

**WEHC PARTNERSHIP ADVISORY COMMITTEE (PAC)  
Windsor Family Credit Union (WFCU)  
2800 Tecumseh Road East, Windsor, ON  
Wednesday April 9, 2014  
9:00 – 11:00 am**

**Chair:** Hardeep Sadra, Director Chronic Disease  
**Recorder:** Lynn Thomson, Administrative Assistant

1. **Welcome/Intro** **H. Sadra**
  
2. **Approval of Minutes of February 19, 2014 & March 26, 2014**  
Approved on consensus.
  
3. **Community Information Session** **I. Nicoletti/R. Tremblay**
  - CCAC PowerPoint Presentation on I&R and the CA2/CDPM Tool (attached)
  - Health Line Website [www.ErieStClairhealthline.ca](http://www.ErieStClairhealthline.ca)
  - Work ongoing to develop further partnerships between CCAC and ER Departments

**WEHC PAC Trying to Achieve**

  - Timely information transfer between hospital and community partners.
  - Replicate processes currently in place that work for certain types of clients (COPD, CHF, clients of CMHA)
  - Develop a process for the other clients that seem to fall through the cracks
  
4. **Community Partner Updates**  
**CCAC**
  - Lori Marshall has been appointed the new CEO effective May 1
  - Telehome Care initiative launching early June 2014 through OTN telemedicine network to initially support CHF and COPD clients. Diabetic and palliative care clients will follow. The units are placed in client homes for six months. Clients are provided with a tablet, BP cuff, weight scale and oximeter. Measurements are taken daily and monitored by a nurse in addition to providing support and education.
  - Primary Care Liaison Coordinators will be located in the Family Health Teams in Harrow and Leamington. Eventually will have coordinators attached to FHTs and CHCs across the LHIN.
  - Primary Care Roadshow will provide presentations to CHCs, FHTs and solo practitioners to highlight services available in the community to support clients who are declining to prevent hospital admissions.
  - Nursing Care Clinic opening mid June/July — more info to follow.
  - New Long Term Care Clinic opening at St. Clair Campus – 256 beds. Admissions will start in July. Phase 2 will be a 200 retirement apartments or assisted living facilities for seniors.
  - Assess and Restore Retirement Home Project – provide care for clients who are discharged from hospital but not ready to go home. Therapy services are provided to help prepare clients for a return to home. The stay is 6 weeks and discharge home with CCAC in home services.

### **Leamington Hospital**

- For mental health support, changed alignment from Chatham Kent to Windsor therefore no longer have on site psychiatry. The need for more counselling was identified. Partnerships have been established:
  - Family Services Windsor Essex (fee for service) has provided walk in counselling services as an entry point for longer term counselling.
  - Addiction Services – have a nurse who provides assessments and referrals. They also provide support for clients who are either on or interested in replacement therapies. A Counsellor from House of Sophrosyne runs a 12 week aftercare program.
  - VON Chronic Pain Management – provide assessment and referral program twice a month. Intakes are processed at hospital and follow up takes place in home on discharge.
  - Social worker services may be implemented through telemedicine.
  - Support Groups – Mood Disorders Association of Ontario was revitalized in March and CMAH provides Family to Family Group (support and education 12 week program for family members of those diagnosed with mental illness).
  - Family Services Windsor Essex – launching EAP for staff at Heinz to provide support.

### **Regional Cancer Program**

- Nursing Student Pilot – nursing students attended primary care offices to provide screening and education. This was successful and is looking to expand.
- Health Screening Clinics completed (pap screen & FOBC)
- A new medical service dedicated to men's urological issues, particularly prostate cancer will be opened at Metropolitan Campus of WRH. It is only the second of its kind in Ontario. It will be named the 'Dr. Richard Boyd Regional Comprehensive Men's Health Program'

### **Windsor Regional Hospital**

- 6 month anniversary of amalgamation
- Work is ongoing for:
  - Best practices are being reviewed at both sites by an external company. The focus is on how to streamline, standardize and optimize best practices.
  - Communication – how to facilitate information transfer between hospital and external agencies
  - LHIN funded GEM nurses – looking at opportunity for improvement
  - Community NP initiative – place NPs in Long Term Care Homes to prevent ER visits

### **WEHC**

- **Teen** – New partnership with BANA has seen a spike in calls to 1-855 line. Most referrals are going to BANA as older age group (over age 24). Teen Health will be moving in October 2014. The new location will be released once finalized. OTN being utilized to access psychiatry services.
- **Sandwich Community Health** – Primary Care Clinic running 3 days per week at Leamington Hospital staffed by a NP and Physician. Interviewing for a Spanish speaking NP to meet the needs of the migrant population. Brochures have been translated into Spanish. Forrester High School is closing in June therefore SCH will relocate. Date and location to be confirmed.

