



South West LOCAL HEALTH INTEGRATION NETWORK exchange

December 2007

Community engagement sessions seek feedback, explore innovation

As part of its ongoing commitment to involve local providers in program design and delivery, three community engagement sessions were held in Stratford, London and Owen Sound for health care providers and community partners in late November and early December. The objectives of these sessions were to explore innovation in the healthcare process, solicit feedback on models of care to support the work of several Priority Actions Teams, and to outline the Aging at Home proposal process and respond to questions.

Attendees were directed through an exercise to stimulate the creative and innovative thought process in a non-healthcare area. The exercise was intended to show the successes that can be achieved when applying non-traditional solutions to traditional problems. The second part of the exercise applied the same concepts of innovative thinking to a healthcare framework. The volume of ideas generated showed the true power of innovative group thinking exercises. Attendees were divided into sub-teams and the excitement was palpable as one idea was quickly built upon and taken in multiple directions.

The Hips & Knees Priority Action Team presented its proposed high level directions for improving service delivery for those patients requiring hip and knee joint replacements in the South West LHIN. The model includes health promotion and prevention, as well as improved service delivery from referral for surgery to post-operative care. Attendees at the consultation were invited to ask questions and provide feedback on the material presented. Input from the consultations will inform the Priority Action Team recommendations, which are to be presented to the Strategic Advisory Group in the spring of 2008.

The Seniors & Adults with Complex Needs Priority Action Team also presented its preliminary high-level directions in three areas:

- Continuum of Care
- Access to Long Term Care
- Rehabilitation

The model of care presented proposes a functional model of health and aging that deals holistically with patients versus the traditional medical model which tends to focus on specific conditions. Input received from the attendees will be incorporated into the submission to the Strategic Advisory Group early in 2008.

The Aging At Home strategy announced by the provincial government in August 2007 was also on the agenda. Attendees were invited to submit questions about the strategy, which is still in the early stages of development. Kelly Gillis, senior director of Planning, Integration & Community Engagement at the South West LHIN, responded to the questions and clarified both the timeline and the three-year funding formula.

Service providers are currently preparing their Aging at Home proposals, which will be submitted to the Strategic Action Group in early January and to the Board of Directors on January 30. "Working collaboratively with regional facilitators, service providers will be able to submit harmonized proposals that will support both local and regional needs," says Kelly.

Progress on accountability agreements

With a Hospital Service Accountability Agreement (H-SAA) template now approved by Ontario's LHINs and the Ontario Hospital Association, the South West LHIN and hospitals in our area will be undertaking their first accountability agreement negotiations since the LHIN assumed its full funding accountabilities in April 2007.

As part of the Hospital Annual Planning Submission (HAPS) process, hospitals across the LHIN have outlined their plans for the next two fiscal years, 2008/09 and 2009/10. This is a comprehensive process that requires a total review and analysis of programs and services currently provided or proposed. Hospitals in the South West LHIN have now submitted their draft HAPS documents, with final, board-approved HAPS submissions due on January 31, 2008. HAPS documents will be reviewed and, once finalized and approved, used to confirm and negotiate the H-SAA.

Accountability agreements are an essential part of the work to bring greater consistency, transparency and accountability to the healthcare sector. While hospitals have been following the HAPS process since 2005, the negotiation process is a new one for mental health and addictions agencies, community support services, community health centres and the South West CCAC.

"Service Accountability Agreements will enable the LHIN to work with health service providers to develop a more integrated healthcare system and a more person-centred approach to healthcare," explains Tony Woolgar, chief executive officer, South West LHIN. "A common service accountability template will include quantifiable success measures that can be applied across the entire spectrum of healthcare."

Service Accountability Agreements (SAAs) will be negotiated between the South West LHIN and the community sector health service providers in 2008/09 for implementation in 2009/10. Long-term care home SAAs will be negotiated in 2009/10 for implementation in 2010/11.

Priorities Fund allocations approved

The South West LHIN Board of Directors has approved nearly \$2.5 million in new funding allocations to address local health care priorities, with an additional \$4.5 million in annual ongoing funding to begin in the 2008/09 fiscal year.

"The South West LHIN and its providers and partners have been working to make improvements in the health care system within our existing financial resources. This new funding gives us an opportunity to address some of the priorities that are not being considered through other funding streams, and that will ultimately drive the changes that improve the day-to-day health care experiences of the people living in our communities," says Board Chair Norm Gamble.

The LHIN Priorities Fund is a new funding investment in Ontario's 14 LHINs that allows LHINs to address key local priorities. The South West LHIN has allocated approximately \$2.5 million for 13 initiatives this year, with some funding also approved in principle for 2008/09

in order to continue some of the projects.

“The priorities we are funding represent key steps to improving our local health care system,” explains Chief Executive Officer Tony Woolgar. “By investing in initiatives such as our electronic health platform, vans to help seniors access services, and processes that have been shown to improve patient safety, we are able to help health service providers advance the important work they are undertaking to the next level.”

