



SUMMER EDITION 2009
Clinical Services Plan Bulletin

The [Planning Advisory Groups](#) (PAGs) completed their work in June and the [Clinical Services Plan](#) (CSP) [Steering Committee](#) continues to merge the information, input and feedback received from various sources. The sources include the PAGs, networks, primary care meetings, best practice [service delivery model reviews](#) and online comments.

Here's a look at some of the common suggestions:

- *Develop and give health service providers access to a secure electronic database of medical records and patient information.* When residents visit various health care providers, medical history does not need to be repeated as it can be quickly accessed electronically. This saves residents and health service providers time and ensures accuracy.
- *Use technology, such as web cameras, to increase access to various health service providers, including specialists.* This technology is intended to assist those in remote locations and/or with limited access to transportation to connect with providers. This service should be available in various community locations throughout the LHIN.
- *Increase transportation support for residents to increase access to health care services.* Transportation support for medical-related purposes should be widely available throughout the LHIN to residents in need.
- *Standardize medical practice guidelines for common medical conditions.* Residents should expect consistent service across providers throughout the LHIN. For example, people who need treatment for specific conditions should expect the same protocol to be taken no matter where in the LHIN the treatment is received.
- *Provide more opportunities for primary care providers to work together as a team.* Opportunities to work as a

team may include better communication and collaboration among various primary care providers, such as family physicians, nurse practitioners, social workers and dietitians.

- *Increase availability of community and primary care resources to support care closer to home.* Provide more health-related programs and services within the community to ensure residents receive appropriate care closer to home.
- *Find innovative ways to recruit health professionals and retain those that are already here.*

JOIN US AT AN OPEN HOUSE

Throughout the month of October, the HNHB LHIN is hosting a number of community open houses, each of which will provide opportunities to interact with the LHIN Board and staff, learn about the LHIN's activities, including CSP, and share your ideas for a healthier future.

Everyone is welcome and encouraged to attend an Open House. Please visit www.hnhblhin.on.ca regularly for updates on dates, times and locations.

For further details about the Clinical Services Plan, please visit www.hnhblhin.on.ca or contact:

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The CSP Bulletin is a monthly publication designed to keep you informed about the Hamilton Niagara Haldimand Brant LHIN's Clinical Services Plan. It is available in electronic and paper format and online at www.hnhblhin.on.ca. If you would like to be added to the distribution list, please contact Jodie Long at Jodie.Long@lhins.on.ca.