



FALL 2007

## LHIN Formalizes Role As Leader In Health System Change

**W**hile the terms may be unfamiliar to those who don't work in health care, *accountability agreements and annual service plans* both play a significant role in how health care is planned in your community.

As the Central West LHIN works together with local health service providers, community residents and the province to build a stronger, more responsive health system, how we will go about doing that is captured in these two important documents.

"With this framework for delivering on our mandate now in place, we can feel the momentum building at the Central West LHIN," says Joe McReynolds, Board Chair of the Central West LHIN. "This agreement only serves to further strengthen our resolve to create a local health system that is truly responsive to the needs of our communities."

From the LHIN perspective, the document speaks to our obligations to fund and coordinate services offered by a community care access centre (CCAC), a community health centre, 13 community support services, two hospitals, 22 long-term care homes and 10 mental health and addiction agencies.

Among the obligations covered in the comprehensive document are financial and performance expectations (i.e. wait times), community engagement expectations, reporting requirements to the Ministry of Health and Long-Term Care, and our role in

### Accountability Agreement

The accountability agreement signed by the Central West LHIN and the Ministry of Health and Long-Term Care on August 16th solidifies our mandate to plan, integrate and fund local health care services, while affirming the province's role in establishing legislation, policy, standards, targets and measures for Ontario's health system.

LHINs across the province worked together with the Ministry of Health and Long-Term Care to develop the agreement which clearly outlines the responsibilities of both the LHIN and the ministry over the next three years.



Seniors In Central West LHIN Receive A \$21.5 Million Boost. I-r Dr. Kuldip Kular, MPP Bramalea-Gore-Malton-Springdale and Joe McReynolds, Board Chair of the Central West LHIN.

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supporting provincial health care priorities such as e-health and critical care.

"This agreement will enable our relationship with health service providers and with the Ministry of Health and Long-Term Care to develop and thrive," notes Mimi Lowi-Young, CEO, Central West LHIN. "As we work towards meeting the performance expectations outlined in the agreement, we join together with other LHINs and the ministry in strengthening the health care system for all Ontarians."

Copies of our Accountability Agreement can be found on our website at

[www.centralwestlhin.on.ca](http://www.centralwestlhin.on.ca).

### Annual Service Plan

One of the most compelling documents guiding the work of the Central West LHIN is our Integrated Health Service Plan (IHSP). It outlines the eight health service priorities that we will focus on over the next three years – local ones that focus on maternal/child services, mental health and addictions services, palliative/end-of-life services, rehabilitation, and services to seniors, and provincial ones that include chronic disease prevention and management, primary care linkages and responsiveness to cultural diversity.

While our local priorities were identified following extensive consultation with community residents and local health service providers, the IHSP also outlines our commitment to enhancing the integration of health services across the LHIN, increasing the capacity of the system to meet patient needs, and improving patient access to health services.

How we will address these priorities is outlined in the draft of our first Annual Service Plan (ASP).

As an integral part of our Accountability Agreement, the ASP identifies the progress we have made to date on the priorities and what activities we will undertake between 2008 and 2011 as we transform the local health system to better meet community health care needs.

"The ASP follows good business practice, identifying our planned course of action for each priority, anticipated outcomes and what funding will be needed to support our activities," says David Colgan, Senior Director of Planning, Integration and Community Development, Central West LHIN. "It is similar to documents commonly referred to in other organizations as operating plans or budgets and will assist the public to better understand how the Central West LHIN is planning to address the health care needs of our communities."

We submitted our first draft ASP to the Ministry of Health and Long-Term Care at the end of August.

Over the next several months, we will meet with Ministry staff to review our plan. The Ministry uses the annual service plans submitted by LHINs across the province to inform their budget planning process. The ASP will be finalized in the spring to align with provincial budget decisions at which time it will become a public document.

By June 2008, our final approved Annual Service Plan should be ready for posting to our website.

In the meantime, if you'd like more information about our eight health service priorities or an update on some of the activities we're undertaking to address them, please visit our website where you will find up-to-date information on the LHIN's activities.

