



Aging at Home Strategy *takes innovative videoconference approach*

On February 20th, 900 participants at 43 sites across the province joined Minister of Health and Long-Term Care George Smitherman by videoconference link through the Ontario Telemedicine Network. They came together for an inspiring one-day Aging at Home Strategy Innovation Exchange workshop. Among them were 85 people representing more than 50 “grassroot” service providers who gathered at Baycrest at the invitation of the Toronto Central LHIN.

The minister kicked off this first cross-LHIN meeting with a compelling rationale for insisting on innovative approaches: the simple fact that publicly funded resources — including the staff required — would not be sufficient to help the 85% of seniors who want to age at home because the seniors’ population in this province will double in the next 16 years.



Minister Smitherman called on the LHINs to engage non-traditional providers to unlock the tremendous voluntary capacity in the community and encourage partnering with funded service providers to help seniors age at home. He stressed

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that community development is the key to transforming how Ontario looks after its seniors. Innovation is expected in every part of the health care system transformation and the transition requires everyone — LHINS, health service providers, seniors and their families and caregivers — to look for innovative solutions to meet the needs of seniors.

Case studies of five examples of innovative approaches drawn from across the province that are enabling seniors to continue to live independently then got discussion underway. These morning presentations were recorded and have been posted on the Ontario LHINS' Aging at Home web page at http://www.lhins.on.ca/page.aspx?id=880&ek-mensel=e2f22c9a_72_322_btnlink (The recording will be available for viewing for one year.)

In the afternoon, the Toronto Central LHIN participants regrouped in Baycrest's large Poslun auditorium where a networking lunch gave an expanded audience of 125 participants a chance to get to know one another and begin to explore solutions to the challenges they face every day.

Taking cues from the morning's presentations and the Minister of Health's introduction, facilitator Ruby Lam lead an energetic session to identify opportunities to work together. Participants identified their key areas of interest, which included mental health and addictions, homelessness, cultural and linguistic issues, organizational capacity building and training, recreation, volunteers and elder abuse. Then they settled down to share ideas. Those who offer services talked about their key resources and how to access them. The Toronto Central Community Care Access Centre, for example, shared information on its new inventory of services (see story on page 4).

Evaluation of the day revealed that 85% of participants felt the Innovation Exchange was a very useful opportunity for finding partners and sharing information. The Toronto Central LHIN committed to hold another forum in the fall of 2008.

But if you weren't part of this thought-provoking day, you don't need to wait that long. Another opportunity to learn more about Aging at Home

Strategy and innovations underway across the province will be offered April 23, 2008, 8:30 a.m. to 4:00 p.m. at the Aging at Home Innovations Showcase at Metro Toronto Convention Centre. This one-day event will include:

- Interactive Panel Discussions and Workshops
- Interactive "Speed Integration" Cross-Community Learning
- Important Strategy Updates
- Refreshments and Light Lunch

You can register for event at www.lhins.on.ca on the Aging at Home Strategy page.

The Toronto Central LHIN would like to thank Baycrest for providing the technical support for the video link and its facilities for the February 20th Innovation Exchange.

"On behalf of The Pillars Cultural Association, I wanted to say thank you so much for the informative, excellent and successful conference. I was so impressed by the great ideals of LHIN and it gives us comfort to know that behind what we do for our seniors, there is a LHIN who will be there for us, to help and encourage us to be strong and go forward with our goals for the well-being and independence of every senior.

The conference was indeed a great tool in gathering all of us under the LHIN umbrella as we all share a common goal in exploring the great things we can do to improve the quality of life for seniors, increase their level of independence and mobility and be beautiful and young at heart."

Rheza Evangelista
Secretary & Public Relations Officer
The Pillars Cultural Association



Aging at Home Strategy Update

Like the human body, health care delivery is a sensitive system of inter-dependent sub-systems. Just as obesity unchecked can lead to diabetes, heart and kidney problems, so the unaddressed needs of a growing population can create overburdened emergency rooms. In turn the blocked emergency rooms result from ever larger numbers of acute care hospital beds where people wait patiently for long-term care homes, rehabilitation or home care services. This is the growing alternate level of care (ALC) challenge. As one weary senior told us – "Putting your head on the wrong pillow in the wrong place doesn't give you the best night's sleep or the care you need when you wake up".

