

LHINfocus

Winter 2013

SPECIAL EDITION

Message from the CEO

Scott McLeod, CEO

The Central West LHIN accomplished a lot in 2012. I started my position as CEO with the Central West LHIN in August and knew I had to hit the ground running because we were in the midst of planning and developing important projects such as the LHIN's third Integrated Health Services Plan (IHSP 3) and Health Links. But with the help of dedicated staff and the engaged efforts of community members and Health Service Providers, the Central West LHIN made significant progress in many areas.

During the course of the year, the Central West LHIN was able to learn about the views of residents when it comes to local health care. This was especially important in the development of the IHSP 3. Through a series of community engagement sessions, residents and Health Service Providers had the chance to provide input on local health care services and this feedback was used to develop the IHSP 3.

The Central West LHIN worked diligently throughout 2012 to create a strategic plan aimed at improving local health care services. Our efforts led to the creation and development of four strategic directions which are: **Improve Access to Care, Streamline Transitions and Navigation, Drive Quality and Value and Build on the Momentum.** Each strategic direction

2012 A Year in Review



Ontario

Local Health Integration
Network
Réseau local d'intégration
des services de santé

will improve access to the right care, at the right place and at the right time.

In 2012 the Central West LHIN also undertook a significant project known as Health Links, which was implemented towards the end of the year. Health Links will bring together Health Service Providers who can then provide more coordinated care to high-needs patients throughout the Central West LHIN.

Another great highlight of 2012 was the allocation of \$5.5 million towards community-based programs to improve services for seniors and residents with home care and mental health and addictions needs.

Continuing with our commitment to engaging residents and

creating an open dialogue, the Central West LHIN participated in a Tele Town Hall community meeting with the Central West Community Care Access Centre, Headwaters Health Care Centre, The Region of Peel and William Osler Health Care System. This meeting provided residents with the chance to ask questions about their health care system and obtain the information they needed.

Finally, I am pleased to say that hospital wait times have been reduced in many areas. This is very good news and we will continue to work with our hospitals to ensure more improvements for patients.

This past year has been a busy one however it has

also been a rewarding one. In the time I've been with the Central West LHIN, we've made substantial progress. We will continue to build on this momentum by working with Health Service Providers, community partners and residents to identify issues and to develop the appropriate solutions so that residents have access to quality health care programs and services when they need them.

I look forward to the coming year and building on the Central West LHIN's successes by working toward the development of a more responsive and efficient health care system for our residents.



“With the help of dedicated staff and the engaged efforts of community members and Health Service Providers, the Central West LHIN made significant progress in many areas in 2012.”

Scott McLeod
CEO

A Year in Review

2012

Enhanced cardiac services at William Osler

The Central West LHIN funded and supported the development of Percutaneous Coronary Intervention (PCI) at William Osler Health System to expand the range of cardiovascular services available locally for people in the Brampton and Etobicoke communities.



Working to improve access to primary care

Dr. Frank Martino was appointed by the Central West LHIN as the new Primary Care Lead. Dr. Martino is working with Health Service Providers and family health teams to ensure that primary care services are better integrated within the communities in the Central West LHIN.

FEBRUARY

JANUARY

>>

FEBRUARY

>>

Developed forum to address barriers to health equity

The Central West LHIN held a Diversity and Health Equity Forum to discuss opportunities for increasing access to health services focusing on people from local diverse communities.

JANUARY

History made at Peel Memorial

February 10th marked the demolition of the old Peel Memorial Hospital site to make way for the development of the new Peel Memorial Centre for Integrated Health and Wellness. Once completed, the Peel Memorial Centre for Integrated Health and Wellness will focus on managing chronic diseases and seniors, women and children and mental health care services.





Had discussions with women about their health care needs

Ten community engagement sessions in February and March with women from Brampton, Caledon, Dufferin County, Malton, and Rexdale were held in an effort to better understand experiences with the health care system.



Hosted governance meetings to improve working relationships

The Central West LHIN hosted a meeting with the Boards of all Health Service Providers to foster discussions with decision makers and talk about the need to work together to improve access to health care for local residents.



Funded health care services in Rexdale

The Central West LHIN Board of Directors approved funding for the development of the Kipling Dixon satellite, an interim location of the Rexdale Community Health Centre. While a permanent satellite is being developed, programs and services will be offered to the community at the Kipling Dixon satellite location.

