



Local Health Integration Network

LHINfo Source

May 2007

New model of care for seniors to be piloted

A new model of care for seniors in the Central Local Health Integration Network (LHIN) is in the process of being developed, according to Fern Teplitsky, consultant with the Central LHIN.

"It's not going to be a new agency," says Teplitsky of the model, Doorways to Care. "It will be a way to bring together existing agencies into a virtual partnership." Teplitsky coordinates the Doorways to Care work group of the Central LHIN's Seniors Advisory Network. The work group is finalizing its recommendations for the Doorways to Care pilot. The pilot will be tested in two sites in the Central LHIN, if all goes according to plan.

The Doorways to Care model will include a specialized pool of system navigators who can work with high-risk seniors and their caregivers to help them access the most appropriate care.

"We think that there are a lot of people out there who have this knowledge already," says Teplitsky. "The plan is to strengthen the knowledge of existing providers, identify where there are gaps and then start to train others."

The plan will entail virtually integrating the agencies in a specific geographic area.

"That way, when consumers go to one door, they would be referred to the most appropriate provider of service for them, as well as, if they needed it, to a specialized system navigator resource," says Teplitsky.

The work group's recommendations include a single phone number for seniors, which would be operational about 12 hours a day. "It would be a service information line, which would have translation capacity, and provide assistance for people who are hearing-impaired," says Teplitsky.

The group is also recommending the system be supported by an inventory of services, so that not only providers but also the public would be able to find out what services are available in a set geographic area, according to Teplitsky. "It would be kind of like a directory, but Web-based."

The Doorways to Care model takes into account the needs of caregivers in the sense that it would help them access the necessary services for the seniors being cared for, says Teplitsky.

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Participants at the Central LHIN Career Fair on March 26 discuss their future in a health care career. See **page 3** for the full story.

*Caring Communities –
Healthier People*

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Caregivers would be able to access information about services through the online directory of services as well the senior's phone line. "Also, if the person [the caregiver] is caring for needs at a different level of care, the Doorways to Care model, through the specialized system navigator resource, would help them get to that other level of care, or coordinate the services they already have."

The work group is currently doing a request for proposals for partnerships. Teplitsky says they hope to see the Doorways to Care model implemented by the fall of this year, if not earlier.

Seniors and Specialized Geriatric Services is one of seven priorities identified in the Central LHIN's initial Integrated Health Service Plan (IHSP). A Seniors and Geriatric Services Action Plan has been developed, which includes the Doorways to Care plan. Systems goals include enhancing access, coordination, quality, efficiency, and integration of health-care for seniors.

Central LHIN's hospitals partnership highlighted by Ontario Health Minister

In a recent statement in Ontario's Legislative Assembly, the Minister of Health and Long-Term Care, George Smitherman, highlighted what he called the Central LHIN's "leadership role in the design of an innovative delivery model for hip and knee surgeries" created to cut wait times.

Minister Smitherman was referring specifically to a partnership between four Central LHIN providers – North York General Hospital (NYGH), Humber River Regional Hospital, Markham Stouffville Hospital and York Central Hospital – that resulted in the creation of the Cataract High Volume Centre and Total Joint Assessment Centre located at NYGH's Branson site.

According to recent statistics, the year-old partnership has already been an outstanding success, realizing tangible benefits for patients seeking care. In August and September 2005, the median wait time for cataract removal at NYGH was 107 days. Since the formation of the partnership, wait times have been cut to an average of 57 days.

The Total Joint Assessment Centre is one of the first of its kind in the province. The purpose of the centre is to provide a clinic where patients can be seen and assessed quickly. The clinic also provides educational material to patients.

Patients who come to the clinic will have a care plan at the end of their visit. If there is a good chance a patient will need a joint replacement, they will get an appointment with a surgeon within two weeks.

In his statement to the House on March 29, Minister Smitherman expressed his enthusiasm for the success of this Central LHIN partnership, suggesting it represents a model for other similar endeavours across the province.

"A patient's care journey, from the first visit to the family doc through to the eventual surgery, is simplified," he said. "Patients are empowered and given choice about what care they receive and where. Throughout the province, similar models are starting to come to life, and all have one thing in common: the driving involvement of the local health integration network to deliver better results for Ontario's patients."

