



Local Health Integration Network

LHINfo Source

Winter 2008

Five exciting reasons to watch Central LHIN this year

#5

Building capacity to meet health service needs in our growing communities

Central LHIN is arguably the fastest growing LHIN in the province. That means more people accessing the health system every year. It's our job to understand the needs resulting from this growth, to plan and fund services to meet those demands, and to anticipate future needs. With a comprehensive Annual Service Plan, and a focus on building infrastructure (in part by tapping organizations that have well-developed infrastructures and linking them with others that do not), we're ready to do just that.

#4

Making progress on LHIN priorities

In fall 2007, Central LHIN received approval for LHIN Urgent Priorities Funding of just over \$2 million for fiscal 2007/08 and \$3.6 million for fiscal 2008/09. The first \$2 million is now allocated, and in the coming months we'll seek input from our health service providers on how we should invest the other \$3.6 million. The key question will be "what can we do to leverage those dollars to best meet priorities in our communities?"

#3

Climbing to new heights at the Integrated Health Service Plan (IHSP) Summit

Central LHIN health service provider Board Chairs and Executive Leads will attend a meeting of the minds in March, to figure out how best to take ownership of the IHSP. Discussion topic for the one-day summit? *What can we as Central LHIN health service providers do over the next two to three years to implement our Integrated Health Service Plan?*

#2

Improving patient access to care through voluntary integrations

This spring North York General Hospital and St. John's Rehab Hospital will realign their delivery of rehabilitation services, to a specialized program at St. John's. The collaboration ensures patients benefit from the expertise of St. John's team, and frees up resources so North York General can admit more patients and reduce emergency department wait times. As more organizations embrace their role in transforming our healthcare system, and look for similar proactive opportunities, count on seeing more integration activities this year!

#1

Launching Aging at Home initiatives

Seniors, caregivers and health service providers will see some new and innovative services and supports for seniors as year one of the three-year Aging at Home strategy begins on April 1, 2008. Years two and three will build on the foundation established in year one with a focus on capacity building, an increase to the base funding available for Aging at Home priorities, and further calls for proposals.

Have you signed up for My Page yet?

This new feature allows you to receive email alerts when information you want to know about is updated on our website. Signing up is easy! Just visit www.centrallhin.on.ca and click on *My Page*. Then choose to receive alerts to your email inbox on board meetings, newsclips, newsletters and resource documents.

*Caring Communities –
Healthier People*



Achievements, challenges and opportunities

A conversation with Central LHIN CEO Hy Eliasoph

What achievement are you most proud of over the past year?

It's difficult to settle on just one thing to highlight as our Board and staff have worked hard and accomplished much over the last twelve months. I'm probably most proud of the effort we've put into building the Central LHIN team – including our Board and staff – and establishing the foundation for an effective, transparent and accountable operation.

Some other key achievements include: contributing to the evolution of a cohesive LHIN CEOs leadership team in working with the Ministry and other stakeholders to transform the health system, laying the groundwork for implementing our Integrated Health Service Plan (IHSP), and securing significant resources to fund Aging at Home, which will serve as a major platform for building community capacity.

What challenges does Central LHIN need to address in 2008?

Four in particular come to mind.

First, understanding, both at a strategic level and on the ground, what our Ministry-LHIN Accountability Agreement means and how it actually works.

Second, figuring out what integration is truly about, and how we embed the concept in everything we do.

Third, moving ahead with the implementation of the new Health Based Allocation Model. It is our belief that this new funding approach will introduce greater equity and recognition of the costs of delivering health services across all LHINs.

Fourth, accelerating the e-Health agenda – including connecting physicians – to move toward a more integrated health information management system.

"Over the past twelve months I'm probably most proud of the effort we've put into building the Central LHIN team – including our Board and staff – and establishing the foundation for an effective, transparent and accountable operation."



CEO Hy Eliasoph

Aging at Home is on everyone's mind. What do you think its impact will be?

Without meaning to exaggerate, Aging at Home is the single most important initiative for Central LHIN and quite possibly all LHINs. It is a clear sign that the Minister of Health and Long-Term Care has listened and paid attention to the 14 LHIN IHSPs.

