

Meet our newest team members



Chantell Tunney
(Toronto)
Senior Planner

Chantell has been involved in the community health sector at the senior management level for over 10 years, with a focus on strategic planning, project management and program development.

She joins our team after her most recent role as the Director of Finance, Performance and Accountability at the Aphasia Institute in Toronto. Prior to that, Chantell owned a multi-disciplinary clinic, practicing as a homeopathic doctor and educator.

When not working, Chantell spends time with her husband and five-year old daughter. She loves to golf and travel, and is currently building a "state of the art" organic garden in her backyard.

"I've spent much of my professional life working to make a difference in healthcare from the community level of service delivery. Working with the LHIN is a great opportunity to understand issues through a different lens, and contribute to wellness through a systems planning approach."



Anne Lessio
(Ajax)
Senior Planner

Central LHIN welcomes Anne, whose position as senior planner will focus on chronic disease management and prevention. Anne is well prepared for the challenge, having recently held a pivotal role as the Manager of the Heart Health Resource Centre, whose primary goal is to build the

capacity of public health professionals and their community partners to develop, implement and evaluate chronic disease prevention programs.

Anne holds an undergraduate degree in nutrition and food services from the University of Toronto, as well as an MBA from the Schulich School of Business at York University.

An outdoors person at heart, Anne loves to stroll along the shores of Lake Ontario, and looks forward to canoeing, hiking, gardening and BBQs in the summer.

"It is a very exciting time in chronic disease management and prevention. Being at the LHIN gives me the chance to engage the right people to improve our ability to manage chronic diseases now and in the future."



Melissa Thomas
(North York)
Project Coordinator

For the past five years, Melissa has put herself through school, while working on a seasonal basis for the City of Toronto Works and Emergency services in the financial department.

She holds an Honours Bachelor of Arts with a major in Criminology and a Bachelor of Education, both through the University of Toronto.

Melissa expresses herself creatively outside of work by making jewellery, and likes to watch movies, dine out and take weekend trips.

"The LHINS are changing healthcare day by day. It is an honour to come into this organization and both witness and be a part of the differences being made locally. This position will give me a wealth of knowledge in a field that is new to me."



Elham Ashkar
(York Region)
Project Coordinator

One of our newest team members, Elham will work on the chronic disease management and health human resource portfolios. She has held positions at Toronto Western Hospital and the Rexdale Community Centre, and volunteered on several projects with Public Health.

Elham graduated from York University in 2007, with a Specialized Honours degree in Health Care Management.

Very family and friends-oriented, Elham loves to read and travel.

"Working with Central LHIN gives me the opportunity to learn and be part of our transforming health care system. I am energized by the innovative and creative initiatives that are underway and look forward to seeing our health care system at its best."

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

Find out more about what's new in our LHIN! Visit our newsroom at www.centralhlin.on.ca

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*Working collaboratively
with our health service
providers to transform
the health system*



Local Health Integration Network

LHINfo Source

Spring 2008

Access to Central LHIN service providers at your fingertips

New Community Care Resources database launched

From pharmacies that deliver to hairdressers who will travel, people living in the Central LHIN's catchment area now have access to this information at their fingertips.

People can also search for more traditional health services like in-home nursing supports or retirement homes in their area courtesy of the Community Care Resources database.

The public component of the website, www.central.communitycareresources.ca was officially launched March 19 at a Thornhill event hosted by the Central Community Care Access Centre (CCAC).

"We built a very easy-to-use front for the public," says Lynn Harrett, communications director for the Central CCAC.

"We look forward to the next three months and the opportunity for agencies to update their information as it changes." Providers are also welcome to put a hot link to the data base on their websites and intranet.

The website, originally developed for internal purposes for the former five Toronto area CCACs, contains more

than 5,000 listings. Harrett calls it a wealth of resources and says, "We really needed to find ways to share information about available resources. The more people who have access, the better utilization you'll have."

The website was launched during the Central CCAC's recent community information fair that attracted about 500 health service providers and 62 exhibitors.

Susan Williams, executive director of Hospice Georgina, expects the website to be a useful resource.

"It's going to be awesome to have a central place" for information, she said.

Her colleague, Lynn McLarnon executive director of Hospice King-Aurora, concurred.

