



*It's about you
and your health!*

BULLETIN 15

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SESSION BRINGS VISION FOR FUTURE HEALTH SYSTEM INTO FOCUS

On April 8th, more than 60 health service providers from across the Central West Local Health Integration Network (Central West LHIN) got their first peak at what the future holds for health care in this part of the province and the response was met with resounding optimism.

The preliminary health system vision and plan shared at the session, hosted by the Central West LHIN, represented the culmination of months of planning, research and community engagement activities, designed to support the LHIN's Health System Plan.

"What we're sharing with you today is indicative of what members of the public, community organizations and health service providers have told us will be important in planning for the long-term future of our local health system," noted Mimi-Lowi Young, CEO, Central West LHIN.



Central West LHIN Board Chair, Joe McReynolds kicks off the event.

One of the overriding issues that surfaced during development of the Central West LHIN's three-year Integrated Health Service Plan (IHSP) was the need to improve access to services across the LHIN. The Health System Plan is being developed to respond to that need.

"This is a plan that models a health system based on a coordinated and integrated approach to health care delivery," said Joe McReynolds, Board Chair, Central West LHIN. "Planning that takes the entire system into consideration not only improves access to services, but also makes sure that patients can transition easily from one service to the next."

What is the Health System Plan?

The Health System Plan is a detailed vision and plan for:

- Comprehensive community-based services
- Brampton Civic Hospital
- The role and development of Peel Memorial Hospital site
- The development of Etobicoke General Hospital
- The development of Headwaters Health Care Centre (two sites)

Integrated community and hospital-based services in the Central West LHIN will be phased in at 2009, 2014 and 2019.

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SETTING A NEW COURSE FOR HEALTH CARE DELIVERY

Based on community and service provider feedback and background research that included a review of existing health care services in the LHIN and best practice in integrated health care delivery, preliminary findings suggest that the LHIN needs to move to a stronger community-based model of care with improved access to all health care services and better care coordination across the entire health system.

“It’s rewarding to see that the goals and vision for health system planning shared today are headed in the right direction – it’s clear that everyone wants to work together to create a better health system for everyone,” said Valerie Quarrie, Manager, Dufferin County Community Support Services.

Reflected in the plan are the Central West LHIN’s local priorities for change – maternal/child services, mental health and addiction services, palliative/end-of-life services, rehabilitation, and services for seniors. Other priorities including chronic disease prevention and management, primary care linkages and responsiveness to cultural diversity are also addressed.

As facilitator Barbara Pitts with PriceWaterHouseCoopers pointed out, the health system plan focuses on:

- Linking to and developing promotion and prevention management services
- Building strong linkages with primary care (family physicians)
- Enhancing services delivered in the community
- Increasing access to services
- Improving the patient experience at all steps in the health system

- Developing an integrated hospital system that supports community services
- Ensuring ongoing sustainability of the local health system

Pitts noted that health service providers can no longer afford to think as separate organizations and separate sectors (i.e. hospital, community and long-term care) if a truly coordinated and integrated health system is the desired outcome.

“We’re entering a new horizon in health care, pioneering new approaches and new ways of working together as health system partners. Having the opportunity to work together with all sectors of the health system in this way bodes well for patients who will ultimately benefit from a better coordinated, integrated system,” acknowledged Carol Kidd, Executive Director, Caledon Meals on Wheels.

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Carol Kidd, Executive Director, Caledon Meals on Wheels, contributes to dialogue at the session.

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Shaping a long-term vision for health care

The following is an example of the extensive background work that went into shaping the vision and plan for health care in the Central West LHIN:

- *Seven public engagement events, over 200 participants*
- *Six Central West LHIN Task Force events (re: Peel Memorial Hospital site), over 500 participants*
- *One Service Provider event, over 35 participants*
- *Review of existing hospital, community and long-term care services*
- *Demographic changes (i.e. growth, aging, concentration of populations)*
- *Prevalence of common conditions (i.e. obesity, diabetes)*
- *Review of factors influencing demand on services (i.e. changes in medical practice, service delivery and healthcare technology, improving access, increasing capacity)*
- *Extensive best practice research into health system integration*
- *Review of Central West LHIN's 3-Year Integrated Health Service Plan (IHSP) phased in at 2009, 2014 and 2019.*

The plan calls for the health system to lay a strong foundation of integrated, community-based health services that are fully supported by an acute care (hospital) system with health service providers collectively delivering consistent, high quality-services in locations that can be easily accessed by local residents.

It also addresses the need for more inter-disciplinary approaches to care. This prompts health professionals to work in collaborative teams where their respective expertise can be used to its greatest potential in addressing the health needs of patients and clients. This is an approach we're already seeing in the development of local Family Health Teams.



Sandy Milakovic, CEO, Canadian Mental Health Association
- Peel Chapter

Accessible community-based services that support health and wellness and proactively help manage chronic disease are envisioned as offering the first point of contact for most residents accessing health services in the LHIN.

"The proposal for wellness centres based on a concept of multi-service access has long been an approach we have supported and CMHA Peel was pleased to be a part of the discussion," says Sandy Milakovic, CEO, Canadian Mental Health Association – Peel Chapter.



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Hospitals would continue to provide a comprehensive range of services to meet the needs of local residents delivering a care experience that is consistent across the LHIN regardless of which hospital you seek treatment at.

Pitts notes that the plan takes into consideration the health needs of the LHIN at a local level, by community (i.e. town, city, county) and as a region.

"We recognize and appreciate that service needs can vary in different areas across the LHIN, and we've studied these needs closely to make sure that planning decisions take both geography and population needs into consideration."

That's a particularly important factor to consider when improved access to services is among the primary goals of the health system plan.

Acknowledging that change of this magnitude takes time, the detailed vision and plan calls for changes to be implemented in a phased approach starting in 2009, with subsequent changes to take place in 2014 and 2019.

Feedback provided by health service providers at the April 8th session was incorporated into a final draft of the vision and plan before it was submitted, together with a proposed implementation plan, to the Central West LHIN's Board of Directors in late April for review.

"This session was indicative of the Central West LHIN's highly consultative and collaborative approach to system planning," said Marina Ellinson, Executive Director, Central West Community Care Access Centre. "I was impressed by the level of engagement of all health service providers and the over-riding willingness to engage partners in these planning discussions. Central West CCAC is a firm believer in the power of collaboration and looks forward to ongoing opportunities to work with the LHIN and our system partners."

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Executive Director, Central West
Community Care Access Centre

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Gurwinder Gill, William Osler Health Centre, participates in round table discussions about health system planning.