

Waterloo-Wellington Diabetes Regional Coordination Centre

December 2010

Message from the Regional Director



It is my pleasure to send out our first newsletter from your new Diabetes Regional Coordination Centre. We have met many of you already, but we want to take this opportunity to familiarize you with our role, our team members as well as to share some of the activities to date.

Regional Coordination Centres (RCCs) have been established in every LHIN in Ontario to organize and coordinate diabetes care in the region to ensure that all people with diabetes have access to quality care. The funding for RCCs is from the MOHLTC Ontario Diabetes Strategy and Langs Farm Village Association is the sponsoring agency for the Waterloo-Wellington RCC. We do not provide direct patient services, but work closely with the LHIN and service providers to identify and address processes and systems that will enhance the delivery of care for people and families living with diabetes. We will be looking at the con-

tinuum of care from disease prevention to management of diabetes in order to assist people in achieving the best possible health outcomes.

We welcome any feedback, suggestions or comments. Please feel free to contact us at any time.

On behalf of the RCC team, I would like to wish you a very happy and healthy holiday season, and we look forward to working with all of you in the new year.

Nadine



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Meet the RCC Team



Roberta Irvine
Title: Administrative Assistant
Role: responsible for providing administrative support to the Diabetes Regional Coordination Centre (RCC) for Waterloo-Wellington.
Tel: 519.653.1470 ext 255 Email: robertai@langs.org



Elena Oreschina
Title: Health Information Analyst
Role: responsible for providing information/data analysis and support to the Diabetes Regional Coordination Centre (RCC) in the Waterloo Wellington LHIN.
Tel: 519-653-1470 #255 Email: elenao@langs.org



Sarah Christilaw
Title: Outreach Coordinator
Role: responsible for establishing links with regional diabetes program coordinators and other groups to assist with diabetes service coordination and delivery, developing strategies to overcome gaps and issues within the region, particularly engaging at risk populations.
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Consultant Endocrinologist::

Dr. Nadira Husein

Primary Care Leads:

Cambridge/KW: Dr. Upe Mehan

Guelph/East Wellington: JoAnne Costello

Centre/North Wellington: Dr. Rob Norrie

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Open space and open minds

Summary from the W/WLHIN Networking Meeting

The November 24th networking meeting was specifically aimed at creating a unified vision and workplan for the Waterloo-Wellington LHIN region. 54 delegates from the Waterloo-Wellington LHIN who are currently working with people with diabetes, including family health teams, hospitals, community health centres, affiliated organizations, and local pharmacies were represented.

Debbie Hollahan shared the background to the creation of the Diabetes Regional Coordination Centre. Representatives made presentations on the work being done in their regions over the past couple of years.

The delegates participated in an Open Space Technol-

ogy session and created their own agenda for the afternoon sessions based on their own passions, issues and opportunities related to diabetes.

41 of the 54 participants completed the evaluation form. All the participants reported that the networking meeting met or exceeded expectations and was well organized.

The workshop was shown to benefit the delegates by helping network with other programs; sharing and building on ideas; identifying gaps and working to prevent duplications of services and materials.

Individuals also highlighted the following as future workshop needs:

- Marketing experience/outreach program
- Motivational interviewing
- Building on our idea's, reporting back our progress
- Social work skills for front line workers

Goals

The goals for the networking meeting were:

- To provide an overview of the Ontario Diabetes Strategy and the role/direction of the RCC*
- To view a sampling of current initiatives and work being done in the region*
- Identify key issues and gaps in our region using Open Space Technology*
- To strategize how the RCC can work with you to enhance and complement the work currently being done by your program*

Presentations from other initiatives:

- Anne Phillips spoke on the Vietnamese Self-Management program at the Guelph CHC
- Alicia Atkinson spoke on her experience with Conversation Maps at the Guelph FHT
- Jo-Anne Fortier spoke on diabetes education in a pharmacy setting (Riepert Pharmachoice)
- Debbie Hollahan spoke on Pre-Renal Diabetes Intervention being done at Credit Valley Hospital
- Diana Sherfali spoke on a research project being done at Hamilton Health Sciences – "Diabetes Hamilton in Charge"

We Hear You!

RCC Priorities and Task Forces

From the 17 topics that were discussed in the open space technology workshop, the delegates selected 5 that they considered a priority.

1. Making the whole bigger than the parts
2. Gaps in access
3. Lack of social work
4. Community wide medical directives
5. How can we ensure that all patients are receiving consistent education in our LHIN

Further analysis of the afternoon session worksheets presented several other common themes.

Attendees were given the opportunity to volunteer to participate in specific task forces during the evaluation process. If you missed signing up or would now like to volunteer please contact Roberta at robertai@langsg.org to register for a task force.

Emails will be sent out soon to set-up the initial meetings.

List of Task Forces

1. Gaps in Access, Service Triage, Central Intake, Capacity and Navigation of the System
2. Medical Directives
3. Access to Resources (Inventory)
4. Social Work
5. Vulnerable populations, social determinants of health
6. Crisis/Acute Care
7. Consistent Education
8. Prevention
9. Other (Foot assessments) Pre-Diabetes) Smoking Cessation) Transitioning)



Overview of the Baseline Diabetes Dataset Initiative (BDDI)

As a key component of the Ontario Diabetes Strategy, the Diabetes Database Initiative (BDDI) was created by the MOHLTC in order to:

- identify patients, match them to their primary care providers and measure current state of diabetes care
- Provide baseline dataset to populate the provincial Diabetes registry and accelerate its adaption

BDDI was also designed to inform physicians of three key test dates for their patients with diabetes. There are three key tests that people living with diabetes should receive on a regular basis. They are:

