

exchange

A Message from Board Chair Norm Gamble and CEO Tony Woolgar – South West Local Health Integration Network

LAST SUMMER WE WERE PRIVILEGED

to be chosen to lead the South West Local Health Integration Network, one of the fourteen LHINs established across Ontario. Since that time we have had the opportunity to meet with many individuals, community groups, health care providers and organizations as we set out to better understand the health care challenges facing our community.

This year much has happened. We've moved into our office at 201 Queens Avenue, Suite 700, in London. Also Bill 36, the Local Health Integration Act 2006, was passed by the Ontario legislature and received royal assent, giving the South West LHIN the mandate to plan, integrate and, in the future, fund local health services. During this time we have continued to build partnerships with health care providers throughout the LHIN communities.

We have been thoroughly impressed with the ability of all providers across our community to deliver health care to nearly 1 million people. And their commitment to working with us on the transformation agenda has been extremely encouraging. At the recent *Celebrating Innovations in Health Care Expo* in Toronto, there were many excellent presentations by organizations and groups from across our LHIN, which

reflects a strong commitment to innovation, collaboration and partnership that we have seen on an on-going basis.

Now our collective task is to ensure this innovation and excellence continues to be the basis for the advancement and delivery of health care, so that people's needs are served effectively, efficiently and compassionately.

(See *Integration at work* page 3)

We believe that the success of the LHIN depends on our ability to share ideas and points of view. This newsletter is one way in which we will create and maintain an exchange between users of the health care system and providers, and we are delighted with this opportunity to update you on our progress.

This first issue of South West LHIN Exchange includes updates on our planned Community Engagement Framework and the development of our first Integrated Health Services Plan, as well as introductions to the members of the Board of Directors of the South West LHIN.

Building strong and collaborative relationships with our health care providers and members of the public is the cornerstone of our community engagement and integration strategy.

We would like to thank all the residents and members of the South West health communities for your courtesy, encouragement and advice and we look forward to working with you as we build the integrated health care system we all want to see.

We welcome your questions and suggestions. Please feel free to contact us at **1-866-294-5446** or **519-672-0445**.



Norm Gamble (L)
Chair, South West LHIN

Tony Woolgar (R)
CEO, South West LHIN

The South West LHIN Community Engagement Framework

By **Kelly Gillis**, Senior Director, Planning, Integration & Community Engagement

COMMUNITY ENGAGEMENT is the term used to describe the process of working collaboratively with communities to achieve common goals. These “communities” may share similar expertise, concerns, interests and characteristics, or they may live in the same area. The fourteen LHINS in Ontario will use the community engagement process to connect with individuals and organizations in their areas to identify health care needs and priorities and to develop action plans to meet those needs.

In our area, we will work with our partners – community members, health professionals, provider organizations and others – to understand and respond to the specific concerns and issues people have about their health services and to find innovative ways to improve access and quality in all areas, from prevention and diagnosis to treatment and care.

We are committed to ongoing and meaningful conversations with our partners and to a collaborative decision making process. The success of the South West LHIN in meeting the needs of our community is rooted in a partnership approach to the planning and the development of our integrated system.

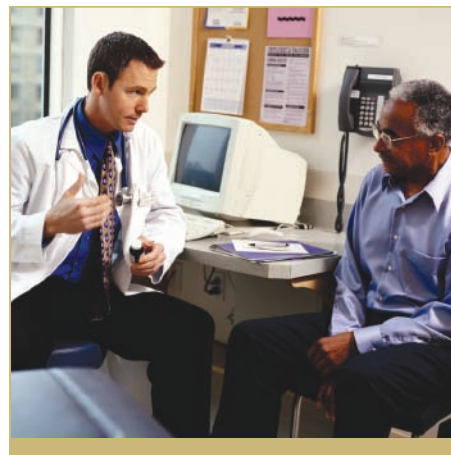
THE GOALS OF THE SOUTH WEST LHIN COMMUNITY ENGAGEMENT FRAMEWORK ARE TO:

- **Focus on the people who use health care** – We will work in partnership with health care providers to build a system that places the consumer at the centre and engage with those that are the most knowledgeable about their needs, their experience and their satisfaction with health care services.
- **Enhance local accountability** – We will enhance accountability by providing opportunities for direct input by our partners into the planning and decision making process and fostering a sense of mutual responsibility for achieving goals.
- **Balance priorities** – We will work to ensure that the full diversity of voices in the community are heard and to build a shared sense of responsibility for achieving balance among competing priorities.
- **Develop system capacity and sustainability** – We will draw on the knowledge and capacity of our partners to identify needs and help develop sustainable, long-term local solutions.

