate on residents. "My 85-year-old mom has late-stage Alzheimer's. The staff gave her a doll, which made her really happy. Since having a doll to care for, we've noticed some improvement in Mom's language. She usually starts sentences, forgets what she is going to say and the result is often nonsensical. Now she more frequently uses complete sentences that make sense," said her daughter.

BSO has allowed local health service providers to hire new staff including nurses, personal support workers and other health care professionals. Meanwhile, the project has also leveraged existing/complementary services and resources, galvanizing a LHIN-wide approach to caring for this population in a coordinated, integrated way. As a result, both new and existing workers have received specialized training for the skills required to provide patient-centered care to seniors who have responsive and complex behaviours.

[Click here](#) for more information.

CODE STEMI Protocol now available to Heart Attack Patients in Perth County

Heart attack patients who call 911 in Perth County will have rapid access to emergency angioplasty at hospitals in Kitchener and London.

The first phase of this service includes patients in Stratford and the town of St. Marys, plus some rural areas of the county, who are within a 30-minute ambulance trip to St. Mary's General Hospital in Kitchener or University Hospital in London. Phase two is for patients within a 45-minute trip to either hospital, which will allow access to other areas of the county like Listowel and Mitchell.

This expanded access to care is the result of a partnership between Perth County Emergency Medical Service, St. Mary's General Hospital in Kitchener, University Hospital in London, and the Huron Perth Healthcare Alliance (Stratford and St. Marys sites), along with Listowel Memorial Hospital.

Eligible patients are those experiencing an acute ST elevation myocardial infarction (STEMI). This is a type of heart attack in which flow of oxygen-carrying blood is blocked and, heart muscle begins to die with each passing moment, diminishing the heart's ability to keep beating. The cardiac centres in London and Kitchener offer the gold standard in heart attack treatment which is to have the blocked artery open with angioplasty within 90 minutes of the first medical contact.

Excellence in Geriatric Care Recognized at 9th Annual Awards Gala



The Regional Geriatric Program central (RGPC), St. Peter's Hospital, Hamilton Health Sciences and St. Mary's General Hospital recently announced the winners of the 9th Annual Service Awards for Geriatric Excellence (SAGE).

SAGE is a unique program that celebrates the outstanding contributions of individuals and organizations committed to providing the highest quality of care to older adults in our communities to ensure they can age with optimal health, independence and dignity.

60 nominations were received from six regions across Southern Ontario (Hamilton, Niagara, Haldimand-Norfolk, Waterloo, Wellington-Dufferin and Halton).

Photo: Dr. Nicole Didyk and award winner Clinical Nurse Specialist Susan Oates from St. Mary's General Hospital.

[Click here](#) to read more. [Click here](#) to read an article about the local award winners.

Expression of Interest for WWLHIN Clinical Telemedicine Program

The Waterloo Wellington LHIN has recently been awarded funding for nursing positions to support clinical telemedicine through the Ontario Telemedicine Network (OTN). These nurses will be critical in increasing access to health care services in the most appropriate setting by building and leveraging partnerships with multiple organizations.

In order to make the site selection process fair and equitable, the Waterloo Wellington Telemedicine Advisory Committee will be accepting Expressions of Interest from potential participating organizations for review. St. Joseph's Health Centre Guelph (SJHCG) is the lead organization and funding will flow from SJHCG to the participating sites with Memorandum of

Agreement documents in place.

Please note that funding for this program is limited to nursing salary and benefits. As a participant in this project, it is expected you would supply in-kind resources such as work space, mileage etc. Please be advised that the nursing positions are funded at a rate comparable to a community agency nurse so there may be some requirement for salary top-up depending on your organization or programs pay scale.

Please [click here](#) for the Expression of Interest form. In order to submit your Expression of Interest ,please complete the information and email to Matt Smith, Telemedicine Program Coordinator at matt.smith@sjhcg.ca by June18, 2012. If you have any questions please contact Matt Smith at 519-824-6000 ext. 4375.

Generous Grants Return Independence to Seniors

Getting to medical appointments, the grocery store, and adult day programs are often a necessity, but for hundreds of local seniors and adults with disabilities, getting to appointments or even accessing food can be a daunting challenge.

Thanks in part to a generous grant from The Kitchener Waterloo Community Foundation Community Fund, the David Clare & Susan Ferne Bender Family Fund, and The Motz Family Endowment, clients of Community Support Connections – Meals on Wheels and More will benefit from increased availability with the purchase of a reliable replacement vehicle to assist with the program.

The former Kitchener Seniors Volunteer Services board, who donated the original vehicle needing replacement, also provided capital funding for the purchase.

686 of CSC's 3,663 clients are currently using the transportation program, with 150 of them riding on the new bus. Community Support Connections averages between 1,300 and 1,400 rides per month including trips made in the two agency vans, as well as in volunteers' personal vehicles.

"We are very excited about this replacement vehicle, particularly because it represents an increase in our ability to provide transportation to vital services that have shown to be critically important in helping seniors remain in their homes independently," says Dale Howatt, Executive Director of Community Support Connections – Meals on Wheels and More.

