

exchange

*Welcome to the second issue of Exchange, designed to keep the people of the **South West Local Health Integration Network** informed and engaged as we work together to transform health care in our area. We welcome your questions and suggestions. Please feel free to contact us.*

We are Listening *The Community Engagement Process*

IT'S A SIMPLE CONCEPT, but a powerful one: the people who know health care best are those who receive and deliver health services in our LHIN. That's the idea behind the Community Engagement Process. "We are listening to the public and to health care providers," says Kelly Gillis, Senior Director, Planning, Integration and Community Engagement, "so that we understand the issues and challenges facing our system, and the opportunities for improvement. Working together, we will generate effective local solutions."

Working With Our Communities

Community engagement is at the heart of the Province's strategy for LHINs. Through local input, priorities will be set, strategies developed and decisions made close to home, ensuring that the full potential of the system is realized and quality results are achieved. At this time, the Community Engagement Process has a very focused purpose: to develop the best possible Integrated Health Service Plan (IHSP) for the South West area. Every LHIN in Ontario will produce its own IHSP, a three-year plan strategy document that will be reviewed and updated annually.

The Strategic Advisory Group

To help develop our local plan, the South West LHIN established a **Strategic Advisory Group** of experienced consumers and providers from across our area. The Group identified proposed strategic priorities and action plans based on input received through the November 2004 community workshop, the May 2006 Spring Forum, and ideas received from existing partnerships and community leaders. Among key themes that have emerged:

- Ensuring access to comparable health services for all residents of the South West LHIN
- Strengthening and improving access to primary care, with an emphasis on supporting individuals with mental health and addiction conditions
- Preventing and managing chronic illness
- Improving service coordination for all seniors and adults with complex needs
- Planning for health human resources
- Using technology to support health care delivery across the LHIN

The Next Steps

The next step is to share the proposed directions widely and engage in dialogue with our communities. Between now and October 6, the LHIN will hold many meetings for the public and health providers across the South West area. Each event will include an overview of the proposed priorities and facilitated discussion. "There will be significant learning for all of us," says Gillis. "We hope to gain a deeper understanding of peoples' experiences, concerns and ideas."

Once the plan is final, it will be submitted to the Minister of Health and Long-Term Care, and will inform the development of the Province's 10-year strategic plan. The final South West IHSP will also be available on the website (www.southwestlhin.ca).

To participate in the Community Engagement Process, check out the calendar on page 4 or visit our website at www.southwestlhin.ca



Over 400 local providers met at the Spring Forum on May 12, 2006 to share their experiences and ideas about improving health care in the South West LHIN.

Working Together for Better Health

A Message from **Tony Woolgar**, CEO, South West LHIN

WHEN I'M ASKED TO EXPLAIN what a Local Health Integration Network is and what it does, I can best describe it through illustrating each of the four words. Local reflects that we are planning for the needs of our communities, building local capacity and ensuring that health care decisions are made close to home. Our goal is to ensure the health of every individual by improving the care delivery system, and we will achieve this through integration.

Integration is about connecting all parts of the system to work together better. It's about planning service around the needs of individuals, and ensuring that they move easily through the system, without falling through the cracks. It's about high quality health care that meets the needs of our communities and uses resources wisely.

Integration is an exciting journey, not simply a destination. It is a goal shared by all providers and consumers in our area— something we can agree to work toward as we sustain, change and improve our system. The role of the South West LHIN is to create a true network – a single system of providers who are collectively focused on the health and well-being of the people in our area.

As we move forward, some integration initiatives will focus on providing coordinated services to a group of patients or clients, while others will involve a network of organizations working together and sharing responsibility and accountability for specific health care outcomes. All will improve our system and enhance the care we provide.

Thanks to the wonderful work done by partnerships and collaboratives prior to the creation of the LHIN, we in the South West have a head start. As a result, there are already a number of promising integration activities underway. You'll read about four such projects in this issue of exchange. More will be developed and expanded in the coming months.