Enhanced services for seniors

The Central West LHIN funded the Behavioural Supports Ontario (BSO) Project with \$1.9 million to enhance services for elderly people with responsive behaviours due to dementia and/or other neurological conditions, and mental illness and addictions. Through the creation of 26 new positions, the Central West LHIN is supporting seniors and their families and caregivers in long-term care facilities, hospitals and community agencies.

JUNE

Engaged communities to understand local health care needs

The Central West LHIN conducted the first round of community engagement sessions to gather input from local communities about health care services. This was the first step in the development of the third Integrated Health Services Plan (IHSP 3).



Implemented new leadership

The Central West LHIN appointed Scott McLeod as the new CEO of the Central West LHIN. Scott brings over thirty years of in-depth knowledge and experience in health care on a local, provincial and national basis.



>>

JUNE

>>

JULY

>>

AUGUST

>>

SEPTEMBER

>>



Improved care closer to home with new Telemedicine nurses

More residents living in the Central West LHIN will benefit from specialist care closer to home as nine new telemedicine nurses were hired at William Osler Health System, Headwaters Health Care Centre and at the Canadian Mental Health Association/Peel Branch. For patients this means improved access to health care, less travel and an increase in the types of health care services available.

JULY

Provided access to health care services in Malton

The Four Corners Health Centre, a satellite of the Bramalea Community Health Centre, will provide primary care services delivered by a growing team of one or more doctors, nurse practitioners, nurses and diabetes educators, as well as a physiotherapist, chiropodist and a social worker.

SEPTEMBER



Enhanced community-based programs

The Central West LHIN allocated \$5.5 million for home and community-based programs. \$4.5 million supports investments in home care and community services for seniors and other residents who would benefit from care provided in the community. \$1 million expands access to addiction treatment to provide programs and support services. Through these new services, the Central West LHIN increased Personal Support Worker (PSW) hours which not only provides more care, but creates jobs for important health care workers.

>>

SEPTEMBER/OCTOBER

>>

OCTOBER/NOVEMBER

>>

DECEMBER

>>

SEPTEMBER

Provided community members with a draft of the IHSP 3

Once a draft of the IHSP 3 was completed, the Central West LHIN went back out to the communities to ask residents for their input and feedback.

OCTOBER



Established Health Links to improve access to care

Two early adopter Health Links were established in the Central West LHIN—the North Etobicoke-Malton Health Link and the Dufferin Health Link. Both will bring together primary care providers, specialists, the Central West Community Care Access Centre (CCAC), hospitals and community providers in a voluntary way to coordinate local health care services for community members most in need of health care services.

DECEMBER



DECEMBER

Switching to EMR

As of December 2012, 76% of family physicians and 49% of specialists in the Central West LHIN switched from paper records to an Electronic Medical Record (EMR) system. This is the highest rate of adoption among family practitioners and specialists in the province.



DECEMBER

**Engaged communities in the Central West LHIN**

The Central West LHIN participated in a Tele Town Hall community meeting with the Central West Community Care Access Centre, Headwaters Health Care Centre, the Region of Peel and William Osler Health Care System. The call drew over 700 residents who were able to ask questions about services in the local health care system.

2012 Full Year

Reduced wait times and length of stay in the ER

The Central West LHIN sets targets to lower emergency department length of stay for non-admitted patients. The LHIN managed to surpass the target for seriously ill patients by 55 minutes and less seriously ill patients by 20 minutes which meant patients were discharged sooner.



FULL YEAR



2012

FULL YEAR 2012

Less wait time for cancer surgery

For cancer patients, the average wait time for surgery was reduced by 3 days.

Less wait time for CT scans

Wait times for Diagnostic CT scans were reduced by 14 days.

Less wait time for cataract surgery

Wait times for cataract surgery were reduced by 93 days.

Less wait time for MRI scans

The wait time for diagnostic MRI scans was reduced by 31 days.

**LHINfocus Winter 2013**

LHINfocus is produced by the Central West LHIN.
Send us your comments at centralwest@lhins.on.ca

Central West LHIN Board of Directors

Maria Britto, Chair; **Lorraine Gandolfo**, Member;
Suzan Hall, Member; **Winston Isaac**, Member;
John McDermid, Member; **Gerry Merkley**, Member;
Pardeep Singh-Nagra, Member; **Ken Topping**, Member.

Contact us at:

8 Nelson Street West, Suite 300
Brampton, Ont. L6X 4J2

Tel: 905-455-1281

Toll free: 1-866-370-5446

Fax: 905-455-0427

Email: centralwest@lhins.on.ca

www.centralwestlhins.on.ca

[www.twitter.com/CentralWestLHIN](https://twitter.com/CentralWestLHIN)