

WWLHINformation

Waterloo Wellington LHIN



Waterloo Wellington LHIN eNewsletter - August 20, 2012

The Waterloo Wellington Local Health Integration Network's mission is to lead a high-quality, integrated health system for its residents. Driven by a core value of acting in the best interests of its residents' health and well-being, the Network is committed to creating Better Health and Better Futures across Waterloo Wellington.

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 build a high-quality, integrated, and sustainable health system for residents in Waterloo Wellington.

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.

Health System Strategy Engagement Sessions

Over the past couple of months, a number of engagement sessions have been held with health system governors and senior health leaders across Waterloo Wellington.

These sessions have provided an opportunity to present an overview of the Waterloo Wellington Local Health Integration Network's new strategy for the local health system, including its new mission, vision, and strategic directions. More importantly, they have allowed for discussion on the important role health service providers will serve in its implementation.

The message from these sessions is clear: above all else, the Local Health Integration Network is committed to putting the health and wellness of its residents first.

The next year, and those after, will be ones of fast paced change as the Local Health Integration Network leads a high quality, integrated health system for its residents. Thank you to those who have attended these sessions. Your feedback and commitment to achieving results for local residents is exactly what we need to move this ambitious strategy forward. Questions and comments are welcome and appreciated.

For more information about the strategy, [click here](#).

Integration of Addiction Services



**Enhancing
Coordination &
Transitions of Care for
Targeted Populations**

The purpose of the Addictions Integration Project is to develop an integration plan for Waterloo Wellington that will improve residents' health through the delivery of a timely, high-quality addictions continuum of care that is: person and family-centered, easily accessible, seamless to navigate, community-based, cost-effective, and sustainable.

The project is currently in its first phase - compiling information to achieve a clear picture of the current system and to identify gaps/barriers to service for local residents.

Consultation and feedback from health service providers, stakeholders and those with lived experience is an essential part of the Addictions Integration Project. While feedback from past health service provider consultations will be incorporated into the project, opportunities for further consultation will also be created at key points in the project.

[Click here](#) to read the full project update from Addictions Integration Lead Heather Kerr.

New Waterloo Wellington Primary Care Advisory Committee



**Enhancing
Access to
Primary Care**

The Waterloo Wellington Local Health Integration Network, with the support of the Ontario Medical Association (OMA), has created a Primary Care Advisory Committee consisting of primary care leaders from across Waterloo Wellington.

The Committee's purpose is to engage primary care providers in a dialogue about the implementation of Ontario's Action Plan and the Waterloo Wellington Local Health System

Strategy.

The first Committee meeting was held on June 13th, 2012. The Committee members identified a number of opportunities for improvement and partnership within the local health system. The work of the Committee will support the work of the Network's Primary Care Lead Dr. Sabrina Lim Reinders.

For more information, [click here](#).

Residents Benefit from Montessori-Based Dementia Programming



**Implementing
Evidence-Based
Practice to
Drive Quality**

Lanore, a 90-year-old resident at Wellington Terrace Long-Term Care Home has a diagnosis of dementia and was referred to the Behaviour Supports Team due to daily restless behaviour that included getting into other residents space, singing loudly and other socially disruptive responsive activities.

The impact on other residents in the neighborhood was that the neighborhood became chaotic and resulted in other residents becoming restless and agitated. Through assessment and observation, Joanne and Julie noted that this behaviour was most notable around 4p.m. They set out to find a Montessori based activity that would satisfy the residents need to be social while keeping a calmer environment.

Montessori-Based Dementia Programming is a method of working with older adults living with cognitive and/or physical impairments by engaging them in activities that provide purpose and meaning. It has been shown to increase levels of engagement and participation in activities of persons with dementia. It has also been shown to improve many aspects of the quality of life and decrease responsive behaviours.

Joanne decided to trial Lanore —hosting a reading program for other residents. Daily at 4p.m. Lanore would be provided with her Montessori reading material and up to 10 residents would be gathered around to listen to her read. Lanore stays engaged in this activity for 30 minutes per session. This activity seems to satisfy Lanore's need to be social and she seems pleased with this new purpose. Lanore's daily responsive behaviors have decreased in frequency and



intensity since the Behaviour Supports PSW began working with her and have now been eliminated. Once Lanore is set up with her books (and audience!) the program virtually runs itself.

"The early success that we have had has motivated us to continue to expand the Montessori program," says Laura Holtom, Assistant Administrator – Wellington Terrace Long-Term Care Home. "We believe that programs such as this will have a significant positive impact to those living in long term care."

