

THE CENTRAL LHINFO SOURCE

"The official newsletter of the Central Local Health Integration Network"

**May 2006
Vol. 1, Ed. 4**



Welcome to the May 2006 edition of the Central LHInfo Source—our monthly newsletter keeping you up to date on Central LHIN's activities.

On March 1, 2006, the Ontario Legislature passed Bill 36, the Local Health System Integration Act. This Act gives LHINs the authority to plan, coordinate and eventually fund specific health services in our community. This includes services provided by hospitals, long-term care homes, mental health, addiction and community support agencies.

Our first task involves determining future service delivery for the population health needs of Central LHIN's communities. To do this, we need your help. Specifically, we need you to tell us, "What do you really need from your health care system?" This could be:

- a visit to the doctor;
- an x-ray or a lab test;
- a home care visit from a nurse;
- counselling for an addiction or a mental health illness;
- a personal care worker to support you or a family member living independently in your community;
- access to "24/7" advice for a health care issue;
- timely access to needed surgery; and/or
- information on healthy lifestyles.

To give you an opportunity to tell us what you think, we are conducting a series of Community Roundtables with our stakeholders. You can find out more about these meetings on the back page of this newsletter. Please accept this as my personal invitation for you to participate in one of these Community Roundtables and give us your advice and suggestions.

Your participation in these meetings will help us to get a better understanding of the health care needs of the people and communities in the Central LHIN. What we hear from our stakeholders will help us to develop the Central LHIN's Integrated Health Services Plan (IHSP). Information on the IHSP is outlined inside this newsletter.

For more information on how to get involved and make a difference, or if you have any questions or concerns, please do not hesitate to contact us. Our telephone numbers are 905-948-1872 or 1-866-392-5446. Our e-mail address is central@lhins.on.ca.

Ken Morrison

Ken Morrison
Chairman of the Board of Directors

Central LHIN Governance Councils: Promoting Dialogue and Discussion

This month, we started to implement our "Governance Council" concept trial.

The Governance Councils are intended to comprise periodic meetings of Board Chairs of the Central LHIN health service providers, to reflect and enable the "Board to Board" relationships that are prescribed in the Local Health System Integration Act, 2006. The meetings will be used to keep Board Chairs apprised of the progress on our planning processes, as well as provide a forum to discuss Governance level priorities, challenges and concerns.

Initially, the Councils (10 planned) are being established by individual health service sectors (i.e. hospitals, long-term care, community support services, mental health and addictions), and further divided by geographical location for those sectors which are larger. In the future, it is possible that the meetings will be organized by health services, to reflect our integration mandate for Central LHIN.

In the first meetings, our agenda has included:

- Update on Central LHIN activities;
- Presentation on collaborative Governance relationships by Maureen Quigley;
- Roundtable discussion on Governance level priorities, challenges and concerns.

The key messages received during the roundtable discussions have focused on issues such as:

- Cross-border services;
- Future integration of strategic planning between the service providers and Central LHIN;
- Opportunities for input into the IHSP/planning processes.

Health service providers that have not been contacted yet about their first Governance Council meeting will be hearing from us in the next few weeks.

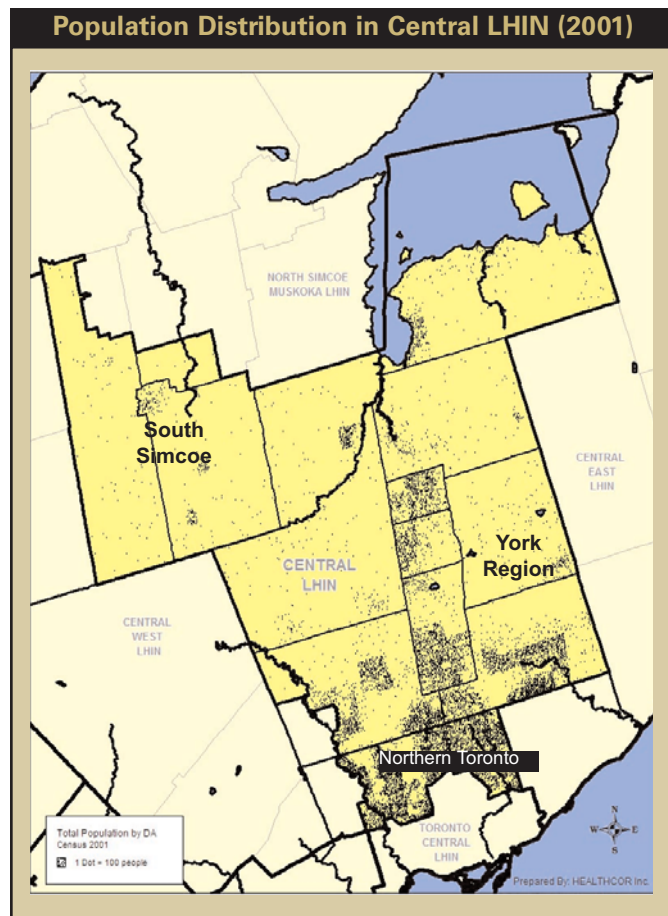
THE INTEGRATED HEALTH SERVICES PLAN (IHSP)