Aging at Home Strategy funding announced in 2007 by the Ministry of Health and Long-Term Care is one of the approaches being used by Toronto Central LHIN to tackle this complex pressure within the local health care system.

Aging at Home Strategy funding will provide a total investment of \$48 million in Toronto Central LHIN over the next three years. This winter, Toronto Central LHIN met with 33 community groups to engage with a diverse group of seniors and their family and caregivers on how best to begin to use this funding to help seniors remain healthy and independent in their own homes and address health inequities in our area.



What we heard from the 650 seniors, caregivers and providers we spoke with mirrored, in many ways, what we heard as we developed the Integrated Health Service Plan. Seniors and caregivers told us that housing supports were a critical part of being able to stay at home. Help with transportation, finding the way through the health care system maze and looking after those most in need were equally important.

With funding of \$6 million for 2008/09, the Toronto Central LHIN Board of Directors agreed on a funding allocation framework with four categories:

- support for initiatives outlined in the 2007-2010 Integrated Health Service Plan;
- support to reduce pressure on the long-term care home wait list;
- supportive housing services and
- seed money for community development.

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The board also agreed to focus 50% of its first year funds on supportive housing services (defined as essential homemaking, personal support, medication monitoring, wellness programs and 24/7 monitoring).

In January 2008, in response to a call for proposals on supportive housing services, Toronto Central LHIN received 62 submissions from 45 community agencies and health service providers. The proposals totalled more than \$60 million, far more than could be addressed in the current year. Of these 31 underwent detailed analysis.

Ten supportive housing sites in 7 target neighbourhoods will be funded to provide an enriched level of service where there is little or none. A total of 376 seniors with age-related health concerns and challenges will benefit in 2008/09.

The Toronto Central LHIN Aging at Home Strategy Detailed Service Plan is currently being peer reviewed through a joint LHIN/Ministry process. We look forward to announcing later this spring the details of the funding and how it will enable seniors to live safely and with dignity in their own homes.

Community Care Resources – Just A Click Away

Imagine
that you are
looking for a

nearby long-term care home for your mother that provides services in Chinese. Imagine that all you need to do is type “long-term care home” in the key word search of an Internet-based tool, specify “Chinese” in the languages spoken, enter your postal code and specify the distance from the facility to your home. And then imagine that all the homes meeting your requirements just pop up on your computer screen, complete with information on how to contact them.

That’s the scenario that hundreds of seniors and their family members and caregivers told us that needed to be made a reality in our LHIN. And that’s why development of a local health care services inventory was identified as a 2007/08 deliverable in Toronto Central LHIN’s Integrated Health Service Plan for 2007-2010.

In February, 2008, the Toronto Central Community Care Access Centre (CCAC) delivered that inventory with the release of a new consumer-friendly web-based information and referral tool, called Community Care Resources. The Toronto Central CCAC developed this comprehensive, user-friendly inventory after many months of collaboration with health service providers and community partners using 2007/08 Urgent Priorities Funding provided by Toronto Central LHIN.

The Internet-based resource is designed to give health care providers, caregivers, health care consumers and families easy access to health

and personal support services in the community. It includes listings of more than 1,100 local health care resources, including community-based health services, personal and social support services provided by government, not-for-profit, the voluntary sector, individual practitioners and businesses.

“The CCACs are mandated by the Ministry of Health and Long-Term Care to link clients to services in the community by providing contact and program information, so it was natural for the CCAC to develop this tool,” said Camille Orridge, Executive Director, Toronto Central CCAC. “With Community Care Resources, accurate and timely community-based health care and support services are now just a click away.”

Looking for specific community services on the Internet has been cumbersome. Searches can result in too many choices. Web sites often appear more than once and organizations are omitted from searches because search engines cannot find them.