THE SPECIFIC OBJECTIVES OF OUR COMMUNITY ENGAGEMENT FRAMEWORK ARE TO:

- Provide communities and providers with balanced and objective information to promote an understanding of the South West LHIN mandate and the responsibilities and expectations of all partners;
- Obtain feedback and recommendations on community needs, service gaps and opportunities for service coordination and integration;
- Work directly with our partners to ensure that all community concerns are understood and considered; and
- Build and strengthen relationships throughout the South West LHIN to identify and develop integrated service delivery solutions.

The next few months will be a busy time for the South West LHIN. We will be vigorously pursuing community engagement activities in the coming months as we develop our first Integrated Health Services Plan. We look forward to your input and participation in this important LHIN planning process – one that will set the course for integrated health care delivery that is focused on the needs of our communities.



WHAT IS AN INTEGRATED HEALTH SERVICES PLAN?

EACH LHIN IS RESPONSIBLE for creating a plan that will guide the integration and delivery of health services in its region. While the Ministry of Health and Long-Term Care has specified the format and the elements that need to be included in the plan, the specific content is the responsibility of each individual LHIN and their local partners – this is why we are called *Local Health Integration Networks*. Our Integrated Health Services Plan will be based on a solid analysis of our current strengths and challenges and will be shaped through our community engagement activities. The final plan will be shared locally and with the Ministry in the fall of 2006.

The South West LHIN Integrated Health Services Plan will include an overview and analysis of the current health services within the South West LHIN, an identification of community needs and service gaps, as well as integration priorities and specific action plans for our area. The first Integrated Health Services Plan will have a three-year time frame and will be revisited and revised annually. Together, the fourteen individual Integrated Health Services Plans will influence the development of the ten-year Provincial health care system Strategic Plan that will be released by the Ministry in the spring of 2007.

INTEGRATION AT WORK

There are many successful examples of integrated activities already underway within our LHIN, and we are learning how we can work together to build upon them.

- **Patient and public information** – In collaboration with local Community Care Access Centres, the health care Web portal www.thehealthline.ca was expanded to provide comprehensive information about health care providers and services across our LHIN.
- **Advancing primary care reform** – New partnerships and collaboration between health care professionals, community organizations and voluntary organizations resulted in the establishment of five new Family Health Teams for the South West LHIN in addition to the ten Family Health Teams already approved.
- **Province-wide cancer care strategy** – Cancer care provider organizations now work under a common accountability agreement based on cooperation across the South West and Erie-St. Clair LHINs. The South West Regional Cancer Services Alliance is planning the coordinated delivery of cancer care services to the residents of both LHINs.
- **Crossing organizational boundaries** – By taking the step of crossing organizational boundaries, the Grey Bruce Integrated Health Care Coalition and Grey Bruce Health Network have committed to integrating and improving health care services throughout their geographic area. The important issues of continuity of care, chronic-disease management, implementation of end-of-life strategy, acute care service planning and joint education for health care professionals have all been identified as key deliverables for the upcoming year.
- **Using information to support decision making** – The South Huron Hospital invited the LHIN to participate in discussions on the development of its information systems to ensure that technology solutions and software applications support the integration of health care delivery across the LHIN.
- **E-health strategy** – As the South West LHIN begins to develop its approach to service integration and seamless health care delivery, an e-Health Steering Committee has been formed to define and develop the long-range strategic directions for e-health and shorter-term project deliverables for the South West LHIN.

South West LHIN Spring Forum:

Laying the Foundation for Change

On **MAY 12, 2006**, the South West LHIN is hosting its spring forum, *Laying the Foundation for Change*. The purpose of this event is to give local health care providers an update on what the LHIN has been doing and to share and get input on our Community Engagement Framework. We will identify and discuss expectations, potential priorities and the process for developing the Integrated Health Services Plan.