*"This agreement will enable our relationship with health service providers and with the Ministry of Health and Long-Term Care to develop and thrive."*

Mimi Lowi-Young  
CEO, Central West LHIN

## Making Ground On Our Health Service Priorities

The Central West LHIN's Integrated Health Service Plan (IHSP) lays the foundation for local health system transformation over the next three years. It sets out what our local health service priorities are, how we came to identify these priorities, and what action steps we will take to address them. Since publishing the IHSP in October 2006, we have moved forward to address our priorities with the welcome input of health service providers and community residents.

### Maternal Child Services

- ✓ Continue to collect, analyze and develop a report on data collection to further the community's understanding of maternal/infant services in the LHIN

### Mental Health and Addiction Services

- ✓ Finalized terms of reference for the Mental Health and Addiction Core Action Group
- ✓ Initiated meetings of this group, focusing on action steps outlined in IHSP and developing integration opportunities

### Palliative/End-of-Life Services

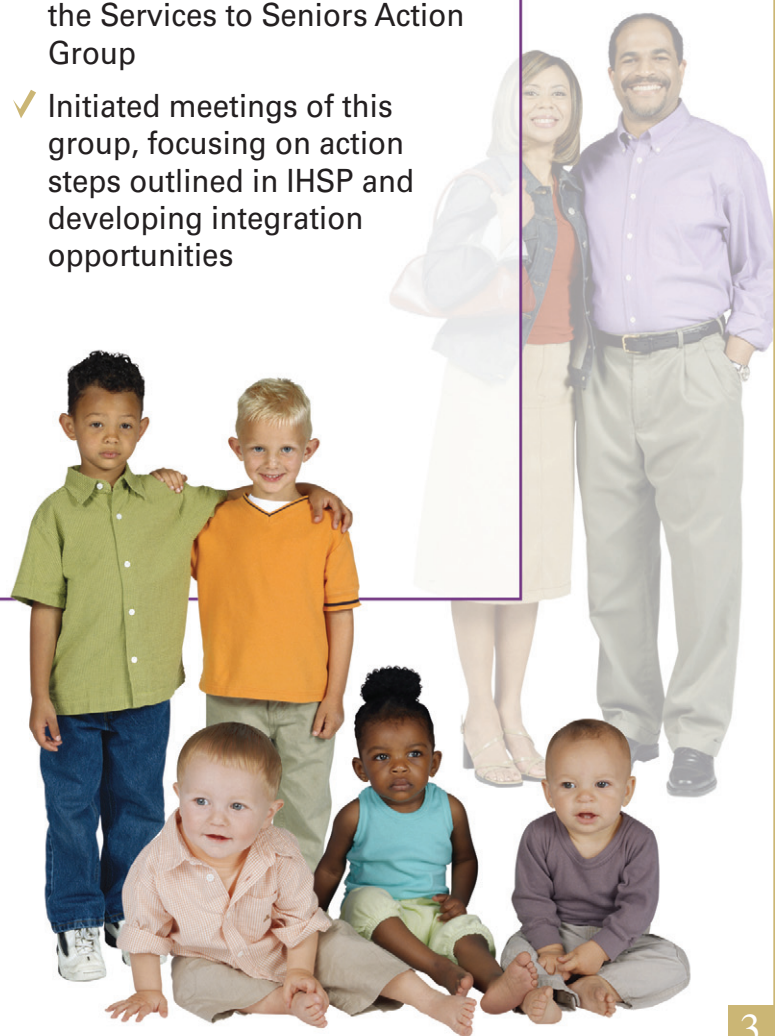
- ✓ Received Palliative/End-of-Life report providing recommendations on how to establish a local palliative network to bring service providers together to better coordinate local services

### Rehabilitation

- ✓ Rehabilitation working group is focusing on improving wait times, with performance for hips and knees a wait time priority

### Services to Seniors

- ✓ Finalized terms of reference for the Services to Seniors Action Group
- ✓ Initiated meetings of this group, focusing on action steps outlined in IHSP and developing integration opportunities



## Central West LHIN Welcomes New Board Member

The Lieutenant Governor in Council recently appointed Paul Dhaliwal to serve a two-year term as a member of the Central West LHIN Board of Directors effective May 2007.

Paul is a lawyer with the firm Prouse, Dash and Crouch, LLP, where he has practiced Criminal Law since 2000. He has a B.A. in Political Sciences and a J.D. Law Degree.