Using the Community Care Resources to search for community-based services eliminates these challenges and is quick and easy. Community Care Resources provides users with the unique ability to target searches by using key words and variables — including where services are provided, languages spoken, distance, hours of operation, wheelchair access, fees and eligibility for service. A mapping feature is included with the tool so users can see where a facility is located.

Services for seniors, rehabilitation and the mental health sector are included in the tool’s initial release, along with links to forms, including admission forms for long-term care facilities. Later this year, links to child and family services and services for people with chronic diseases will be added to the tool.

Before its release, Community Care Resources was tested by caregivers, service providers, discharge planners, seniors and CCAC staff. This site also includes a web-based feedback form asking users to rate its ease of use.

Service providers are not charged for listings on the tool. They can register and update their program

information and organization themselves on-line, simply by clicking to register new information.

Toronto Central CCAC is encouraging health service providers to use Community Care Resources and share it with their colleagues. To facilitate easy access to the tool, the CCAC has e-mailed an icon button for health care providers to put on their computer’s desktop and link to the tool. By using Community Care Resources, health care providers will find it easier to make referrals as they can target their searches and no longer need to depend on the marketing efforts of health service providers for information.



The Toronto Central CCAC plans to officially launch Community Care Resources to the public on April 8 at its Home Health Care Expo at the Toronto Convention Centre.

To see how Community Care Resources works, just go to www.toronto.communitycareresources.ca.

By Elizabeth Trew, Toronto Central LHIN

Multi-pronged approach to addressing the Alternate Level of Care (ALC) challenge

In February, the Toronto Central LHIN struck an Alternate Level of Care (ALC) Task Group to address growing concerns arising from ALC pressures. The group was co-chaired by John King, Executive Vice-President, St. Michael's Hospital and Laura Pisko-Bezruchko, Senior Director, Planning, Integration and Community Engagement, Toronto Central LHIN. It was comprised of representatives from both acute and non-acute (rehabilitation, complex continuing care and mental health) hospitals and the Toronto Central Community Care Access Centre (CCAC).

- The task group's mandate over three meetings was to
- facilitate collaboration among providers in adopting a system-wide approach to addressing ALC pressures within the LHIN with a focus on identifying what could be done by hospitals in the short-term.
 - build awareness of pressure-reduction strategies currently underway across the province and the LHIN
 - reach consensus on an ALC action plan for our LHIN



ALC patients are those who no longer require the level of care provided by their current facility but who remain because discharge is prevented due to their special needs, policy issues and system capacity to admit them elsewhere. These patients have a significant impact on wait times and the region's emergency departments.

to a lack of integration and capacity, and is due to a range of factors, including patient flow, availability of placement/service options, and appropriate use of services (e.g. critical care, emergency) and resources.

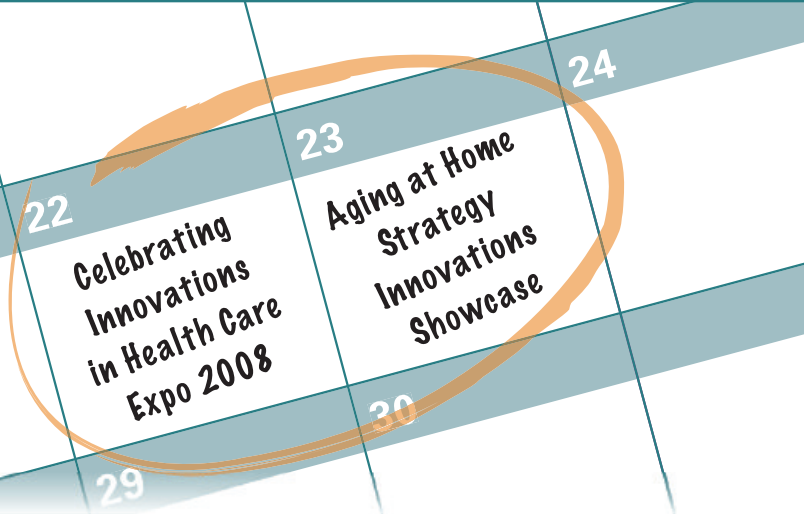
The problem is being tackled provincially on many levels through the Wait Times Strategy, the Aging at Home Strategy, Chronic Disease Prevention and Management Strategy, E-Health Strategy, Primary Care Reform and HealthForce Ontario strategies.

