



We want you to stay connected.

The HNHB Hospital Sites Involved

Brant Community Health System
Brantford

Haldimand War Memorial Hospital
Dunnville

Hotel Dieu Shaver Health & Rehabilitation
Centre
St. Catharines

Joseph Brant Memorial Hospital
Burlington

Niagara Health System

Douglas Memorial Hospital
Fort Erie

Greater Niagara General
Niagara Falls

Niagara on the Lake Hospital
Niagara on The Lake

Port Colborne Hospital
Port Colborne

Welland Hospital
Welland

Norfolk General Hospital
Simcoe

St. Joseph's Healthcare
Hamilton

St. Peter's Hospital, Hamilton Health
Sciences
Hamilton

West Lincoln Memorial Hospital
Grimsby

A NEWSLETTER ABOUT THE HAMILTON NIAGARA HALDIMAND BRANT (HNHB) LOCAL HEALTH INTEGRATION NETWORK (LHIN) COMPLEX CARE IMPLEMENTATION PROJECT

PATIENTS, FAMILIES AND FRIENDS

Welcome to the first issue of "The Complex Care Connection". Quarterly newsletters will be shared with you to keep you informed about this exciting LHIN-wide integration project. For the remainder of the year and into spring 2012, Complex Care leaders, frontline staff, patients and families will plan the best care for patients with complex care needs.

The Project's Purpose

The purpose of the project is to enhance care for complex care patients at all 13 hospital sites. A Steering Committee and 3 subcommittees, with representatives from all the hospital sites, will lead the work.

*Wendy Robb,
Health Program
Director (left),
toured Brenda
St. Amant, Project
Mgr (right) &
Sonia Rogers,
CCAC Client
Services Mgr
(centre) to her 5
Complex Care
sites in the
Niagara Health
System*



The Project Manager

Brenda St. Amant, Project Manager, joins the project from Hamilton Health Sciences (HHS), where she was the Clinical Manager for Stroke and Acquired Brain Injury Rehabilitation. Brenda loves the details of larger project work, and draws from many past experiences including her work as a Reengineering Specialist, and Project Manager and Clinical Lead for the Hamilton Health Sciences Regional Rehabilitation Centre build.

*Contact Brenda with your questions 905-633-3892 or email her at:

Brenda.StAmant@hnhb.ccac-ont.ca*



New Service Delivery Model

Complex Care (CC) patients are patients who have completed the acute phase of care and are medically stable but have multiple complex chronic conditions requiring daily assessments by a skilled health care team.

The CC bed is not a final destination but a step along the patient's health care journey and when admitted, patients will have specific goals, and a solid plan for discharge to a safe environment.

New Shared Definition for Complex Care

“Complex care is a specialized, time-limited program providing patients with complex medical conditions who require a hospital stay with ongoing onsite assessment and active care by an interprofessional team with a goal to enhance the health and quality of life”.

The Community Care Access Centre (CCAC) Expanding Their Role

CCAC staff will become involved in the movement of all Complex Care patients at all the hospitals. They will expand their role in referral, assessment, admission and discharge. Their experience managing many of the same processes for Long Term Care will help them with their new responsibilities.

Four Streams of Care

Behavioural Health - Patients with dementia and challenging behaviours who require skilled interventions in a controlled environment to help them move on to the best environment.

End of Life Care - Patients with a life limiting illness who are at the end stage of that disease and who need interventions delivered by a skilled team.

Medically Complex - Patients with multiple medical conditions who require unique programming. Some distinct patients of this group include: those ventilator-dependent, requiring dialysis, or with acquired brain injury.

Restorative Care - Patients with multiple medical conditions who are expected to benefit from low intensity, long duration interventions provided by a skilled team.

WHAT'S STAYING THE SAME

Quality Patient Care
Involved and Motivated Patients and Families
Dedicated and Qualified Complex Care Staff
Partnerships with Complex Care Hospital Sites
Partnerships with Community Care Access Centres