We believe Aging at Home will provide us with the means to build capacity in the community: capacity that will relieve pressures on our hospitals and long-term care homes by helping support seniors to live as healthy and independently as they can in their own homes.

It is now up to us to work collaboratively with our health service providers, to consult broadly and extensively with our seniors population and to implement expanded and new services and programs to meet the needs of our communities.

What keeps you awake at night?

Running out of runway. LHINs are a start-up operation, and – in collaboration with the Ministry – we're trying to lead and enable the transformation of the largest health system in North America.

To do that we need to build relationships with and foster linkages and alignment amongst over 100 health service providers; devise a robust and meaningful community engagement process; design, plan and deliver a local health system (the first of its kind in Ontario); and work to establish performance metrics to measure our progress.

We are doing all of this in an open, transparent and publicly accountable way, also something new for the Ontario health system. And we have a limited window in which to show results.

What can Health Service Providers do to get more involved with Central LHIN?

We have worked hard to involve health service providers in the development and implementation of our IHSP, hundreds of people are already engaged with us through our many working and advisory groups, and networks and committees.

One of my aspirations is that the work of the LHIN will be considered by our health service providers as a part of their day job, not an add-on or imposition. If we are to truly build a network in which our health service providers have ownership over the work and its ultimate success, they need to be invested in what we are collectively trying to accomplish.

We hope to give greater expression to this aspiration in our upcoming IHSP Summit on March 1st. We want the leadership of our health service providers to step up to the plate and offer their support and involvement in our IHSP projects. When that happens, our IHSP will truly start to fulfill its potential to have a positive impact.

NEWS CLIPS

New ED lead

In November, Central LHIN welcomed Dr. Rakesh Kumar as its new Emergency Department Leader. Dr. Kumar, who has practiced emergency medicine in the GTA for over 18 years, will work to implement the Ministry/LHIN Emergency Department Strategy, aimed at increasing emergency department access and reducing wait times. His first order of business: meet with emergency department staff at Central LHIN hospitals to share information and solicit input on the existing challenges.

*What's next...*Dr. Kumar will organize and chair a Central LHIN Emergency Department Network, consisting of physicians, emergency medical services staff, nursing managers and other program directors. The network's goal will be to develop potential solutions for the issues identified.



Dr. Rakesh Kumar, Central LHIN's new Emergency Department Leader

Aging at Home

The August announcement of significant funding under the Aging at Home strategy to improve supports and services for seniors in Ontario meant we could kick our Integrated Health Service Plan seniors' priorities into high gear. So far we've moved ahead with planned projects, sent out a call for proposals for innovative ideas and community partnerships

aimed at enhancing home-based supports and services for seniors, and consulted with over 1,000 people on our Aging at Home plans.

*What's next...*a slate of proposed projects goes before Central LHIN's Board in February, just prior to the submission of our detailed service plan to the Ministry of Health and Long-Term Care on February 29. Year one of Aging at Home officially begins on April 1.

Diversity and Inclusion

To the beat of native drumming, the 20-member Diversity and Inclusion Advisory Group met for the first time in December at the Central LHIN offices in Markham. Formation of the group is another in a series of steps Central LHIN has taken toward making diversity and inclusion part of business as usual. Others include a well-attended Diversity and Inclusion workshop for health service providers last spring, and diversity training for Central LHIN staff and board.

*What's next...*The Advisory Group will meet four times in 2008, and recruitment is underway for a Community Developer to lead a working group in developing best practices in diversity in the Jane Finch community.

Health Professionals Advisory Committee

At its January meeting, Central LHIN's Board of Directors approved revised Terms of Reference and a list of proposed members for our first Health Professionals Advisory Committee. Members represent a range of disciplines within the health field, including physicians, nurses, pharmacists, dietitians and therapists. The committee will provide advice to the LHIN on how to achieve patient-centred health care within the local health system.

*What's next...*Successful candidates are being notified, and the first meeting will take place in March. As there are still vacant positions, another Expression of Interest will be posted on our website shortly.