We've made a great start, and there is so much more that we can and will do. I am very excited about the energy and excitement I sense throughout the South West area. Together, we will ensure the people in our LHIN stay healthy and have access to high quality health care, now and in the future.

Really Hip (and Knee)!

Improving access to and care for joint replacement surgery

JOINT REPLACEMENT SURGERY is one of the most successful medical treatments available, providing relief from chronic pain and renewed mobility to thousands. It is one of the targets of the Wait Time Strategy of the Ministry of Health and Long-Term Care, designed to ensure that Ontarians receive timely access to health services. In the South West, organizations have already begun to reduce wait times and make system improvements.



To build on these achievements, the South West LHIN formed the Hip & Knee Quality, Utilization and Access Steering Committee (see membership list on this page). The Committee will focus on identifying actions, recommendations and plans that improve the coordination of care, define standards for quality care, improve access to care, and clearly define roles and responsibilities among organizations and health care professionals. Recently, providers in the South West came together to work with the LHIN on the development of a proposal to the Wait Time Strategy Team to enhance capacity for hip and knee services. "We've got a great group and we're making real progress," says Chair Kathy Scanlon. "It's exciting to see what we can accomplish when we work together."

HIP & KNEE QUALITY, UTILIZATION AND ACCESS STEERING COMMITTEE

Kathy Scanlon *Steering Committee Chair and Executive Director - Huron Perth CCAC*

Nancy Ambrogio *Regional Director, Client Services - Arthritis Society*

Sandra Coleman *Executive Director - London Middlesex CCAC*

Dr. Dave Dixon *Family Physician - Byron Village Medical Centre*

Trish Fitzpatrick *Director of Client Services - Oxford CCAC*

Keary Fulton-Wallace *Performance Management Reporting Coordinator - Huron Perth Healthcare Alliance*

Dr. Sugantha Ganapathy *Director, Regional Anesthesia - London Health Sciences Centre*

Ralph Ganter *Senior Director of Planning & Integration - Erie St. Clair LHIN*

Kelly Gillis *Senior Director of Planning, Integration & Community Engagement - South West Local Health Integration Network*

Julie Gilvesy *CNO - Tillsonburg District Memorial Hospital*

Joanne Hardy *Manager and Physiotherapist - COTA Health London/Middlesex*

Bernadette MacDonald *Integrated Vice President, Surgery Services - London Health Sciences Centre & St. Joseph's Health Care, London*

Dr. Steven MacDonald *Orthopaedic Surgeon - London Health Sciences Centre*

Nancy Maltby-Webster *Chief Operating Officer - Middlesex Hospital Alliance*

Jessica Meleskie *Evidence-Based Care Program Coordinator - Grey Bruce Health Network*

Lisa Miller *Client Services Manager - Grey Bruce CCAC*

Brenda O'Reilly-Brunelle *Health Records - London Health Sciences Centre*

Dr. Ralph Pototschnik *Orthopaedic Surgeon - Huron Perth Healthcare Alliance*

Dr. Jim Watson *Site Chief, SJHC and Director of Acute Pain Program - London Health Sciences Centre*

Jonathon Batson *Project Resource*

Steve Elson *Project Resource*

Patricia Potter *Project Resource*

Mission Critical

Integrating Critical Care Services

CRITICAL CARE UNITS ARE ESSENTIAL COMPONENTS in health care, providing a vital service for patients undergoing surgery or experiencing life-threatening illness or injury. Dr. Michael Sharpe, an intensivist at London Health Sciences Centre and Professor of Anesthesia and Perioperative Medicine at UWO, was recently named the South West LHIN Critical Care Lead and will be working with local and provincial colleagues to develop plans for the best use of critical care resources in the area. Among the provincial initiatives currently under way is the introduction of Critical Care Response teams, which bring critical care skills and knowledge out of the Intensive Care Unit (ICU) to meet the needs of patients throughout the hospital, and when possible, head off potential admissions to the ICU. Also underway is a review of trauma services in Ontario, an inventory of adult critical care services, and the development of an e-learning program for critical care nurses.