The Toronto Central LHIN working group's draft report with recommendations for short, medium and longer-term solutions is now being circulated among members for approval and will be submitted to the MOHLTC for consideration.

In partnership with health service providers, Toronto Central LHIN is tackling this ALC issue, which is having a significant impact on the region's emergency departments.

The ALC issue is not simply a matter of beds and the appropriate use of them. ALC is a symptom of larger regional and local system issues related

Mark your calendars



Celebrating Innovations in Health Care Expo

Where: Metro Toronto Convention Centre
When: Tuesday, April 22, 2008
 9:00 am – 4:30 pm

What: Celebrating Innovations in Health Care Expo is an annual showcase of innovative initiatives that are driving health care system renewal in Ontario.

This inspiring event is an opportunity to celebrate the hard work of Ontario's health care providers and to learn from their ingenuity. It's also a perfect occasion to connect with other health care professionals, discuss and share innovations and generate new ideas.

Presented by Ontario's 14 Local Health Integration Networks (LHINs) and the Ministry of Health and Long-Term Care, the Expo reflects six themes that are helping to make a difference:

- Meeting Community Needs Through Integrated Care
- Improving Quality and Patient Safety
- Improving Efficiency Through Process Redesign

- Innovations in Health Information Management
- Innovations in Health Human Resources
- Innovations in Health Promotion

Minister's Award Ceremony:
 The highlight of the Expo is the Celebrating Innovations in Health Care Expo Minister's Awards of Excellence. This year's awards ceremony takes place on **April 22, 2008 at 2:30 p.m..**

- Exciting new features for 2008:**
- \$20,000 People's Choice Award
 - \$20,000 cash prize for each theme grand award winner!
 - Finalist awards in all categories
 - A condensed one-day schedule

To register visit www.health.gov.on.ca/innovations

Aging at Home Strategy Innovations Showcase

Where: Metro Convention Centre
When: April 23rd – 8:30 a.m. to 4 p.m.

What: A dynamic one-day event showcasing LHIN achievements and innovations for Ontario's Aging at Home Strategy.



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The day's highlights will include:

- Interactive Panel Discussions and Workshops
- Interactive "Speed Dating Style" Cross-Community Learning
- Important Strategy Updates
- Refreshments and Light Lunch

Healthy Connections

Health Equity: From Challenges to Solutions

Where: Ryerson University,

When: June 5, all day

What: A Toronto Central LHIN sponsored opportunity, in partnership with SOLUTIONS, SETo, WEUHA and the Canadian research network for care in the community, to come together and learn about the challenges of health inequities, as well as strategies for creating a more equitable health system that responds to the needs of all. For more information go to www.solutionshealthcollaborative.ca or call 416-979-5000, ext 2602

Registration fee: \$50

Congratulations!

The Advanced Health Leadership Program at the University of Toronto's Rotman School of Management is offered as part of a collaboration between the Rotman School and Ontario's Ministry of Health and Long Term Care and the LHINs. The program provides a challenging opportunity for personal leadership development for current and potential members of the executive teams of health service providers.

Congratulations to the following individuals who have been admitted from the Toronto Central LHIN:

- Wendy Beckles, Chief Financial Officer, The Kensington Health Centre
- Stacy Daub, Senior Director, Client Services, Toronto Central Community Care Access Centre
- Chantal Graveline, Executive Director, Toronto Rehabilitation Institute
- Maria Huijbregts, Director, Clinical Evaluation, Baycrest Centre for Geriatric Care
- Lydia Lee, Chief Information Officer, Shared Information Management Services
- Barbara Liu, Executive Director, Regional Geriatric Program of Toronto
- Gareth Seaward, Head, Division of Obstetrics, Mount Sinai Hospital
- Jodi Starkman-Mendelsohn, Director, West Park Healthcare Enterprises
- Anne Trafford, Chief Information Officer, St. Michael's Hospital

To find out more about the program, go to: http://ep.rotman.utoronto.ca/open/health_leadership/