Bilingual in both English and Punjabi, he brings a wealth of community volunteer experience to the LHIN Board. Past and present community activities

*"As we work together to provide first class health care to community residents, it's important that we respect the wonderful ethno cultural diversity that exists in the Central West LHIN."*

Paul Dhaliwal  
New Board Member  
Central West LHIN

include active involvement with the American Bar Association, Canadian Bar Association, Ontario Bar Association, Peel Region Police Race & Ethnic Relations Committee, Peel Criminal Lawyers Association, Peel Law Association, Advocates Society, Peel Children's Aid Fantasy Auction, Wolf Pack Soccer Club and Empire Club of Canada.

Paul also writes a guest column, Legal Corner, in the local South Asian Focus newspaper.

He and his wife and three children live in the City of Brampton.

## Planning For Health System Improvement

### Pre-proposal simplifies process for submitting initiatives

To transform the way we deliver health care, we all have to learn to think differently and collaboratively.

That's the thinking behind a process developed by Ontario's LHINs that standardizes the way health system improvement requests are submitted. If you're a health service provider within the Central West LHIN and you have a proposal that could lead to significant improvement in the way we deliver health care, you can tell us about it by submitting a Health System Improvement Pre-Proposal (H-SIP)

The H-SIP provides a more concise way for health service providers to submit early stage proposals for health system improvement initiatives

that demonstrate active systems improvement partnerships and service integration and that benefit the health of the community.

Rather than committing resources to build a comprehensive business case for up-front funding, the pre-proposal process invites health service providers to develop an initial summary outlining the intent and scope of their proposed initiative.

The LHIN is seeking innovative proposals that align with the local health care priorities outlined in the Integrated Health Service Plan (IHSP) and/or with provincial initiatives such as wait times and e-health. Does the proposal promote accessibility and availability of services?

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Does it lead to improved outcomes? Does it improve the local health system? Does it address local care gaps, quality gaps or health system performance issues?

If an improvement project merits closer attention, the LHIN will ask the organization to submit a more detailed business case. While the H-SIP process does not guarantee that funding will be applied to the initiative

submitted, it does provide health service providers with a simplified way of assessing whether or not to dedicate more intensive resources to further develop the proposal.

For more information about the Central West LHIN's H-SIP process, please visit the Health Service Providers section on our website at [www.centralwestlhins.on.ca](http://www.centralwestlhins.on.ca).

## LHIN To Host Diversity And Inclusivity Workshop In November

**H**ealth services planning in one of the most culturally diverse regions in the province brings with it the opportunity to reach out and tap into the existing knowledge and expertise of key stakeholders from across the Central West LHIN and beyond.

That's exactly what the Central West LHIN will be doing on November 8th when it hosts a Diversity and Inclusivity workshop for health service providers, community and cultural organizations, faith groups and service clubs. While the agenda for the day is still in the planning stages, Samina Talat, Community Engagement Consultant for the Central West LHIN is enthusiastic about the exceptional exchange of information that is expected to take place.

"The day will feature a keynote speaker and several presenters, each bringing their own unique perspective on diversity," says Talat. "As we work to improve access by creating more culturally sensitive health services, this is an

opportunity to learn from and build upon the successes that others have had in responding to the diverse needs of our community."

Combining speaker presentations with interactive group sessions, the day-long event will highlight diversity experiences in health care, legal and social systems, offering a community-wide point of view. For more information about the Central West LHIN's Diversity and Inclusivity workshop, please contact Samina Talat at [samina.talat@lhins.on.ca](mailto:samina.talat@lhins.on.ca).



## Seniors In Central West LHIN Receive A \$21.5 Million Boost

**E**nabling seniors to maintain active, healthy lives in the comfort of their own homes is behind a three-year, \$21.5 million investment in the Central West LHIN announced by the provincial government last month.

The funds will be used for initiatives such as enhancing home care and community support services like meals, transportation, adult day programs, friendly visiting and caregiver supports, as well as increasing access to mobility aids that help seniors live more independent lives.

"This investment beautifully supports our own Aging in Place strategy which focuses on providing seniors with timely access to the health care they need wherever they are in the community," says Mimi-Lowi Young, CEO, Central West LHIN. "We look forward to working with health service providers, community-based services and social services within our LHIN to further develop the innovative strategies that will allow seniors to live independent lives at home."