"It will help us keep up-to-date, said McLarnon. "This is an excellent opportunity for us to provide the whole range of services."

The Central CCAC hosted the event to bring service providers together and to learn more about the organizations and resources available in the Central LHIN area. It also gave agencies the chance to meet one-on-one with the access centre's client services staff.

"We're really in the business of sharing information about health and that's what today is all about," said Central LHIN CEO Hy Eliasoph.

Quick Facts about Community Care Resources

- Consumer-friendly, web-based information and referral tool
- Developed in partnership with health service providers and community partners
- Designed to give easy access to health and personal support services in the community
- Lists 5000 + local resources
- Includes government, not-for-profit, voluntary sector, individual practitioner and business listings
- Target searches by key words
- Modify search by variables such as:
 - where services are provided
 - languages spoken
 - distance
 - hours of operation
 - wheelchair access
 - fees
 - eligibility for service
- Includes a mapping feature so users can see a provider's location

Seniors foundation goes green to build healthier communities

The Don Mills Foundation for Seniors says healthy people need healthy communities and they have adopted an environmental policy that supports that principle.

Kathryn McLeod, manager of administration and special projects, says the green policies are a result of their re-branding process, which examined their mission and values.

“If we are here to be a source for health, community services and improving the lives of seniors it doesn’t just limit itself to the physical body but also to the environment,” says McLeod.

The organization began to look for ways to reduce their environmental impact, including purchasing a Toyota Hybrid car to help decrease their greenhouse gas emissions.

McLeod says reducing greenhouse gas emissions is especially important for seniors who may have breathing difficulties because of pollution in the air.

The new vehicle, co-sponsored by Yonge Lawrence Toyota, will deliver Meals on Wheels and provide transportation for seniors.

The environmental policy also focuses on the importance of education and

In with the new

Health service providers find unique ways to reach out and make a difference

Ah spring! There’s something about it that makes us want to throw open the doors, breath the fresh air and make some positive changes in our lives. Out with the old, in with the new they say.

With that in mind, it seems the perfect time to highlight two Central LHIN health service providers who are taking a new approach to making a difference in the lives of the people they support.



Toyota hybrid car

awareness, which will be promoted within the organization and the greater community.

Bill Krever, president and CEO, says awareness is the cornerstone to any successful environmental program.

“We can provide all the equipment, mechanisms and supplies necessary to create an environmentally friendly organization but it is the people who will make the program successful,” says Krever.

The Don Mills Foundation is also using its community newsletter to promote environmentally friendly practices to its senior population, such as green cleaning products and reusable bags.

To learn more visit the Foundation website at www.dmfseniors.org

NEWS CLIPS

Haven’t yet heard of SNAGA? You soon will!

Central LHIN has hired KPMG to work with us to conduct a service needs assessment and gap analysis. Coined SNAGA, the project will help us be strategic in managing existing health needs in our LHIN and planning for future ones.

Here’s how it works. First we assess the current health service needs of our communities. Next we project our growth and demographics 10 years down the road to determine where the highest needs will be, and for what specific services. Finally we gauge our capacity to provide those services.

Looking at the difference between what we will need and what we can presently provide shows us the gap we need to address to ensure the needs of our LHIN’s population continue to be met.

Community engagement plays a big role in this initiative, through “key informant” interviews with health system leaders, focus groups with our advisory groups, service providers and community representatives, and an engagement process to validate our results.

What’s next...Our team will work with KPMG over the next few months to complete the steps in the process as outlined above. Central LHIN is looking to have the final report in hand by late autumn of this year.

Congratulations to Central LHIN Innovators!

Congratulations to all of the health service providers in Central LHIN who were selected to have their innovative program or initiative highlighted at the upcoming Innovations in Healthcare

On March 31, Central LHIN submitted its final report entitled *Service Needs Assessment for the Identification of Vaughan Hospital Services* to the Ministry of Health and Long-Term Care. The report is available on our website under “Reports and Publications,” then “Planning.”

Expo, happening April 22, 2008 at the Metro Toronto Convention Centre. To see a complete list of exhibitors, or for more information on the Expo, visit www.mohexpo.innovasium.com

What’s next...Watch the newsroom on our website and future issues of LHINfo Source for stories celebrating these Central LHIN healthcare innovators.

