



NOVEMBER 2009

## Clinical Services Plan Bulletin

### Message from Rick Woodcock, Chair Clinical Services Plan Steering Committee

As residents of Ontario, we all depend on our health care system: one that keeps people healthy, takes good care of them when they are sick, and is there for our children and grandchildren. Now, and over the next ten years, health care challenges are enormous.

The Clinical Services Plan is an action call for a healthier population, improved ways of working together for better health outcomes, and best practice organization and distribution of clinical programs. This Plan is a 'roadmap' for health improvement and it will guide the planning, integration and funding priorities in the Hamilton Niagara Haldimand Brant LHIN over the next three years and beyond.

Read the [Chair's speaking notes](#) from the presentation to the HNHB LHIN board at its November 23 meeting.

### At its November 24 2009 meeting, the HNHB LHIN board approved the Clinical Services Plan.

The Plan outlines three key themes – interprofessional care, community-based health service capacity, and clinical program integration. E-Health is a key enabler for health system change.

Here are some highlights of what will happen over the next few years:

#### Interprofessional Care

- Team based approach to care throughout the LHIN where different health care providers, such as nurses, social workers, family doctors, pharmacists and dieticians, provide care together as a 'virtual' team, connected electronically

#### Community-Based Health Service Capacity

- Better coordination of community-based services
- Better matching of services to clients' needs
- More focus on health promotion and disease prevention
- Improved access to transportation services
- Expanded diabetes education centres and foot care services
- Focus on falls prevention

#### Clinical Program Integration

- Services currently provided in different organizations will be linked on a program basis, such as cardiac care, maternity and rehabilitation, so that all aspects of care delivery are connected and coordinated following common standards and practices
- All residents in the HNHB LHIN, regardless of where they live, will have equal access to services organized and working together as a system

#### e-Health

- All hospitals in the LHIN have access to a central electronic database that houses diagnostic images
- Two electronic portals – one to link health care providers and another for patients to access personal health information
- Electronic tool for Community Care Access Centre (CCAC) to connect clients to services

#### Benefits for Residents

- ☒ Tell your health history only once
- ☒ Access to primary care when you need it
- ☒ Undergo a test only once because all providers you visit have access to the results
- ☒ Local access to disease prevention and wellness services
- ☒ Participate in your health care

For more details and timelines around the above themes, please read the [Clinical Services Plan Final Report](#), visit our [website](#) 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](http://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](mailto:Jodie.Long@lhins.on.ca).