



*"A very worthwhile session.
Handout material excellent.
Very open to suggestions/
questions." - A PROVIDER*

You Talked, We Listened

It was a good start to a conversation that we will work to expand and enrich over time.

More than 350 people came to our first community meetings that were held in seven distinct communities of the Toronto Central Local Health Integration Network (LHIN). The meetings introduced the purpose of LHINs to residents, healthcare providers and representatives of organizations that support healthy living.



More importantly, the community meetings were an opportunity for local people to tell Toronto Central LHIN what is working well in health care services, what their top health care concerns and priorities are and where they see opportunities for improvement.

Participants were impressed with the research on their neighbourhood areas and asked that the "Diversity at a Glance" profiles be made widely available (now posted on our website at www.lhins.on.ca; the questions you asked and our answers will be there soon.)

The five key messages we heard across all seven meetings were:

- Access to services for seniors, for those with mental health and addictions and for those whose special needs often are overlooked (for example the homeless, aboriginals, etc.) are priorities.
- Ethno-cultural and language barriers to care should be bridged. Adopting what is known as "the social determinants model of care" will help address this. Such a model considers early life experiences; economic and physical conditions; and social environment.
- Continued community discussion and involvement is essential and the LHIN must reach out to people who have traditionally been hard to reach
- Funding for the LHIN should recognize the imbalance of power between small and large health care providers
- The LHIN should include health promotion and education as part of its planning work.

One of the many ways we are continuing this dialogue is through Action Planning Days in June. (See page 3.)

We look forward to hearing more from you – or hearing from you for the first time – at these and other forums as we build our first Integrated Health Service Plan.

The View From Here

With May behind us, the pace of action increases each day at the Toronto Central LHIN. We are pleased to say that our community engagement process has already proven to be a productive force – raising awareness of our neighbourhoods' unique needs, helping establish definition and consensus around first planning priorities, and beginning the partnership between healthcare providers and those who depend on these services.

This early success speaks to the developing expertise of our LHIN - a group that has been strengthened through the recent appointments of our last three new board members, Barbara Everett, Bonnie Ewart, and Michael O'Keefe. Our collective goal is to improve access to, and the quality and sustainability of, health services within this community. On behalf of our Board of Directors and staff of the Toronto Central Local Health Integration Network, we urge you to stay involved, to remain vocal, and to continue to share your creativity and vision. We pledge our commitment to building a health care system that meets your needs.

Sincerely,



Penny Thomsen
Chair, Board of Directors
Toronto Central LHIN



Barry J. Monaghan
Chief Executive Officer
Toronto Central LHIN

Please Welcome Our New Board Members



Michael J. O'Keefe:

Few people understand as much about Central Toronto's communities, its network of healthcare facilities, charitable and community service organizations, or the formal administrative realities of health care delivery. Among his many accomplishments, Michael shares twenty-five years of senior experience in hospital administration, health-care management, and community work in Toronto and other international centres.



Bonnie Ewart:

Integration of our community's health services is a key objective of the Toronto Central LHIN, one that will be enriched by Bonnie's senior administrative expertise. In her most recent post she served as an Assistant Deputy Minister, the culmination of 30 years' work in the Ministry of Community and Social Services. Her background includes hands-on field work through to senior involvement in institutional governance and development.



Barbara Everett:

We are charged to deliver a uniform standard of health care to every member of our community. Barbara's special insights, professional experience, and communication skills will help us to overcome the barriers of social isolation faced by some of our residents – be that from poverty, gender, addiction, mental health or other factors. Barbara offers more than 21 years' experience in the health care field. She is also the Founding Chair – Federation Women's Issues Committee.

Action Planning Days

Understanding Specific Service Delivery Needs



Seniors Health, Rehabilitation and Mental Health and Addictions are three planning priorities for Toronto Central LHIN. Together with provider and consumer partners, we have organized three Action Planning Days to address them in June.

Rehabilitation

Consumers, caregivers, health care providers and others impacted by our decision making have been invited to three full days of planning.

Seniors Health



Mental Health



They will be asked to share their experiences and knowledge of the health system, so that together we will be able to build on them and create a shared vision for the future.

But it won't stop there. Identifying priorities and next steps to achieve the shared vision are also on the agenda.

Pulling it all together will help flesh out our first three-year Integrated Health Services Plan, to be released this fall.

THANK YOU to everyone who has expressed interest in being involved – your enthusiasm bodes well for the success of local decision making! Progress will be reported in our next issue.

e-Health

Multi-Sector Advisory Group to Assist LHIN

Health care is information-dependent – an industry that thrives on information collection and sharing.

The Toronto Central LHIN has appointed a multi-sector Electronic Health (e-Health) Community Advisory Group that will work with interested health care providers to develop a three-year e-Health Strategic Plan to meet the information needs of our local community. Toronto Central's e-Health Strategy will link to the other priorities identified in our Integrated Health Services Plan.

To kick-off the planning process, a multi-sector workshop to assess needs with 60 health care providers took place June 6th. The Community Advisory Group is now summarizing the feedback and using it to identify strategic priorities. Summaries will be posted soon on our web site www.lhins.on.ca

Congratulations Toronto!

Indicators show healthy trends

The Canadian Community Health Survey 3.1 released in early June revealed a snapshot of the health status of Toronto residents that bodes well for the future:

- Only 11.4% are obese (Ontario average: 14.8%)
- Only 29.5% of residents aged 18+ were overweight (Ontario average: 33.3%)
- Only 24.8% of youth aged 5 to 14 had started smoking (Ontario average: 32.9%)

As well as a few areas for improvement:

- Only 44.1% spent their leisure time in active or moderately active activities (Ontario average: 50%)
- Only 32.7% had flu immunization within the last year (Ontario average: 34%)
- Only 65.9% had seen a dentist within the last 12 months (Ontario average: 69.3%)