Funding allocations for the South West LHIN's 2007/08 LHIN Priorities Fund include:

- **\$800,000 to purchase or replace transportation vans** for community support service agencies that offer van transit, including van transportation for adult day programs. Better access to transportation, for seniors in particular, improves access to medical and community services and helps seniors remain in their homes.
- **\$585,000 to continue to build e-Health capacity across the LHIN** by connecting hospitals in the north part of the LHIN to hospitals in the south. e-Health initiatives work to improve patient safety and bring care closer to home by providing more complete patient information, connecting specialists across the geography of the LHIN, and improving the referral and information process.
- **\$430,000 to coordinate “order sets” in hospitals** in the South West LHIN. Order sets improve patient safety and quality of care by laying out patient care instructions on a specific ailment from assessment to discharge. Additional funds have been approved in principle for this project in 2008/09.
- **\$200,000 to launch a health services “blueprint” project** that provides the framework to address the South West LHIN's strategic priority of ensuring every patient in the LHIN has access to the “right service at the right time, in the right place, delivered by the right provider.” Additional funds have been approved in principle for this project in 2008/09.
- **\$120,000 to advance the work of the LHIN's Hips & Knees Priority Action Team**, including the development of a standardized referral process, central registration process, and common South West LHIN tools for hip and knee joint replacements. Osteoarthritis is increasing in prevalence in our aging population and it has been identified that people in the South West LHIN are waiting too long for joint replacement surgery. Additional funds have been approved in principle for this project in 2008/09.
- **\$100,000 for education sessions for physicians on mental illness.** Physicians are often the primary source of care for individuals with depression, which is Canada's fastest rising diagnosis. These sessions will help physicians enhance their understanding and treatment of mental illness. Additional funds have been approved in principle for this project in 2008/09.
- **\$65,500 to identify reliable estimates of stroke patients who access public rehabilitation services.** A standardized assessment and triage tool will be tested to understand the wide variations in how stroke rehabilitation practices are applied in the South West LHIN.
- **\$50,000 to provide smaller long-term care homes with the tools to help them better manage their financial and operational performance.** A strong and stable long-term care home system is critical to the overall functioning of the health care system. Additional funds have been approved in principle for this project in 2008/09.
- **\$35,200 to help community support services agencies develop a performance measurement framework.** This project will provide the framework and tools to help agencies measure their performance, enabling them to make changes to better meet the needs of their clients. Additional funds have been approved in principle for this project in 2008/09.
- **\$25,000 to develop a tool kit to help health care providers help their patients better manage chronic diseases.** It is widely understood that in the management of many chronic diseases, it is the patient's day-to-day decisions and health behaviors that impact how well their chronic diseases are controlled. Additional funds have been approved in principle for this project in 2008/09.
- **\$25,000 towards staffing to help build relationships with Aboriginal communities.** Funds to continue an Aboriginal relations role in 2008/09 have been approved in principle.
- **\$20,000 to develop a web-based performance tool that will ultimately support all health service providers.** This project is a shared cost between Ontario's 14 LHINs designed to ensure a common tool for both the LHINs and health care providers, particularly smaller organizations without dedicated staff for operational performance initiatives. Additional funds have been

approved in principle for this project in 2008/09.

- **\$15,000 to complete an assessment of information technology** resources in the community and mental health and addictions sectors in support of a longer-term information technology investment strategy.

Welcoming new team members



Annabelle Mackey has joined the South West LHIN team as a communications consultant. Annabelle brings extensive marketing and communications experience from the provincial government and private sector. Immediately prior to joining the South West LHIN, Annabelle was the senior regional communications advisor for the Ministry of the Environment Southwestern Region. She is a graduate of the University of Western Ontario and is fluently bilingual.

Pat Pearce has joined the South West LHIN as a project manager until March 2008. Pat recently relocated to Canada from the UK after thirty years in the NHS (National Health Service), having trained as a nurse and progressing to a number of nursing management positions. Most recently, Pat served as head of Intermediate Care Services in the South West of England, and led a number of initiatives in primary care reform and community-based models of care. Pat will be helping to develop the LHIN's primary care strategy, as well as assisting with the performance improvement agenda looking at emergency department pressures, alternate-level-of-care (ALC) days and avoidance of admission to hospital.



Mary Raithby has also joined the South West LHIN as a project manager until March 2008. Most recently, Mary was the health services director at Ritz Lutheran Villa Long Term Care Home in Mitchell. Mary has considerable experience in the long term care sector, both locally and provincially, as well as having worked as an orthopaedic nurse in London. Mary will be assisting with the implementation of the Long Term Care Homes Act 2007, as well as supporting the work on Aging at Home Strategy and the Wait Times Initiative.

News bytes

Click on any item for more information.

-

Ontario Medical Association (OMA) sessions

-

MRI Task Team update

-

Community services budgets

-

TPA Accountability Directive update

-

My Page: Subscribe to receive updates from the LHIN

Feedback

Tell us what you think! Have a comment or question about an activity or initiative in the South West LHIN? Send it to southwest@lhins.on.ca. We appreciate all feedback, and every month in e-Exchange, we'll feature a comment or query in this section.

Talk to us!

Submit your feedback about e-Exchange to southwest@lhins.on.ca. You can also contact us at:

201 Queens Avenue, Suite 700
London, Ontario N6A 1J1
Tel 519 672-0445 / Toll-free 1 866 294-5446
Fax 519 672-6562

www.southwestlhins.on.ca