*We are pleased to announce that **The Honourable George Smitherman** will speak to us at the morning session to set the provincial context for the development of LHINs and the future of health care in Ontario.*

LOCATION:

The London Convention Centre

TIME:

8:30 a.m. to 4:30 p.m.

For further information, please contact **Debbie Deichert** at **1-866-294-5446** or **519-672-0445** or by email: debbie.deichert@lhins.on.ca

EXECUTIVE TEAM



Tony Woolgar – CEO, South West LHIN

Tony Woolgar spent over 30 years in health care management in the UK, including ten years as a CEO in both academic health sciences centres and community hospitals. Tony has considerable experience introducing new integrated health care networks across local communities and for many years was involved in policy development at the national level in the UK. Tony participated in a number of consulting projects associated with the Ontario government's health reform agenda prior to taking up his position as CEO of the South West LHIN.



Kelly Gillis – Senior Director, Planning, Integration and Community Engagement

Kelly Gillis has more than ten years of leadership experience within the health care sector focusing on strategic planning and system integration within southwestern Ontario. Most recently, Kelly worked for the London Hospitals as Director of Medical Affairs. She has also worked as the systems integration leader for the Huron Perth Hospitals Partnership and as a senior health planner with the Huron Perth and Thames Valley District Health Councils. Prior to joining the District Health Council system, Kelly worked in the long-term care, mental health and addictions sectors.

The South West LHIN Team

The Board of Directors and staff of the South West LHIN are a dedicated team of people with a broad range of leadership and management experience. There are currently six members on the board; the remaining three members, who will be appointed in the near future, will also be residents of the LHIN area.



Norm Gamble – *Chair (Meaford)*

Norm Gamble was the Chief Administrative Officer for the Corporation of the County of Grey from 1990 until 2005. Previously, he held various positions with the Corporation of the City of Cambridge, including Director of Operations, Commissioner of Administrative Services and acting Chief Administrative Officer. Norm has been involved with numerous community organizations and has served as a board member of the Cambridge Family YMCA and the Cambridge and North Dumfries United Way.



Robert Habkirk – *Director (Aylmer)*

Before his retirement, Bob Habkirk worked as a quality analyst and plant service maintenance coordinator for Ford Canada. From 1994–2003 he was mayor of the Town of Aylmer. In this capacity he served on several boards and committees including as chair of Elgin Health System Planning Committee, member of the Thames Valley District Health Council and the Hospital Operations Planning Process Review Committee. He previously chaired the Aylmer Community Foundation, the Old Town Hall Restoration Committee and the Aylmer Performing Arts Council.



Janet McEwen – *Vice-Chair (London)*

Janet McEwen has been a board member on the Women's Christian Association of London since 1993 and served as board chair from 2002–2004. She is a board member of the St. Leonard's Society of London and was board chair from 1997–2002. Since 1999, Janet has chaired the Dearness Home Redevelopment Committee. She has also held positions as a board member of St. Joseph's Health Care in London and a member of the Salvation Army Advisory Committee.



Anne Lake – *Director (Fullarton)*

Anne Lake worked for the Avon Maitland District School Board as a community liaison and information officer. From 1988–1999 she was Executive Director and founder of the Foundation for Enriching Education. She worked in hospitals in Canada and England as a medical laboratory technologist and was Executive Coordinator for Transplant International Canada. Anne's community volunteer service and experience is extensive.



Dr. Kerry Blagrove – *Director (Listowel)*

Kerry Blagrove is a partner and co-owner of the Listowel Veterinary Clinic. He is a past chair of the Ontario Association of Bovine Practitioners and founding chair of the Huron Perth Hospitals Partnership. Kerry was a board member and chair of the Listowel Memorial Hospital before being appointed to the board of the South West LHIN.



John Van Bastelaar – *Director (Port Elgin)*

John Van Bastelaar worked for Ontario Hydro for 30 years as a Human Resources Officer, Training Supervisor, Safety Training Technician and Chemical Technician. He was also a maintenance and communication specialist at Bruce Power for two years. Now retired, he volunteers with the Grey Bruce Regional Health Board. He was mayor for the Town of Port Elgin for five years, deputy mayor of the amalgamated Town of Saugeen Shores for one year and a council member for four years with the Town of Port Elgin.

CONTACT INFORMATION

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