

Leading local health system integration

A year in review 2008-2009

Throughout this past year, we have worked closely with local health service providers at the governance, senior leadership and management levels to address some of the most pressing challenges facing healthcare today. High on our list of priorities has been improving emergency wait times and access to acute care hospital beds.

In 2008/09, we allocated over \$1 billion in provincial funding to local health service providers in our efforts to support initiatives that improve timely access to services and generate improved health outcomes. Our successes to date are vividly reflected in the personal experiences of the people who use our local health system.

The following pages bring some of these stories to life, shedding light on the significant progress we're making as a local health system to deliver timely, accessible, high quality health care services. It is these initiatives that are laying a solid foundation for the Integrated Health Service Plan (IHSP) that will chart our health care journey over the next three years.



John Magill
Board Chair
Mississauga Halton LHIN



Bill MacLeod
CEO
Mississauga Halton LHIN

A year of action generates results

Each year, the activities we undertake at the Mississauga Halton LHIN are all about generating meaningful results that lead to an improved local health system.

Working together with 77 local health service providers, we have made significant strides over the past year, particularly in supporting the needs of seniors and those living with disabilities. Through the provincial Aging at Home Strategy, we continue to invest in programs and services that help seniors to remain healthy and living in their own homes as long as possible. Proactive programs like Wait at Home, Stay at Home, Home First, Geriatric System Navigation, the Restore Program and Supports for Daily Living are all vivid examples of programs and services that are helping to prevent unnecessary emergency room visits, hospital admissions and premature admissions to long-term care.

An expanded falls prevention clinic and an in-home exercise program for frail and homebound older adults are evidence of other investments that are generating promising results in helping people to maintain their health at home.

Partnerships have also taken a front seat this past year, leading to improved patient access to vital health care services within the LHIN. Among them is a partnership between local ambulance services and hospitals that is resulting in improved outcomes for heart attack patients thanks to more timely access to heart specialists and specialized interventions. Another collaborative effort involving local hospitals has resulted in improved access to mental health inpatient beds for children and adolescents with significant mental health issues.

The days of traveling to downtown Toronto hospitals for highly specialized thoracic (cancer) surgery and vascular surgery are gone thanks to the development of two new regional programs in thoracic surgery and vascular surgery. Now local residents no longer have to travel out of the area to access these specialty services.

Overall, our wait times for priority procedures are better than provincial expectations with improved performance evident across the LHIN in cancer surgery, cardiac bypass procedures, cataract surgery, and in hip and knee replacements.

What we're seeing as a result of all this activity are tangible improvements in access to services and health care outcomes. As we roll out our action plan for the next three years, we will continue to build upon the successes we have had to date while continuing to explore new opportunities.

Improving outcomes for heart attack patients

According to the Heart and Stroke Foundation, over 17,000 Canadians die from heart attacks each year. That's a statistic that we're hoping to have a dramatic impact on with the launch of a new program in December 2008 called STEMI.

STEMI stands for ST-Elevation Myocardial Infarction. Supported by the Mississauga Halton LHIN, it is a joint initiative between Halton Emergency Medical Services (EMS), Halton Healthcare Services and Trillium Health Centre.

When Halton EMS advanced care paramedics treat a patient with the signs and symptoms of a heart attack, that patient is now automatically screened for STEMI in consultation with one of Trillium's four interventional cardiologists. Patients who meet STEMI criteria will bypass their local emergency department and be transported directly to the Cardiac Catheterization Lab in the regional cardiac centre at Trillium Health Centre. Here they will undergo a primary percutaneous intervention (PCI), formerly referred to as an angioplasty.

Studies show that patients who undergo this emergency procedure experience higher survival rates and lower rates of stroke and repeat heart attacks. In 2008/09, 17 STEMIs were successfully completed on Halton residents, with 50 anticipated in the coming year.

Milton resident, John Hardiman, was the first patient to go through the program and is expected to enjoy a full recovery. Given its success, the program is being rolled out in partnership with Peel EMS in 2009.

"A soon as I arrived, people starting working on me. The time saved means there is very little damage to my heart."