Aging at Home Year Two Review Complete

In 2007, the Waterloo Wellington Local Health Integration Network (WWLHIN) was allocated \$37 million over three years as part of the Ministry of Health and Long-Term Care's Aging at Home initiative.

Locally, the WWLHIN invested these funds to provide a suite of programs and services that would: Help seniors to stay healthy and live with independence and dignity at home; Provide better access to community support services, home care, supportive housing, long-term care beds, and end-of life care; and Sustain the healthiest population of seniors possible.

At the outset of Aging at Home, the WWLHIN committed to reviewing all of the programs that were funded in each of the three years of the initiative. In January, a team of WWLHIN staff with input from participating health service providers began the review process for programs funded in year two of Aging at Home. The seven programs that were funded include:

- Acquired Brain Injury Supportive Housing at Travers Independence
- Attendant Outreach Program at the Independent Living Centre of Waterloo Region (ILCWR)
- Community Hospice Palliative Care Teams at the Waterloo Wellington Community Care Access Centre (WWCCAC)
- Integrated Assisted Living Program at the WWCCAC
- Intensive Geriatric Service Workers the Trellis Mental Health and Developmental Services
- Short-Term Respite Care at Sunnyside Home
- Supportive Housing at Sunnyside Home

The review had three main components - each program was required to complete a self-evaluation, program staff then met with the review team at the WWLHIN to present their self-evaluation, and as a final step the review team completed a comprehensive review of each program based on all of the information provided.

A final report of the review was presented to the WWLHIN Board of Directors on March 29. The final report recommended that two of the seven programs (Attendant Outreach at ILCWR and Short Term Respite at Sunnyside) would receive annualized funding. The five remaining programs will receive an additional one-year of funding with outlined opportunities to improve quality and access to care for local residents.

[Click here](#) for more information on the Aging at Home programs funded in Waterloo Wellington.

Youth Voices Video

The [Wellington Guelph Drug Strategy](#) proudly presents to you Youth Voices, a poignant film where young people from Guelph and Wellington County share what they need when it comes to support and services. View the video [here](#).

It is the sincere hope of the youth who courageously share their thoughts with you that individuals and organizations will not only listen to their feedback, but will use it as a catalyst to create more meaningful, compassionate, accessible youth services for those who need them. Please share broadly.

This film is directed and produced by Thoreau Bakker of Katana Vision Video, in partnership with ED Video Media Arts Centre.

Health Service Provider Survey

The Waterloo Wellington Local Health Integration Network (WWLHIN) Board of Directors and staff value our collaborative relationships with local health service providers (HSPs) as we work together to improve access to quality care for Waterloo Wellington residents.

Our commitment is to seek input on our organization as we continue our important job as leaders of the local health system. To support this effort, we need your help and input to complete a HSP survey which will provide feedback to us on what we are doing well and how we can continue to improve.

The WWLHIN partnered with the Erie St. Clair LHIN to achieve cost efficiencies on the survey, and therefore, the University of Windsor was the successful proponent. The survey has been sent out to Administrative and Governance leaders at local health service providers. Thank you for taking the time to complete the survey - we look forward the valuable and insightful feedback we hope to receive.

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.

- [ClinicalConnect June Newsletter](#)
- [CCIM InProgress](#)
- [Canadian Mental Health Association - Grand River Branch Spring News](#)
- [Guelph CHC Spring Newsletter](#)
- [InfoRehab Bulletin](#)
- [Mental Health Commission of Canada](#)

- [OACCAC May Bulletin](#)
 - [WW Addiction & Mental Health Network Newsletter](#)
 - [WWCCAC Reach Newsletter](#)
 - [WW Suicide Prevention Council News](#)
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Notice of Special Board Meeting

Please be advised that there will be a Special WWLHIN Board Meeting on June 27th. [Click here](#) for details.

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.

- @WarmEmbraceEC: Heading into a #FallsPrevention committee meeting now, with @WW_LHIN attending. Helping #seniors stay strong on their feet is crucial.
 - @redearlybird: @WW_LHIN @GuelphIndLiving it was a good message delivered by the CEO, and the CSS is ready 2 to deliver and build on our current successes!
 - @OLTCAnews: RT @WW_LHIN - local seniors benefit from behavioural support program: <http://ow.ly/bhgC0>
 - @omnihealthcare: RT @WW_LHIN - local seniors benefit from behavioural support program: <http://ow.ly/bhgC>
 - @pftthurley: Listening to Bruce Laukner, CEO, @WW_LHIN talk about the LHIN's strategic plan, developed in consultation w/ leading global health leaders
 - @Energyonthest: Big update @WW_LHIN Community Council last night from CEO Lackner. New mantra & focus for all: "serving residents" Simple, clear & visionary
 - @WW_LHIN: @WW_LHIN Chair Joan Fisk recognizes new mental health program supports Better Health - Better Futures #Cambridge Memorial Hosp #LHIN
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