Vaughan hospital services planning

More than 300 people attended our latest community consultations on hospital services planning for Vaughan on January 30. The goal of the two sessions was to provide updates to our stakeholders on the progress of our plans, and to seek input to help refine our service needs assessment.

*What's next...*Check out our website to view the presentations given at each session. Feedback we received will be incorporated into our draft plan, as we work towards submission of a final report to the Ministry of Health and Long-Term Care in March.

Engagement by the numbers

Engaging with stakeholders is all part of transforming the health system.

Central LHIN communicates regularly and proactively with stakeholders both in and outside of the health care system in a variety of ways.

Here's a snapshot of some of our engagement activities last year:

50	community consultations held on Aging at Home and other priority issues
2000	approximate number of people who attended our community consultations
12	public board meetings held
15	average number of people who attend our board meetings
13	governance councils held
5	total Breakfast of Champions hosted
22	number of current and active CLHIN-organized groups, including:
5	Advisory groups,
4	Networks, and
13	Working groups

For more information on upcoming events or how to get involved, visit our website at www.centrallhin.on.ca

Meet our newest team members



Danielle Dang
(Unionville)
Planner

Danielle is the newest planner to join the Planning, Integration and Community Engagement team. Her focus is on the Seniors portfolio.

A recent graduate of the University of Ottawa's Master of Health Administration program, Danielle previously worked at Toronto East General, Humber River Regional

Hospital and Saint Elizabeth Health Care. Danielle holds a Bachelor of Science in Occupational Therapy, and has practiced in both the United Kingdom and Ontario.

Adventurous by nature, during her downtime she finds any excuse to be out and about with family and friends "discovering the hidden gems of the city" or simply enjoying the outdoors.

"The LHIN is a place where innovation and health care come together. It is exciting to be part of an organization with such creative energy and potential."



Sheena Campbell
(Georgina)
Communications
Manager

Sheena brings over nine years experience in communications and public relations to her new role at the Central LHIN. Most recently, she led communication initiatives at Extendicare, a leading Canadian provider of long-term care and community based health care services.

Before that, she worked as a freelance writer and editor. Sheena holds a Honours BA, and is a long-time member of the International Association of Business Communicators.

When not at work, Sheena is passionate about telling her family's story through photography, journaling and scrapbooking.

"I believe the concept of transforming the health system is really about making sure that care and services are there when we need them. I appreciate the opportunity to contribute at the system level to try to make this happen."



Robyn Gold
(North York)
Senior Coordinator

Robyn joins the Planning, Integration and Community Engagement team after working as an Undergraduate Coordinator at the University of Western Ontario, and a Clinical Facilitator/Ethics Intern at London Health Sciences Centre.

She holds an Honours BA, and a post-graduate diploma in ethics.

A former provincial-level competitive gymnast, Robyn is newly engaged, and she enjoys reading and snowboarding when not planning her upcoming nuptials.

"During my education and work experience, I found patient-centred care to be a particular interest. Working at Central LHIN gives me the opportunity to interact face-to-face with a wide range of individuals, and to bring their concerns and issues forward to our team."

Celebrating Innovations in Health Care Expo

Metro Toronto Convention Centre
April 22, 2008

9:00 am – 4:30 pm

CALL FOR ENTRIES!

Are you making a difference in Ontario's health care system?

The highlight of this annual showcase of innovations is the Minister's Awards of Excellence – taking place on April 22 at 2:30 pm.

APPLY NOW AND BE RECOGNIZED!

New features for 2008:

- \$20,000 People's Choice Award
- \$20,000 cash prize for each theme grand prize winner
- Finalist awards in all categories

To find out more, to apply for the Minister's Awards, or to register for the Expo, visit

www.health.gov.on.ca/innovations

Watch for the next issue of LHINfo Source in Spring 2008. If you have comments or ideas for future issues, please contact Sheena Campbell at **905-948-1872 ext 214** or email sheena.campbell@lhins.on.ca

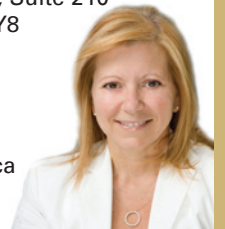
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*Working collaboratively
with our health service
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health system*