The Ontario government's health strategy has three goals:

- Keeping Ontarians healthy;
- Reducing wait times; and
- Providing better access to doctors and nurses.

To support the achievement of these three goals, in October 2006 the Central LHIN will submit our first Integrated Health Service Plan (IHSP) to the Minister of Health and Long-Term Care. This plan will set out our priorities and strategies for the next three years — from April 2007 to March 2010.

Through the Local Health System Integration Act, the government has given LHINs the mandate to bring the "local" into planning, to look at our communities and work with them on how to make the best use of resources and help consumers move more easily across levels of care.



Central LHIN is the fastest growing LHIN. Communities range from small towns under 500 people to growing suburban areas, to the urban density of northern Toronto which represents 23% of our population.

What will be in the Integrated Health Service Plan?

Our IHSP will include:

- a profile of Central LHIN's diverse communities and population demographics;
- a description of the existing health services within Central LHIN;
- Central LHIN's current activities for planning and engaging with our communities;
- an overview of current Ontario government health priorities;
- priorities for changes within the Central LHIN; and
- action plans for a three-year period.

What planning process is the Central LHIN using to develop the IHSP?

We are:

- talking with health service providers. We want to hear what they have to tell us about the best practices, challenges and opportunities that can strengthen health services within Central LHIN.
- creating a comprehensive baseline of existing services according to type, method and frequency of delivery. This will help us to understand the extent of health services in Central LHIN.

More than 140 agencies in the Central LHIN receive funding from the government to provide health care services. For health planning purposes, we are looking at:

- Community Care Access Centres
- Community Health Centres
- Community Support Services
- Hospitals
- Long-Term Care Homes
- Mental Health and Addictions Services.

These health service organizations make up the local health system in Central LHIN. A few providers have their main offices outside Central LHIN's geographic boundaries but also provide services to people living in Central LHIN. Of course, people in our communities also receive services from providers outside the Central LHIN.

Who is participating in developing the IHSP?

The stakeholders in Central LHIN are developing the IHSP. Over 300 health care consumers and providers are working on IHSP priority planning and advisory groups. More than 50 people are working on specific IHSP development projects. They are helping us with the community engagement process and establishing information requirements. A small team of staff and consultants is supporting this work.

How are physicians involved?

Physicians are not part of the LHINs' planning mandate. However, they are a critical component of our local health system. Central LHIN is working with physician groups to establish ongoing dialogue. Physicians also participate on our planning and advisory groups.

What are the IHSP priorities?

Our first IHSP will focus on the following priority areas:

- **Seniors Services/Specialized Geriatrics** – We are looking at the continuum of care for community support services and working with consumers and providers to strengthen the delivery of specialized geriatrics.
- **Mental Health and Addictions** – We are developing a delivery framework for mental health and addictions services in Central LHIN.
- **Chronic Disease Management** – We are developing a framework for chronic disease management and prevention.
- **Neurological Services** – Consumers and service providers are working together to eliminate gaps in the system.
- **Cancer Services** – Working collaboratively with Cancer Care Ontario, we are supporting a LHIN-wide initiative to coordinate services and build capacity for cancer services, and to ensure that the new regional cancer centre serves the residents of the Central LHIN and beyond.
- **Acute Services** – We are in the process of identifying specific acute care needs in Central LHIN.
- **Wait Times** – We are bringing together key providers to build capacity to reduce wait times for the following procedures: hip and knee replacements, cataracts, MRIs, cancer services, and cardiac services.

