



Learnings at the LHIN

Working at the LHIN has introduced to me the importance of team work," says Nicole King.

"The method that the LHIN uses to approach tasks requires a lot of it. I am most proud of the effort that has been put into reaching out to the community, especially marginalised communities. It made me realise how much effort is required to develop a system that meets everyone's needs. "

Nicole, who is an honours Business Administration student at Laurier University, is just one of the eight university and high school students who have worked as part of the LHIN team since April. Students have made a significant contribution to community engagement activities and the development of Toronto Central's first Integrated Health Service Plan. They have conducted

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"One of the greatest challenges that I foresee for the LHINs is finding a way to capitalise on and measure the impact that the multitude of community services have on the lives of our community members, from seniors' theatre groups to congregate dining programs for refugees."

– Angelika Gollnow

"I have learned that one person's work in the health care industry can make a difference to many individuals within a community. My experience here has heightened my interest in possibly pursuing a career in health care where I too could make a difference to those around me on a daily basis." – Kristin Schmidt



It's back to class for Lisa Intini, Paul Sudarsan, Nicole King, Angelika Gollnow and Kristin Schmidt. Fellow students Caroline Coghlan, Rachelle Eisen, and Stephanie Mouck were unavailable for the photo.

Learnings at the LHIN con't.

literature searches, analyzed framework options, written reports, developed databases, and help set up meetings, to name but a few of their important tasks.

With only five full-time staff hired so far at the LHIN, students have been vital to operations this summer. We have learned as much from them as they have from us.

Our thanks to Angelika Gollnow of McMaster University, Caroline Coghlan of Dunbarton High

"I am proud of my role in creating the Toronto Central LHIN's first database that will be used to effectively report on statistics across all health care sectors in the region."

– Lisa Intini

School, Kristin Schmidt of the University of Waterloo, Lisa Intini of the University of Waterloo, Nicole King of Laurier University, Paul Sudarsan of Ryerson University, Rachelle Eisen of the

University of New Brunswick, and Stephanie Mouck of Queens University.

Their knowledge, enthusiasm, skills and dedication are deeply appreciated and we wish them well as they return to their studies.

"At school, we learn about time management, but working at the LHIN has put that definition into context. Setting deadlines, making schedules, and working towards them have all become familiar terms while working here. Another aspect that I learned while working at the LHIN is team work. Team work has played a huge role at the LHIN; having separate responsibilities, but all working towards a common goal. Working with a team has taught me that its not "every man for itself", but rather we all help each other out." – Paul Sudarsan

Countdown

to our first Integrated Health Service Plan



Forming a foundation. Building bridges. Assembling the critical pieces that will improve the health care system in Toronto Central Local Health Integration Network (LHIN).

"The terms we've used in describing our integration mandate aren't accidental," says Laura Pisko-Bezruchko, Senior Director, Planning, Integration and Community Engagement. "Here at the Toronto Central LHIN, August is construction month; it's when we put it all together after six months of intense work."

Countdown (continued)



A team of LHIN staff, writers, students and an “editor-in-chief” is bringing together input received from health service providers and community residents from a wide variety of sources and using it to draft our first Integrated Health Service Plan IHSP. Information provided during individual meetings over the past year

and from community meetings from April to July has been sorted by theme and considered. The vision, values, desired outcomes and recommended next steps voiced by participants at the action planning days are shaping the strategic directions. Research on population health, best-practices and social

determinants of health is being explored and considered, along with recommendations on next steps from advisory groups, and capacity and readiness within the community to tackle new projects.

In September, the draft IHSP will be reviewed by the Toronto Central LHIN’s Board of Directors. The plan, which is due to the Ministry of Health and Long-Term Care on October 31, will be a 35- page document, with specific reports as appendices. It will weave together all that our community has said is needed to move our health system forward. The plan will set out our first steps toward integration and will be made public in November.

The IHSP will build on the many excellent projects currently underway in the community and also will help to inform the Ministry of Health and Long-Term Care’s 10-year strategic plan that is currently under development.

The vision: The right information, available at the right time and in the right place

Safe, high-quality health care service relies on the ability to easily find and share information between health service providers and with clients/patients. It is also important to share information in a secure and responsible manner. Toronto Central Local Health Integration Network (LHIN) has heard these messages repeatedly from both residents and health service providers in many forums.

The Toronto Central LHIN is therefore working with health service providers to develop a three-year e-health strategic plan that will move the health care system toward those goals. (E-health refers to the use of information management and information technology to support the delivery and management of health services.) E-health is an identified area of focus for Toronto Central's first Integrated Health Service Plan.

Inputs to the plan have included:

- **A health service provider workshop** in May. More than 60 representatives from across all health sectors participated and outlined their priority service delivery needs.
- **Interviews with Committee members.** This provided guiding principles and main strategic themes to include in the plan.
- **A review of strategic documents** such as the Continuing Care e-Health Strategy and draft provincial e-health strategy renewal document, as well as the results of the Ontario Hospital Association's Electronic Health Record Readiness Survey. This will ensure that the plan co-ordinates with and supports other work underway.

- **A survey sent to 83 LHIN organizations** to gain a general understanding of e-technology investment across the sectors. An e-Health Community Advisory Group was also struck this spring. It is charged with identifying and setting priorities that have a measurable impact on both quality of care and health outcomes.

"We recognize that we are not starting from scratch – we will leverage existing investments, initiatives, and expertise where appropriate," says Matt Anderson, Toronto Central's e-Health Lead. "But we are taking an incremental approach and not trying "to boil the ocean.""

Building information bridges to support the integration of service delivery is the theme that the advisory group identified after reviewing the findings and inputs to the plan. Three priorities support this theme:

1. Improving access to care
2. Co-ordinating services
3. Enhancing management of chronic diseases

The advisory group has also identified desired outcomes for each of these priorities, as well as some projects that could achieve the desired outcomes. An interim status report on the group's work was circulated to health care providers in July, with a request to provide feedback by September 1 on the progress to date.

The next steps will be to explore governance and funding strategies for the projects in September and then to present a report with recommendations to the Toronto Central LHIN Board of Directors in October.