Coming soon... A more fresh-faced LHIN

Ontario’s 14 LHINs are getting a virtual makeover! Over the coming months, LHINs will experience a visual identity refresh, which introduces some new colours and LHIN-specific logos that incorporate the new Ontario trillium.



Many of our print materials will continue to use the familiar wave graphic, but

Central – like the other LHINs – chose one colour from a specific palette to use as our primary colour for items like signs, banners and letterhead.

What’s next...Want to know what colour our LHIN chose? Watch over the next few months as we begin to incorporate the new logo and colour choice into the design of our website and printed material.

Governance Toolkit will support stronger board-to-board working relationships

Central LHIN, along with four other LHINs, representatives from health service providers and the Ministry of Health and Long-Term Care, has formed a steering committee to develop a LHIN-Health Service Provider Governance Toolkit.

The group was struck in recognition of the need for a common framework of guidelines and best practices to:

- facilitate effective working relationships at the governance level between LHIN and health service provider boards and between health service provider boards;
- align health service provider voluntary integration initiatives with LHIN expectations; and
- support health service provider boards in providing appropriate

governance leadership to their organizations in pursuing voluntary inter-health service provider integration initiatives

Draft one of the toolkit is now being reviewed by steering committee members, their associations, LHIN/ Health Service Provider Board Chairs and CEOs.

What’s next...Once the final version of the toolkit is approved by the steering committee, it will be shared broadly with LHIN stakeholders and posted on our public website.

For more on what’s new in Central LHIN, check out the newsroom at www.centrallhin.on.ca

Integration Corner

Group purchasing to give hospitals more bang for their buck

Several Central LHIN hospitals have been given the go-ahead by our Board of Directors for two different, voluntary, cross-LHIN integrations that will see them participate in group purchasing of items such as capital equipment and supplies.

North York General Hospital will be included in a two-year pilot project for group purchasing of medical equipment, run by the Council of Academic Hospitals of Ontario. The council’s twenty-five member hospitals collectively purchase more than half of all capital equipment in the Ontario hospital system.

Markham-Stouffville Hospital, Southlake Regional Health Centre, and York Central Hospital, along with three other hospitals in two of our neighbouring LHINs, have established the Central Ontario Healthcare Procurement Alliance to govern their group purchasing initiative. Six other hospitals outside of Central LHIN have already expressed interest in potentially joining the Alliance.

A key benefit of both of these integrations is that our hospitals will be able to reinvest savings into patient care.

Krasman Centre shares film with aim of reducing stigma

Armed with a powerful and moving documentary, the Krasman Centre is working to reduce the discrimination faced by people with mental health or substance abuse issues.

Titled Extra Ordinary People, the film features a diverse group of people sharing their story of discrimination and its impact on their lives.

Directed by filmmaker Laura Sky, of Sky Works Charitable Foundation, the film features a diverse group of people sharing their story of discrimination and its impact on their lives.

Cheryl Peever, a manager with the Centre for Addiction and Mental Health, says people with mental health and addiction issues often face discrimination in the health-care system, at school, on the job or other public setting.

Fear of discrimination can cause people to conceal their condition for fear of reprisal or how they may be perceived by a colleague or health-care professional.

Peever, whose consumer survivor story is featured in the film, says the documentary is designed to make people question their own behaviours and attitudes in relation to mental health and addictions issues.

“I think it provoked some really good discussion,” she says. “Whether or not it’s going to change practices or not, it’s too early to tell. Hopefully it has an impact on people and how they conceptualize and think about their own biases and stereotypes.”

Tanya Shute, executive director of the Krasman Centre, says the feedback they’ve received on the film has been phenomenal.

“What we’re hearing from people who have mental health issues is that they’re really excited about us talking about the issue in a way that doesn’t treat them like they’re sick.”

Central LHIN health service providers who would like to arrange a screening are invited to contact the Krasman Centre, a consumer survivor initiative governed and operated by people with experience in the mental health or addictions system.

The film comes with a community development kit used to stimulate discussion after viewing. Organizations can also contribute an honorarium to have people featured in the film host the screening locally.

To learn more visit the Krasman Centre website at www.krasmancentre.com