Services for Seniors is one of eight health service priorities outlined in the Central West LHIN's Integrated Health Service Plan (IHSP).

The LHIN has already been working closely with community-based health services, the Central West Community Care Access Centre (CCAC), long-term care homes and hospital representatives to dialogue about existing service gaps for seniors, to develop a comprehensive inventory of services and supports available to seniors and to begin to identify integration opportunities.

Funding will start flowing to the LHIN on April 1, 2008.



*Local senior Joyce Davey speaks of the benefits first at hand as an active senior.*

### EVENTS

#### September 27

Open Central West LHIN Board of Directors Meeting  
Central West LHIN Office  
Brampton

#### October 3

Aging at Home Public Forum  
Mel Loyd Centre Auditorium  
Shelburne

#### October 4

Aging at Home Public Forum  
Best Western Orangeville Inn & Suites  
Orangeville

#### October 5

Aging at Home Public Forum  
Caledon Community Services  
Bolton

#### October 9

Aging at Home Public Forum  
Malton Community Centre  
Malton

#### October 9

Aging at Home Public Forum  
Flower City Seniors Recreation Centre  
Brampton

#### October 10

Community Presentation  
Malton Neighbourhood Services  
Malton

#### October 11

Aging at Home Symposium  
Courtyard by Marriot  
Brampton

#### October 16

Community Presentation  
Rexdale Community Health Centre  
Rexdale

#### October 17

Community Presentation  
Peel Halton Federal Supranuantes  
National Association  
Brampton

#### October 24

Open Central West LHIN Board of Directors Meeting  
Mel Loyd Centre Auditorium  
Shelburne

#### November 8

Diversity & Inclusivity Workshop  
Chandni Banquet Hall  
Brampton

#### November 28

Open Central West LHIN Board of Directors Meeting  
Central West LHIN Office  
Brampton

## Website A Link To Health Care Community

If you want to know more about health services in your community, the Central West LHIN's new website is a good place to start.

Whether you are a community resident, a health service provider, or someone just looking for more information on LHINs or community health services, the Central West LHIN's user friendly website offers a diverse menu of options bringing you the most up-to-date local health care information available.

Among its many features is the ability to make the text on your computer screen as large or as small as you'd like making readability easy for everyone who accesses the site.

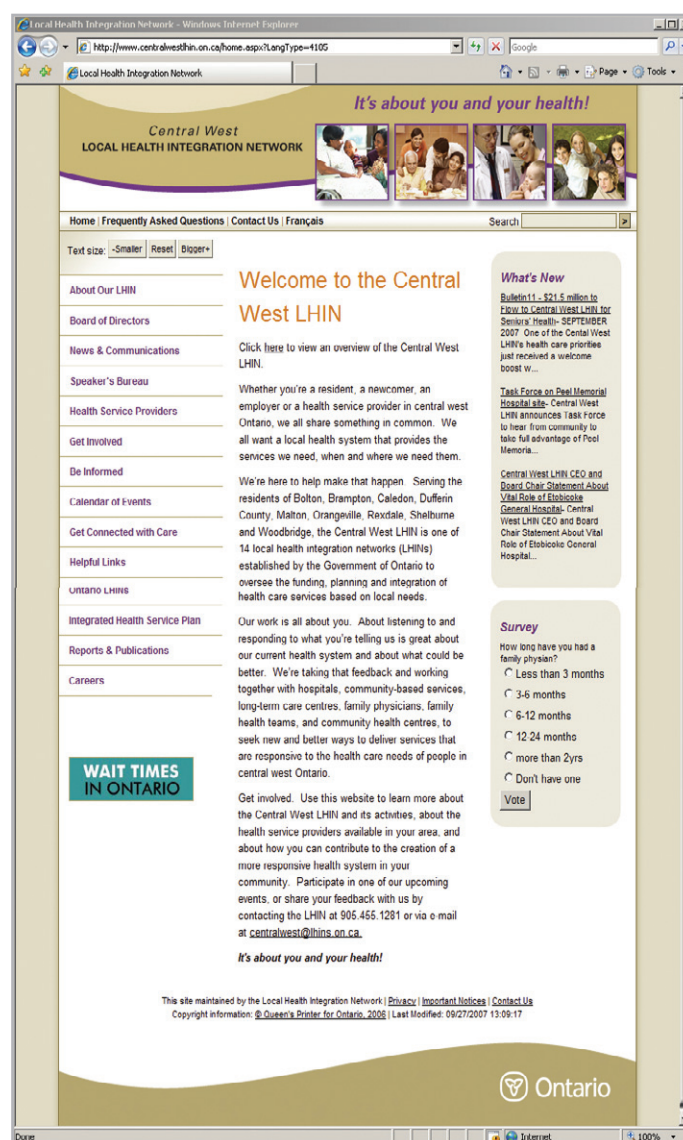
Using the handy search engine, you can seek information on a specific topic, or you can elect to use the self-explanatory navigation menu on the homepage.