John Hardiman
Patient
STEMI Program

Generating improvements in hospital wait times

One of the ways we can improve emergency wait times, avert unnecessary admissions to long-term care and improve access to acute care hospital beds is by providing services that improve the health and quality of life for adults and help individuals to remain living independently in their own homes as long as possible.

Over the past year, we have introduced several initiatives within the Mississauga Halton LHIN that are having a positive impact in this regard. Among them is the Restore Program which provides short-term transitional care for those ready to be discharged from hospital, but not yet strong enough to return home.

The joint initiative between Credit Valley Hospital, Halton Healthcare Services, Trillium Health Centre, the Mississauga Halton Community Care Access Centre (CCAC) and Mississauga Lifecare helps individuals recover the strength, endurance and physical ability they need to return to basic activities of daily living such as making meals, bathing and getting in and out of bed.

When Maria Lewycky's 83-year-old husband no longer required hospital care, the program in Mississauga Lifecare offered an ideal setting where he could work with an interprofessional team to develop the strength and skills he needed to return home.

Other initiatives put in place over the past year include the Geriatric System Navigation Program, Home First, Supports for Daily Living and enhanced home care services.

Within the first six months of 2008/09, these initiatives resulted in a 51% improvement in discharging patients home versus admission to long-term care and generated improved access to acute care hospital beds.

"Following each of two surgeries, my husband was transferred to the Restore Program where he gained back his weight, became stronger and got back to his normal condition, allowing him to return home both times."

Maria Lewycky
Wife of Patient
Restore Program

Helping seniors to age at home

One of the most significant developments within the Mississauga Halton LHIN in recent months has been the development of Supports for Daily Living (SDL). Funded by the LHIN, this community-based health care service has proven highly successful in preventing premature admissions to long-term care, unnecessary visits to emergency departments and unnecessary admissions to



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hospital.

Suzanne Wilson's father, Roy, lives in Oakville Senior Citizens Residence where an SDL service was put in place in October 2008. Here, clients now have access to personal support workers to help with daily activities like meal preparation, bathing, laundry and light housekeeping.

The service also offers medication reminders, security checks and 24/7 emergency response. These SDL services are delivered to clients in their homes within designated geographical 'clusters' or 'hubs' within the Mississauga Halton LHIN supporting seniors and persons with a physical disability. Services are also provided to clients who live in Supportive Housing buildings serviced by SDL providers.

More than 30 of Roy's neighbours rely on the service which enables them to continue to remain living independently in their own homes.

Within the first six months of the program, 88 potential emergency department visits had been averted, 74 clients had been diverted from long-term care into SDL and 13 clients had been removed from the long-term-care waiting list.

Partnering to improve access to child and youth mental health services

Parents supporting children or youth with significant mental health issues know how important it is to have timely access to inpatient care at times of crisis. Yet families living in Peel have often experienced challenges accessing beds for their children because dedicated paediatric mental health beds aren't available in the region.

Until recently, children coping with schizophrenia, bipolar disorder, depression with suicidal thoughts or severe anxiety have been admitted to hospital paediatric units or adult mental health units to access the services they need.

This past year, that all changed when Halton Healthcare Services, Trillium Health Centre and Credit Valley hospital took the initiative to talk about the issue. Those talks resulted in Halton Healthcare Services making its 10-bed inpatient psychiatry unit for children and adolescents available as a resource for all Mississauga Halton LHIN residents. Located at Oakville-Trafalgar Memorial Hospital, the unit admitted 252 children and adolescents in 2008/09,

"My father had lost his zest for life. These personal support workers (PSWs) have given him back his reason for living. He has gained 30 pounds and now has a reason for living."

Suzanne Wilson
Daughter of patient with
advanced dementia
Supports for Daily Living



with 42 of these coming from Mississauga.

Addressing this issue is a prime example of what can be achieved when health care providers work together to improve access to services and provide a better health care experiences for patients and families within the LHIN.

Listening to our community

Every aspect of our local health system continues to evolve with the support of our community. Throughout this past year, we have actively engaged local residents, patients/clients, service providers and other agencies all of whom have a stake in where and how we provide health care services.

To date, more than 1,000 community members have been consulted about our Aging at Home Strategy. Up to 150 physicians and 229 adults have provided insightful feedback about diabetes education programs within the LHIN. And close to 500 new mothers have been consulted to help us better understand the needs of moms and newborns.