### **Brentwood**

- Youth Wing has recently been renovated to provide counselling offices, gender specific group rooms and a common room. Capacity will be 12 young men / 12 young women
- Business Case has been submitted to LHIN for more funding for the Youth Wing which houses 5-7 adolescents in residence at all times.
- Will run day program for 12-15 year olds.
- Providing in-services at WRH to educate on services and programs offered to improve smooth transitioning of clients.

### **Canadian Diabetic Association**

- New website will be launched in the next few weeks.

### **Aids Committee**

- Building HIV/AIDS Capacity forum will take place April 22<sup>nd</sup> and April 23<sup>rd</sup> (invitation previously circulated to group by email).

### **JMCC**

- Launching a website for transition planning for youth and adults with developmental difficulties or complex needs [www.planyourtransition.com](http://www.planyourtransition.com)
- Working with CHCs on promoting Women's Health Screening and overcoming physical barriers to having routine screening.
- Working with physiatrists – investigating Botox injections for adult clients
- Continuing to seek partnerships with adult medical providers for transition care – supports are very limited once clients reach the age of 25.
- Transition Clinics continue to be routinely held for clients and families.

### **Windsor Essex Local Immigration Partnership**

- ¼ residents of Windsor are immigrant and are in need of advocacy.
- Health Care Providers have submitted a business case to LHIN to reduce ER visits of this population. Over 50% of this population use ER as primary health care.
- Immigrant status is not tracked at hospital.
- High need of mental health support has been identified.
- Transition spot for this population is identified

### **Windsor Women Working with Immigrant Women**

- Funded for mental health – offer counselling and mental health support to newly settled residents at no cost to clients.
- Barriers are transportation, child care and language.
- Offer Muslim Women's Group and New Comers Stress Group
- Received funding to offer an intergenerational program – new comer seniors can relate experiences to younger new comers.
- Refugee Program – a service message is being created.

### **CMHA City Centre**

- QI Plans underway
- Continuing to look at improving follow up for clients who attend ER and have hospital stays.
- In process of moving onto fully electronic medical record (EMR).
- Smoking Cessation Committee – looking at a central referral system for treatment, support and maintenance support.
- A new NP has been recruited and is on site.

### **Leamington FHT**

- Continue work with CCAC.
- Midwifery Practice located in office.
- Psychiatrist on site 2 ½ days per month – takes most difficult cases.
- Although lost 3 physicians in the past year were able to recruit 2 new physicians.
- Submitted funding request to MoHLTC for more counselling to support the community.

### **Harrow FHT**

- Presentation to LHIN regarding current COPD Program was not met as positively as hoped. Trying to roll out program to the community.
- OTN – starting pilot project with Leamington to provide care for 87 patients on Pelee Island.
- Waiting for budget approval in the hopes of developing more programs and services.
- Collaboration ongoing between Harrow and WECHC.

**Windsor Essex County Community Drug Strategy**

- Peer Outreach team received Volunteer Changing Lives Award.
- Continuing to reach out to active users in the community. There has been an increase in referrals.
- Pilot program with AIDS Committee - Harm Reduction Strategy (overdose prevention)
- Focus is on primary prevention before start using – 12 focus groups held in past 6 months with various youth groups.

**Windsor Essex County Health Unit**

- Dr. Heinmann is retiring – Dr. Kirk will assume the position January 1, 2015.
- Submitted Health Kids Community Challenge – waiting to hear
- STOP Studies ongoing – smoking cessation programs
- Health Smiles has been expanded and the income level has been increased.

**Windsor Police (Update provided by email)**

- The Windsor Police Service has recently been conducting 'SOS' sessions (Securing our Seniors) in which an officer will attend interested nursing homes, libraries or other community locations and conduct relevant presentations on senior specific issues. This may include wills/testaments/power of attorney issues, senior fraud, driving legislations which affect seniors, and other topics. The officer in charge is Constable Deanna Lamont. She can be reached via phone at (519)255-6173 ext 2 or email: [dlamont@police.windsor.on.ca](mailto:dlamont@police.windsor.on.ca)
- Constable Lamont will gladly answer any questions or arrange presentations with interested community groups.

**4. Transition Points Workgroup – Update from 26 March 2014 meeting**

- Minutes from March 26, 2014 meeting were previously distributed by email (and attached to agenda).

**5. Next Steps**

- ✓ Determine presenter for next meeting

**H. Sadra**

**6. Closing Remarks / Thank You**

**H. Sadra**

**7. Adjournment**

The meeting was adjourned at 11:10 am.

**H. Sadra**

**8. The next meeting is scheduled for Wednesday September 10, 2014 from 9:00 am – 11:00 am – venue TBA**