The environment is noticeably calmer during this time with less responsive behaviours exhibited by other residents. Lanore's daily responsive behaviours have now been eliminated (from daily to 0). Joanne has trained other staff on the Montessori activities and the supplies can be accessed at all times. After seeing the success with Lanore and others, staff are energized about using Montessori in their own practice.

Health System Funding Reform Update



**Advancing
System Enablers
to Support
Needed Changes**

As the Ministry of Health and Long-Term Care moves forward to establish Ontario as a leader in accelerating improvements in the quality of patient care, Clinical Expert Advisory Groups (the Advisory Groups) will be convened to guide the development of evidence-informed practices for the Quality-Based Procedures (QBPs) that are to be rolled-out starting in fiscal year 2013/14.

These QBPs include: Coronary Artery Disease with Surgical Intervention, Congestive Heart Failure, Phase 2 Orthopaedics, Chronic Obstructive Pulmonary Disease, Stroke, Cardiovascular Surgery, Colonoscopy, Caesarean Section, Kidney Disease, and Chemotherapy – Systemic Treatment.

The Advisory Groups will provide their expertise to improve the quality of care for Ontarians. They will do this through the adoption of evidence-informed best practices and clinical process redesign to streamline the delivery of care and improve patients' experience and outcomes. To establish these Advisory Groups, a roster of potential nominations from the Council of Academic Hospitals of Ontario (CAHO) was received for consideration by the ministry and agency partners. Existing Advisory Groups were refined and new ones were established by drawing from the rich capacity of clinical/health disciplines and administrative/financial expertise to foster stakeholder partnerships and strengthen clinician engagement.

[Click here](#) for more information.

New Health System Performance Dashboard Launched



**Access to
Care -
Holding the
Gains**

This month, an enhanced version of the health system performance dashboard was posted on the Network's website. The new dashboard highlights historical performance versus current performance. It also includes local performance targets, provincial targets and individual hospital performance.

[Click here](#) to view the dashboard. The dashboard will be updated monthly to ensure the community has access to the most current performance results.

The Network's performance targets are the targets for all of Waterloo Wellington's health system – meeting them means that every provider in the system must change the way they deliver care to provide better health, better care, and better value for taxpayer dollars.

In time, through the recently established Decision Support Centre, information on performance for other providers will be added. Performance against this select group of targets is also only one indicator of success in transforming the local health system. The Local Health Integration Network is committed to putting the interests of its resident's health and well-being first and that means focusing on all of the nine dimensions of quality, including access. The WWLHIN believes transparent information on local health system performance is key to creating a better, more integrated system and better outcomes for local residents.

Ontario Seniors Strategy - Consultations



On July 31st, a consultation was held with Ontario's Minister of Health and Long-Term Care Deb Matthews and the Lead of Ontario's Seniors Care Strategy Dr. Samir Sinha. The meeting was held at the Village of Winston Park Long-Term Care Home in Kitchener.

There, Dr. Sinha outlined his plan for developing a strategy that will help older Ontarians stay healthy, live at home longer, and receive the right care, at the right time, in the right place. Seniors also shared their ideas for how this can be achieved. These inputs will be vital as we work to integrate services for seniors in our community.

In fall 2012, Dr. Sinha will provide recommendations to the Minister of Health and Long-Term Care and will work with the health care sector to implement the strategy, once approved.

As part of the consultation process, there is also a public survey online that you, your clients/patients/residents, friends, neighbours, and family members are encouraged to fill out.

The survey is available at www.health.gov.on.ca/seniorstrategy.

Photo: (left to right) WWLHIN Board Chair Joan Fisk, Minister Deb Matthews, Dr. Samir Sinha, Kitchener Centre MPP John Milloy, and James Schlegel, President & CEO, Schlegel Villages.

Launch of eMentalHealth.ca

ementalhealth.ca is a mental health website designed to allow communities to set up their own resource directory. It is intended to facilitate access to mental health services and promote mental health literacy.

eMentalHealth provides resources and information for: Children and youth, Parents/caregivers, Mental health service providers such as counsellors, social workers, psychologists, family physicians, etc., and mental health researchers

Agencies are asked to update their own listing to ensure that it is accurate. Please check if your agency already has a listing that you can update, before adding a new one. Additions/updates will be approved within a few days. Also, please encourage your clients, partners, and community members to use eMentalHealth.ca to find mental health help and information.

Contact info:

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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.

- [OACCAC July Newsletter](#)
 - [Portage Summer Newsletter](#)
 - [Wellington Guelph Drug Strategy](#)
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