It's this level of collaborative thinking that is behind the successes we've achieved to date in our bid to reduce emergency wait times, avert unnecessary hospital admissions and provide care in the most appropriate settings to meet each individual's needs. As we move forward with implementation of the Integrated Health Service Plan that will see us through the next three years, we will continue to call upon our community for the insights that will help us to improve the health care experience for local residents.

Health Service Providers Funded by the Mississauga Halton LHIN

Community Support Services

Acclaim Health and Community Care Services
 Alzheimer Society of Peel
 BALANCE – Blind Adults Learning About Normal Community Environment
 The Canadian Hearing Society
 Canadian National Institute for the Blind - CNIB – Ontario Division (Halton/Peel)
 Canadian Red Cross – Peel Branch
 City of Mississauga – Next Step to Active Living Program
 The Corporation of the Town of Halton Hills
 Dixie Bloor Neighborhood Drop-In Centre
 Dorothy Ley Hospice Inc.
 Forum Italia Community Services – MICBA
 Halton Healthcare Corporation – Supportive Housing
 Hospice of Peel Inc.
 India Rainbow Community Services of Peel
 Islington Centre – Etobicoke Senior Citizens
 Ivan Franko Home
 Joyce Scott Non-Profit Homes Inc.
 Links2Care
 Milton Meals on Wheels
 Nucleus Independent Housing
 Oakville Kiwanis Meals on Wheels
 Oakville Senior Citizens Residence
 Ontario March of Dimes – Peel
 Peel Cheshire Homes Inc. (Streetsville)
 Peel Halton Acquired Brain Injury Services
 Peel Senior Link
 Regional Municipality of Halton – Supportive Housing
 S.E.N.A.C.A. Seniors Day Program
 Seniors Life Enhancement Centres
 Trillium Health Centre – CSS
 Victorian Order of Nurses – Peel Branch
 Wawel Villa Incorporated
 Wesburn Manor – Toronto Long-Term Care Homes and Services
 Yee Hong Centre for Geriatric Care

Long-Term Care Homes

Allendale – The Regional Municipality of Halton
 Bennett Health Care Centre
 Cawthra Gardens Long-Term Care Community
 Dom Lipa Nursing Home (Slovenian Linden Foundation)
 Erin Mills Lodge Nursing Home (Devonshire Erin Mills Inc.)
 Extendicare – Halton Hills
 Extendicare – Mississauga
 Highbourne Lifecare Centre – The Royal Crest Lifecare Group Inc.
 Labdara Lithuanian Nursing Home
 Leisureworld Caregiving Centre – Mississauga
 Leisureworld Caregiving Centre – Streetsville

Mississauga Lifecare Centre – The Royal Crest Lifecare Group Inc.
 Mississauga Long-Term Care Facility
 Northridge Long-Term Care Facility
 Post Inn Village – The Regional Municipality of Halton
 Sheridan Villa – Regional Municipality of Peel
 Specialty Care Mississauga Road
 Tyndall Nursing Home
 Villa Forum Nursing Home – MICBA
 Village of Erin Meadows – Oakwood Retirement
 The Waterford Regency Care
 The Wenleigh
 Wesburn Manor – Toronto Long-Term Care Homes and Services
 West Oak Village Long-Term Care Facility
 The Westbury
 Wyndham Manor – Halton Healthcare Services Corporation
 Yee Hong Centre for Geriatric Care

Mental Health & Addictions

Canadian Mental Health Association – Halton Branch
 Credit Valley – Community Mental Health
 Grace House Group Home
 Halton Alcohol, Drug & Gambling Assessment Prevention and Treatment (ADAPT)
 Halton Healthcare Services Corporation – Community Mental Health
 Halton Recovery House & Hope Place Women's Treatment Centre
 North Halton Mental Health Clinic
 Summit House
 Support & Housing – Halton
 Supported Training and Rehabilitation in Diverse Environments (STRIDE)
 The Peel Addiction Assessment and Referral Centre
 Trillium Health Centre – Community Mental Health

Hospitals

Credit Valley Hospital
 Halton Healthcare Services Corporation
 Trillium Health Centre

Community Care Access Centre

Mississauga Halton Community Care Access Centre

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