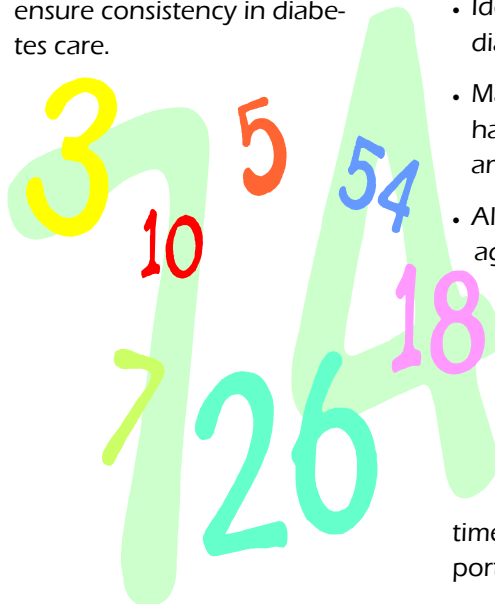
- HbA1c,
- LDL-C cholesterol, and
- a retinal eye exam

As of March 2010 there were an estimated 40.7% of people with diabetes in Waterloo-Wellington LHIN having all three tests versus 35% in Ontario.

The target for all three tests is 80% of people aged 18 years and older receiving their tests

In January, the ministry will be sending out Patient Validation Lists to CHC physicians, nurse practitioner and physicians who have not yet participated and updated Detailed Diabetes Testing Reports to physicians who have participated.

The Diabetes Testing Reports are aimed at supporting primary care in providing the best possible diabetes care. This report can make it easier to identify which patients are due for testing to ensure consistency in diabetes care.



A Diabetes Testing Report will benefit the physician by:

- Identifying which patients in the practice have diabetes;
- Making it easier to know when each patients last had an A1c test, LDL test and retinal eye exam; and
- Allowing a comparison of testing frequency against colleagues within the LHIN and across the province

Physicians will be compensated for returning the validated patient lists to the ministry, based on a tiered approach dependent on the numbers of patients with diabetes in their practice.

This one-time payment will be paid the first time the physician participates in the Testing Reports within the 2010-11 fiscal year.

Needs, wants and must haves - a look at data collection

To assist with the goals of the RCC we have undertaken an inventory of services to help identify gaps and provide baseline data. Establishing a baseline dataset will enable us to identify and address gaps within our LHIN and analyze outcomes for the changes implemented.

Thank you to all who took the time to fill out the inventory of services for your diabetes programs.

Next steps in data collection will be to develop surveys for pharmacists, primary care physicians, patients and other health care professionals associated with diabetes management. Compiling this information will help with system mapping to identify capacity

Please complete and submit all data collection requests to:

Elena Oreschina
Health Information Analyst

Tel: 519-653-1470 #255

Email: elenao@lang.org



UPCOMING EVENTS

January 20th, 2011
RCC Open House
895 Langs Drive

February 10th, 2011
RCC Steering Committee
895 Langs Drive

April 7th-9th, 2011
Options for Diabetes
Conference
Kingston, ON



NEWSFLASH

- Congratulations! Mount Forest Family Health Team approved for Primary Care Diabetes Prevention Program demonstration site for Ontario
 - Target – 300 people in just over 2 years
 - This program is for people identified at risk for diabetes or diagnosed with ‘pre-diabetes’ referred for lifestyle counseling with the dietitian. They have the option of participating in an 11 week Healthy You Weight Management program or receiving education and support one on one with the dietitian.
 - People interested can contact Diane Horrigan at 519-323-0255 x5016 for more information
- Changes to Special Diet Allowance
<http://news.ontario.ca/mcss/en/2010/11/changes-to-the-special-diet-allowance.html>
- Central Referral Process for Bariatric Surgery Patients www.bariatricregistry.ca
- Highlights of Ontario auditor general’s annual report
 - More than 50,000 people spent too long in hospital last year because of the time it took to line up post-discharge care for them.
 - Emergency room wait times are still too long, often because of a delay in finding in-patient beds even when beds are available.
 - People in need of home care get varying levels of services depending on where they live because of outdated funding models
- New Diabetes Resources
 - My Diabetes Passport www.serviceontario.ca/publications
 - Live Well Coaching www.livewellcoaching.ca
 - Type 2 Kids AWARD Program out of Mississauga/Brampton
To increase awareness of the risk factors for Type 2 Diabetes in kids
<http://www.kidstype2diabetes.ca/index.php>
 - Virtual Grocery Tour http://www.healthyeatingisinstore.ca/virtual_grocery.asp The program was developed by The Dietitians of Canada and the Canadian Diabetes Association.
- Networking Sites:
 - Timed Right www.timedright.com - helps healthcare professionals like you find, connect, and work with other healthcare professionals in your community and across the country.
 - D-NET: The International Diabetes Educators Network www.idf.org/d-net -The first international forum aimed at enhancing diabetes education and management around the globe.



RCC Steering Committee

We have also established our steering committee. We are very appreciative to the following people who have committed their time to help us in our planning:
CDA: Heidi Fraser, CCAC: Jim Dalgleish
LHIN: Blair Philippi

Guelph:

Joanne Costello
(Primary Care-FHT)

Centre/North Wellington:

Dr. Peter Clarke
(Endocrinologist)
Corinne Malette-Wolter (DNE)

Kitchener:

Heather Kamrass
(Manager G-R DEC)
Dr. Nadira Husein
(Endocrinologist)

Waterloo:

Lynda Kohler (Primary
Care-CHC)

Cambridge:

Karen Sonnenberg
(DNE, Hospital DEC)
Sharon Rodrigues (RD,
Coordinator Community Pgm)
Andrea Main
(Pharmacist)



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