Information is Good Medicine

Using e-Health to improve care

E-HEALTH IS ONE OF THE MOST exciting developments in modern medicine. Computer-based technologies are being used to create seamless care among providers and across institutions, and to bring care closer to home. The South West LHIN is already recognized as a leader in e-Health and is well positioned to move ahead quickly. Diane Beattie, Vice-President, Integrated Health Information for London Health Sciences Centre and St. Joseph's Health Care London, is the e-Health Lead for the South West LHIN. Under the joint leadership of Tony Woolgar and Diane Beattie, a Steering Committee was formed to work toward a vision "To enable measurably better information, better care, better health and less travel for all." The Committee is currently developing an e-health strategic plan that will dovetail with and support the priorities that are ultimately identified within the South West LHIN Integrated Health Service Plan.

Re-shaping Primary Care

Supporting the growth of FHTs and CHCs

IN THE SOUTH WEST LHIN, there are fewer family physicians by population than in Ontario as a whole, and many areas are designated as under-served. That's where innovative primary care models like Family Health Teams (FHTs) and Community Health Centres (CHCs) come in. There are 15 FHTs and 2 CHCs. Three new CHCs have just been announced for the South West LHIN. Primary Care consultant Dawn Masiak is working with the new FHTs and CHCs to help them through the planning and approval process, provide an important link with the Ministry, and support the identification of priority services such as chronic disease prevention and management programs. The three new CHCs, located in Woodstock, St. Thomas and Markdale, are designed to service populations that might otherwise face barriers to accessing primary care.

Recently several "early wins" were announced for FHTs in the South West LHIN, allowing them to move ahead with hiring for key positions. "This is an awesome opportunity for primary care renewal in the South West LHIN" says Dawn. "It's amazing what can happen when everyone starts to work together."

Drop In!

We've just launched the South West LHIN website. You'll find information there about upcoming events, background information about our LHIN, answers to some frequently asked questions, and access to our plans and public documents. Check us out at www.southwestlhinc.ca

E-HEALTH STEERING COMMITTEE MEMBERS

Tony Woolgar CEO - South West LHIN

Diane Beattie CIO/IVP - LHSC and SJHC Health IM and Strategic Alliances

Judy Chalmers Executive Director - Grey-Bruce Community Care Access Centre

Judi Fisher Executive Director - Cheshire Homes, London

Mary Raithby Executive Director - Country Terrace (Charitable Home for the Aged)

Sandy Stockman Executive Director - Grey Bruce Community Health Corporation

Sandy Whittall Integrated VP - LHSC and SJHC Mental Health Programs

Michelle Hurtubise Executive Director - London Intercommunity Health Centre

Deborah Compeau Richard Ivey School of Business University of Western Ontario

Dr. Tom Freeman Chair/Chief of Family Medicine - UWO and the London Hospitals

Dr. David Hill Scientific Director - Lawson Health Research Institute

Shelagh Maloney Alliance Executive - Ontario Canada Health Infoway

Ron Rogers Business Manager - SSHA

Kelly Gillis Senior Director Planning, Integration & Community Engagement - South West LHIN

Andrew Williams CEO - Huron Perth Healthcare Alliance

Pat Campbell President & CEO - Grey Bruce Health Services

Paul Collins CEO - St. Thomas Elgin General Hospital

Cliff Nordal President & CEO - LHSC & SJHC

Angela Tibando Integrated Director, Information Management Services - LHSC & SJHC

Tom Vlasic - Project Resource

Steve Elson - Project Resource

Get Involved

THE SOUTH WEST LHIN seeks the wisdom and experience of people in our communities to help us complete our Integrated Health Services Plan. To make your contribution, check out the calendar and plan to attend a session near you. For a complete list of dates check the calendar of events at www.southwestlhin.ca