What are the enablers for integration?

We have established Advisory Groups with representation from our local stakeholders to

look at the following areas that will enable integration:

- Information technology/information management/ e-Health
- Health Human Resources
- Decision Support

Looking ahead:

The three-year IHSP plan is a “rolling” plan. That means each year we will evaluate our progress, update our plan and start a new cycle of identifying and implementing planning priorities. In consultation with health care consumers and providers, we will add other priorities in successive plans.

From what we are hearing in our consultations with consumers and providers, we are confident that the initial set of IHSP priorities offers real opportunities to improve the quality of care for people in the Central LHIN.

As we work with our planning partners to develop strategies in certain service delivery areas, we will also focus on access, coordination, quality and efficiency.

In looking at improvements in access to each service area, we will be asking what we can learn that will help the system as a whole. We will also look for opportunities to support more integrated service planning and delivery among our providers.

How can I get involved?

The planning and advisory groups are continuing their work until September to include as much local information and insight as possible in the IHSP. For more information about upcoming Community Roundtables, please see the back page of this newsletter.

During the summer, we will be sending out information on the dates, times and locations for a series of Open Houses that we will hold in September. At the Open Houses, we will be presenting the final draft of the IHSP.

For more information on the IHSP development and how to get involved with Central LHIN planning, please contact:

Lynne Lawrie
Senior Director

Planning, Integration and Community Engagement
905-948-1872 ext. 215 or lynne.lawrie@lhins.on.ca

STAKEHOLDER ENGAGEMENT PHASE III - COMMUNITY ROUNDTABLES

Over the last few months, we asked targeted groups of health service consumers and providers to tell us:

- What is working well in the health system?
- What isn't working well?
- What are your priorities?

Key themes from our stakeholders:

- access to physicians, diagnostics prevention and recovery supports such as rehabilitation, diabetes education, falls prevention, and wellness programs;
- navigation of services - knowing what services are available and being able to find them;
- responding to population linguistic and ethno-cultural needs is an integral part of appropriate service provision;
- there is a need for caring in the system with more senior and youth 'friendly' services;
- After-Hours Clinics and Telehealth are useful ways to get better access; and
- the cost and distance of transportation are barriers to service.

During June 2006 Central LHIN will host a series of 14 Community Roundtables at seven locations. These

meetings will provide people in Central LHIN with an opportunity to participate in a dialogue and strategy development session on specific issues — for example, chronic disease management, mental health and addictions and services for seniors.

At these Community Roundtables, the Central LHIN Board will also share its draft vision, values and strategic directions.

We will combine the information from these sessions and data from a survey we will be distributing through local health provider agencies into our IHSP planning work.

We look forward to your participation. Please see the table below for more information on Community Roundtables.

For more information on stakeholder engagement, please contact:

Sandi Pelly

905-948-1872 ext. 212 or sandi.pelly@lhins.on.ca

Date	Afternoon Session	Evening Session	Location
June 6	1:00 – 4:00 pm	7:00 – 9:00 pm	Vedic Cultural Centre 4345 14 th Avenue, Markham
June 8	2:00 – 5:00 pm	7:00 – 9:00 pm *	Northwood Community Centre 15 Clubhouse Court, North York
June 12	1:00 – 4:00 pm	7:00 – 9:00 pm	Vellore Village Community Centre 1 Villa Royale Avenue, Woodbridge
June 14	1:00 – 4:00 pm	7:00 – 9:00 pm **	Ray Twinn Community Centre 100 Eagle Street West, Newmarket
June 19	2:00 – 5:00 pm	7:00 – 9:00 pm	Nottawasaga Inn 6015 Highway 89, Alliston
June 20	2:00 – 5:00 pm	7:00 – 9:00 pm	Georgina Ice Palace 90 Wexford Drive, Keswick
June 21	1:00 – 4:00 pm	7:00 – 9:00 pm	St. John's Rehab Hospital 285 Cummer Avenue, North York

**Childcare will be available at this session if requested prior to the session.*

***American Sign Language interpreter will be available at this session.*

*If you have accessibility needs, please call Greg Harrington at **905-948-1872 x228**.*

All locations are accessible to people with physical disabilities.

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