### Website highlights include:

-  Links to information on local health service providers and other local, provincial and national health-related resources
-  A calendar highlighting community engagement events and other health care-related activities
-  Information for health service providers (i.e. hospital annual planning process, health system improvement pre-proposal form)
-  Board of Directors meeting materials
-  Copies of LHIN publications (i.e. newsletters, bulletins, annual reports)
-  Copies of LHIN brochures in 10 languages

Our website is continually evolving as we add new information and new features. In the future, visitors to the Central West LHIN's website will have the option of subscribing to online content including our newsletters, bulletins, news releases and updates on any of our eight health service priorities.

For a credible local health service information source, visit [www.centralwestlhin.on.ca](http://www.centralwestlhin.on.ca)



## FROM THE BOARDROOM

### Momentum Is Building

A significant highlight for the Board this summer was the signing of a three-year Accountability Agreement with the Ministry of Health and Long-Term Care in mid-August. As you can see from the article on the front page of this issue, this document clearly outlines the obligations of both the Central West LHIN and the Ministry in planning, coordinating and funding our local health system. It solidifies our role as a LHIN and reinforces our commitment to creating a health system that is responsive to community needs.

Earlier this year, the Central West LHIN welcomed Paul Dhaliwal as a new member of our Board effective May 2, 2007. Paul joins us for a two-year term, and adds depth to our Board as an active community volunteer and a lawyer.

I was pleased to be present at the recent announcement regarding the province's new Aging at Home strategy. With seniors' health identified as one of our eight top health service priorities, the government's \$21.5 million investment comes as a welcome boost to our ongoing planning in this area.

As a Board, we continue to fuel our health care insight through presentations at our monthly board meetings. In recent months, we have welcomed presentations by The Michener Institute, Headwaters Health Care Centre, and William Osler Health Centre.

In July, I met with Board Chairs from all 14 LHINs to discuss important topics on board evaluation, post-election planning and the sharing of integration decisions amongst the LHINs. The session also included an insightful presentation on health systems in Sweden and Norway. This level of information sharing across the LHINs is important as we can learn from what others are doing, and can bring added strength to our own local health care planning.

In July, the Central West LHIN assumed accountability for overseeing development of the new Bramalea Community Health Centre. Community health centres are important organizations in the local health system providing programs and services for the most vulnerable members of our community.

One of the most exciting developments taking place in the Central West LHIN right now is the preparation for the opening of the new Brampton Civic Hospital. Slated to open in late October, this welcome addition to our local health system will bring us a state-of-the-art facility second to none in Canada.

With the transfer of services from William Osler Health Centre's existing Peel Memorial Hospital site to the new hospital over the next month, we are actively seeking community input on how we can best plan for the future role of this former hospital site.

Earlier this month I announced the establishment of a Task Force composed of health providers, municipalities and community organizations. Its role will be to invite feedback from community residents, community organizations and health care providers as to how we can make this site a health, economic and social asset for the residents of Brampton. Please watch for more information as to how you can share your insights on this important topic.

*Joe McReynolds, Board Chair*

Reflecting the Central West LHIN's principles on transparency and accountability for decision-making, the Board welcomes the public and the media to its monthly meetings. Board meetings are normally held the fourth Wednesday of each month, but are subject to change. A guide to open meetings of the board and notices of upcoming meetings are available on our website at [www.centralwestlhlin.on.ca](http://www.centralwestlhlin.on.ca).