COMMUNITY	DATE	TIME	LOCATION
Ilderton	Monday August 21, 2006	7:00 – 9:00 p.m.	Ilderton Community Centre 13168 Ilderton Rd.
Seaforth	Tuesday August 22, 2006	3:00 – 5:00 p.m.	Seaforth Legion 123 Main St. S.
Clinton	Tuesday August 22, 2006	7:00 – 9:00 p.m.	Clinton Legion 95 Kirk St.
Kincardine	Wednesday August 23, 2006	7:00 – 9:00 p.m.	Davidson Centre 601 Durham St.
Exeter	Thursday August 24, 2006	7:00 – 9:00 p.m.	South Huron Municipal Office 322 Main St. S.
Meaford	Monday August 28, 2006	7:00 – 9:00 p.m.	Meaford Hall 12 Nelson St. E.
St Marys	Tuesday August 29, 2006	7:00 – 9:00 p.m.	St Marys Arena & Community Centre 317 James St. S.
Tillsonburg	Wednesday August 30, 2006	7:00 – 9:00 p.m.	Livingston Centre 96 Tilson Ave.
Strathroy	Thursday August 31, 2006	7:00 – 9:00 p.m.	Gemini Sportsplex 667 Adair Blvd.

The South West LHIN is holding forums for health care providers as well as the mental health and addiction, deaf, First Nations and Francophone communities. For a complete list of dates and locations please check the calendar of events at www.southwestlhin.ca

THE LHIN BOARD

The South West Local Health Integration Network (LHIN) is pleased to introduce its full Board of Directors:

BOARD CHAIR

Norm Gamble, Meaford

MEMBERS

Dr. Kerry Blagrove, Listowel

NOMINATING COMMITTEE

Norm Gamble, Board Chair

BOARD VICE-CHAIR

Janet McEwen, London

Murray Bryant, London

Janet McEwen, Board Vice-Chair

Dr. Barrie Evans, London

Nigel Bellchamber, Huron and Middlesex Counties

Bob Habkirk, Aylmer

Nancy Caddo, Bruce County

Anne Lake, Fullarton

Dr. Tom Freeman, London

John VanBastelaar, Port Elgin

Ferne Woolcott, Bright

Norm Gamble, Board Chair is proud of the "outstanding team at the South West LHIN." He explains that "The Board and staff look forward to working throughout the South West with health care providers and members of the public as we shape the future of health care in our area."

The South West LHIN would like to thank the nominating committee members who worked tirelessly to select exceptional community-appointed board members. We would also like to recognize everyone who applied for the community board member positions. Your interest in the LHIN is inspiring. We look forward to working with you in the future, and to hearing about the health care needs and priorities that are important to you.

CONTACT INFORMATION

**South West Local Health
Integration Network**
201 Queens Avenue, Suite 700
London, ON N6A 1J1

Phone: 519-672-0445
Toll Free: 1-866-294-5446
Facsimile: 519-672-6562
Email: southwest@lhins.on.ca

www.southwestlhin.ca

INTRODUCING OUR NEW MEMBERS

Dr. Barrie Evans

Barrie Evans has been a clinical psychologist for over 30 years in child and family practice. He is currently co-investigator in a study of the experiences of families seeking mental health services and the impact of delayed treatment. He has been a board member and chair of the Advocacy Committee of Children's Mental Health Ontario and is a director of a conservation association. He is also adjunct clinical professor of psychology and assistant professor of psychiatry at the University of Western Ontario. He is currently executive director of Vanier Children's Services in London.



Ferne Woolcott

Ferne Woolcott is a retired elementary school principal having worked for The Thames Valley District School Board and one of its predecessors, The Oxford County Board of Education. She served on the Board of Directors for the Community Care Access Centre - Oxford in the capacity of vice-chair and as a member of the governance committee. She has also been actively involved with the United Way of Oxford, holding the position of secretary for the Board of Directors and chair of the board development and human resources committees.



Murray Bryant

Murray Bryant is a professor at The Ivey Business School at the University of Western Ontario, conducting research in the area of health care management. He has held academic leadership positions at The Ivey Business School and The Rotman School of Management. He is a well recognized teacher and the winner of the Ontario Faculty Association's Teacher Award in 1996. He is a coach of the Western Mustangs Men's Rugby Team and a member of the Canadian Opera Company's Marketing Advisory Board.