INTEGRATION DECISION PROCESS PART OF CONTINUING COMMITMENT TO OUR COMMUNITIES

The Central LHIN is holding information sessions April 30 to May 3 to provide information and clarification about the new LHIN responsibilities and the changing roles and relationships between LHINs and Health Service Providers. These sessions are part of the process for developing the Central LHIN's integration decision process.

An invitation was recently extended to all Central LHIN Health Service Providers (hospitals, long-term care homes, community support services, mental health and addictions agencies, community health centres, and the community care access centre).

The sessions will include an overview of what has changed and what is new post-April 1, 2007, following the transfer of responsibilities from the Ministry to the LHINs. Also on the agenda is information about Accountability Agreements between Central LHIN and Health Service Providers, funding, integration decision process and criteria, and the implementation and refinement of the Central LHIN Integrated Health Service Plan. Ample opportunity for questions and discussion will also be provided.

LHINs are based on the principle that health care is best planned, coordinated and funded at the community level, because local people are best able to determine the health care needs and priorities of their communities. These sessions are part of the Central LHIN's ongoing commitment to making sure that our communities have access to health services in a system where each provider works together to be able to give people the best care whenever and wherever they need it.

For more information on these sessions, please contact **Anna Themelis** at **905-948-1872 extension 203**.

Central LHIN well represented at Provincial Health Expo

This year's *Celebrating Innovations in Health Care Expo 2007* features seven exhibits from partners within the Central LHIN, including the LHIN's Health Human Resources Advisory Group's Human Resources Collaboration project, which falls under the Innovations in Health Human Resources theme. The expo, taking place on May 23 and 24 in Toronto, is sponsored by the Ministry of Health and Long-Term Care and is a showcase of innovative solutions and projects supporting health care system renewal in Ontario.

"The expo represents an outstanding opportunity for the Central LHIN to showcase its leadership in a variety of areas," says Hy Eliasoph, Central LHIN CEO.

Of the six themes for this year's innovation health care expo, the Central LHIN is represented in four. "Most impressive is the fact that, of the seven exhibits originating from within the Central LHIN, four bear

the theme of Improving Quality and Patient Safety," says Eliasoph. "The strength of our representation under this theme, and the broad spectrum of projects covered within it, truly indicates a people-centred approach to the innovative projects we and our partners are undertaking."

The projects that Central LHIN providers are exhibiting under the theme of Improving Quality and Patient Safety are:

- Innovating Mental Health Practice in the Community – COTA Health;
- Rapid Response Tool Kit to Infectious Outbreaks – Humber River Regional Hospital;
- Medication Reconciliation at Hospital Admission – Markham Stouffville Hospital; and
- IRIDE in Ethics: A Decision-Making Consultation – St. John's Rehab Hospital.

Humber River Regional Hospital is exhibiting another project with its

partners Griffin Centre and Toronto District School Board called Working Together Across Systems, Child and Adolescent. This exhibit falls under the theme of Innovations in Health Promotion.

And under the theme of Improving Efficiency Through Process Redesign is the Total Joint Assessment Centre partnership of North York General Hospital, Humber River Regional Hospital, Markham Stouffville Hospital and York Central Hospital that is highlighted on **page 2** of this newsletter.

"I would encourage anyone in the health sector to participate in the expo," Eliasoph says. "It offers a great learning opportunity and provides a venue to discuss and share ideas that may germinate into next year's innovations."

For more information or to register for the expo, log on to www.ontariohealthexpo.ca.

First Career Fair a Huge Success



More than 300 people took part in Central LHIN's first Career Fair.

More than 300 people attended the Central LHIN's Health Care Career Fair held on March 26 in Toronto. On site were 25 health care providers accepting resumes from prospective employees as well as providing opportunities for preliminary interviews. The fair was an initiative of the Central LHIN's Health Human

Resources (HHR) Advisory Group and was the first of its kind organized by one of the LHINs in Ontario.

The fair was geared towards Nurses and other Allied Health Professionals and was open to anyone who has an interest in working in health care in this LHIN.

Neil Fernie, Director of Human Resources at North York General Hospital and a member of the Central LHIN HHR Advisory Group, says he believes having a career fair organized by the LHIN itself helps level the playing field.

