



Together we are making a difference

July 2023

Dear Council,

Thank you for your dedicated support to the health and well-being of our community through your continued investment in VON Middlesex-Elgin programs and services.

Each year, VON Canada focuses on a theme that aligns us all as one VON. This year's theme of **Together we are making a difference**, rings true on so many levels. As we move forward into better times, we are grateful for the continued dedication of our community. As our volunteer engagement numbers continue to increase, so does our capacity and reach in providing much needed services such as Meals on Wheels, SMART exercise programs and Transportation to priority appointments.

Through your support, we help people **live every day to the fullest** by providing quality care and service that is client-centered and family-focused. We deliver excellent, compassionate care to clients while also supporting their families.

VON is a community health care leader. We are continually developing innovative services, care models and initiatives that benefit the entire health care system. Our work reduces emergency room visits, lessens hospital stays and keeps people out of long-term care institutions longer.



Your generous donation is making a difference! This year, through your help, we have had the opportunity to expand our **Community Nursing Clinic** located in the Cherry Hill community. VON has been providing nursing care in local communities for over a century. In addition to caring for clients in their home, we also provide a wide range of nursing care in community nursing clinics.

Run by nurses, (RNs and RPNs) the site continues to evolve in efficiency and clinical expertise. In addition to standard

nursing services by referral through Home and Community Care Support Services South West, the clinic also offers enterostomal therapy (ET), such as wound or ostomy care.

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As industry wide nursing shortages and staffing challenges continue, the expansion of the community nursing clinics will help ensure continued levels of quality care and access for those who need them.

Additionally, VON Middlesex-Elgin continues to partner for local innovation supports; a current example being the **Connecting Care to Home (CC2H)**, a 30-day program providing support, education and monitoring for patients admitted to hospital with heart failure, a partnership between the London Health Sciences Centre (LHSC), Home and Community Care Support Services - South West and VON.

Bridging the gap between hospital care and community resources is an important approach to reducing readmissions and promoting self-management of chronic illnesses such as heart failure.

With approximately 12,000 people afflicted with heart failure in the Middlesex-London area, it is crucial to help patients navigate the system to access the care needed once out of hospital. And that is the role of clinical navigators who improve the discharge process and teach patients how to manage chronic illness to prevent flare-ups that could result in a trip to the Emergency Department and possible readmissions to hospital.

Working with a patient's Home and Community Care clinical care coordinator to ensure a smooth and safe discharge home, the navigators also provide continued communication with the patient's health care team. In addition, patients can access a 24/7 contact number for support and to help avoid needing to go back to the hospital.

Data shows the integrated patient care between hospital and home which is enabled by enrollment in the CC2H program, improves patient experience, clinical outcomes and provider experience as well as decreasing the length of hospital stay and readmissions within 30 days.

As we continue to strive to provide much needed quality care within Middlesex-Elgin, together, we are making a difference and we could not do it, without your generous support. As a dedicated VON supporter, we would greatly appreciate the opportunity to share some VON updates with you. We have enclosed the VON Middlesex-Elgin 2022-2023 Annual Report for your review and will look forward to connecting with you to further share.

Thank you,

Howard Shears
Chair, Board of Directors
VON Middlesex-Elgin

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