"A lot of the agencies that we're now partnering with in a LHIN context aren't as big as us and aren't as sophisticated as us," he says, adding, "by being able to participate at the LHIN level, it allows them to make use of some services or resources or expertise they wouldn't normally have because they aren't funded for that. That's good for the overall system and drives up the level of service."

With the success of this initial career fair in its southernmost area, the Central LHIN will look at holding future career fair opportunities in other areas of the geography.



Lean Breakfast attracts providers from across the LHIN

Approximately 30 people from various health service provider organizations attended the Breakfast of Champions hosted by the Central LHIN on April 13. The event showcased the Lean program at North York General Hospital (NYGH).

The purpose of the Lean program is to successfully minimize non-essential components of patient visits. Key to the program's effectiveness is that it is supported by the CEO, senior staff and front line workers. Staff's opinions about opportunities for change are encouraged and highly valued, fostering a sense of ownership of decisions and empowerment in making changes that are supported by senior management.

Since its implementation, the length of stay in the hospital for non-critical patients has been reduced by 35 per cent. The percentage of patients leaving before 11 a.m. has increased from four per cent to 20 per cent.

The NYGH Lean Program presentation is available on our website www.centrallhin.on.ca on the Innovations Breakfast page.

Please join us for another informative morning at our next Breakfast of Champions on June 22.

For more information, please contact **Rochelle Rutman** at **905-948-1872 extension 209**.

Staff Profiles

The Central LHIN welcomes Philip Feng who has recently joined the Performance, Contracts and Allocation team as Project Coordinator. He will be assisting in establishing a transfer payment accountability framework and in financial reporting.

Philip holds an MBA from McMaster University and is currently working towards his CMA designation.

Central LHIN Fast Fact

Cancer Surgery Wait Times

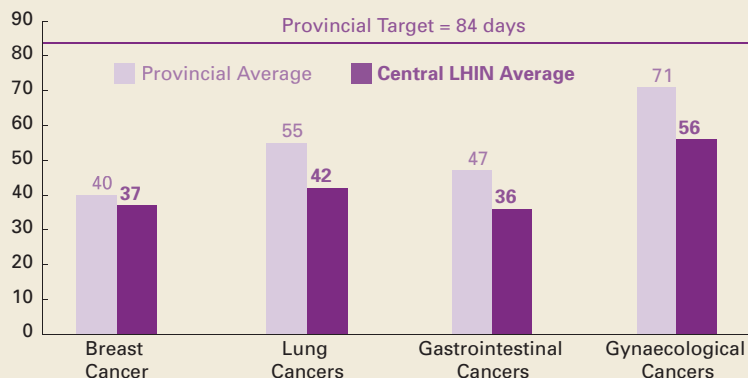
Both Wait Times and Cancer Care are among the Central LHIN's Health Service Planning Priorities as identified in its Integrated Health Service Plan. Compared against provincial targets and averages, Central LHIN wait times for a variety of cancer surgeries were shorter for the period from December 2006 through January 2007 for the following:

Breast Cancer
Provincial target 84 days
Provincial average 40 days
Central LHIN average 37 days

Lung Cancers
Provincial target 84 days
Provincial average 55 days
Central LHIN average 42 days

Gastrointestinal Cancers
Provincial target 84 days
Provincial average 47 days
Central LHIN average 36 days

Gynaecological Cancers
Provincial target 84 days
Provincial average 71 days
Central LHIN average 56 days



Philip Feng (North York)
Project Coordinator, Finance

In his most recent position, Philip worked as an accountant for VLR Food Corporation. In addition to his experience in Canada, Philip has worked in finance and accounting for various corporations in China.

In his time away from work, Philip enjoys reading and playing guitar as well as recreational activities including swimming and martial arts.

"I am excited to work in an energetic and growing environment."

Watch for the next issue of LHINfo Source in June. If you have comments or ideas for future issues, please contact Sandi Pelly at **905-948-1872 ext 212** or email sandi.pelly@lhins.on.ca

Remember to check out Central LHIN's Newsroom regularly at www.centrallhin.on.ca for news stories on community engagement and our Integrated Health Service Plan.

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