

Mississauga Halton **LHIN**

BUILDING CONNECTIONS

REPORT TO THE
COMMUNITY 2016

INSIDE:

- one-Link
- Caregiver
Respite
- Primary Care
Integration



Welcome

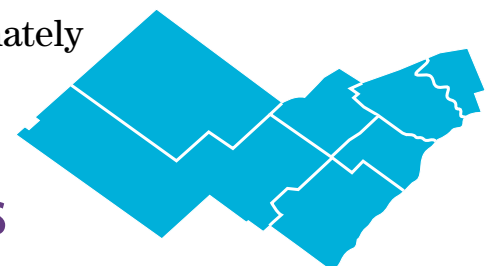
The Mississauga Halton Local Health Integration Network (LHIN) guides ongoing and future initiatives in the development and implementation of a seamless health system for our communities.

Our priority is making the system work better for people, and strengthening the continuum of care as people move from one part of the health care system to another – such as from the hospital back to their home or community.

The Mississauga Halton LHIN brings together local providers to develop innovative, collaborative solutions to improve access to health care and enhance the experience of patients and clients. We plan, fund (over the 2015-2016 year we allocated \$1.46 billion), manage and coordinate services delivered by a large number of health service providers, including:



Geographically, the LHIN covers approximately



and includes the regions of Halton Hills, Milton, Oakville, Mississauga and South Etobicoke.

Putting people and patients first

Today, the focus of the health care system is shifting to revolve around the patient and to move to a more community-based system of care.

The Mississauga Halton LHIN, responsible for the stewardship of over \$1.46 billion of public funds, continues to develop innovative, collaborative solutions to improve access to health care and enhance the patient experience for the 1.2 million people in our communities.

This year, we have undertaken a number of programs and initiatives that are helping us achieve our strategic goals. We have chosen to highlight three in this year's 2016 Community Report:

→ **one-Link**

→ **Caregiver Respite**

→ **Primary Care Integration**

Through these and many more initiatives, we continue to look for ways to improve processes, bring new and improved services to people, increase efficiency and improve value. We remain pivotal in strengthening the health system. Coupled with our vision for a seamless health system for our communities, we are putting people and patients first by improving the health care experience.

Bill MacLeod
CEO Mississauga Halton LHIN



one-Link

Connecting people to mental health and addiction services that are more accessible, equitable and coordinated



Caregiver Respite

Providing services and supports that enable caregivers to care for their loved ones and also take care of themselves



Primary Care Integration

Reducing barriers and strengthening care coordination so people can see their family doctor and other health care providers when and where they need to



one-Link

Connecting people to mental health and addiction services that are more accessible, equitable and coordinated.

One-Link is a single point of access for referrals to 10 addiction and mental health service providers funded by the Mississauga Halton LHIN. one-Link provides screening, information, referral matching and supports while individuals wait for service. Led by Halton Healthcare, this initiative has been undergoing a phased implementation process which began in 2014 based on review of provincial best practices, local system feedback and extensive stakeholder engagement.



one-link provides screening, information, referral matching and supports while patients wait for service.

“One of the hardest things a parent has to deal with is the illness of a child. My daughter has been struggling with a mood disorder for several years.”



LOCAL HEALTH SYSTEM IMPACT

Individuals and family members with lived experience were involved in multiple workgroups throughout the planning and implementation of one-Link which led to meaningful, user-based design for one-Link, improved hospital-community partnership and shared ownership of improved access outcomes.



HEALTH SERVICE PROVIDER IMPACT

To date, the development and implementation of one-Link has involved the Consumer Advisory Committee at Halton Healthcare. This will be expanded to patient and family advisors from Trillium Health Partners in 2016-2017. one-Link data and implementation are supporting health service provider system redesign to improve service experience by making it more transparent and clear for individuals.



PATIENT IMPACT

Feedback from individuals and families has led to a number of quality improvements including: enhancing communication and clarity regarding what one can expect when referred to a psychiatrist, simplification of the referral and appointment booking process, reducing the amount of information required at point of referral and reducing duplication in gathering of information.



Feedback from individuals and primary care providers indicated that access to

addictions and mental health services was unclear, with multiple referral forms, processes and pathways. Individuals were often referred to hospital-based services by primary care providers when their needs might have been better met by community-based services. Further, there was no centralized collection or review of system-wide referral and utilization data. These practices contributed to access barriers, frustration and longer than necessary wait times.

- Primary care referrals for addiction and mental health are sent to one-Link, where they are screened using a validated level of care tool allowing equitable access.
- The client is contacted by one-Link and a telephone screening appointment is arranged to evaluate needs and support referral to the next point of care. A referral is then made to either community or hospital-based services with support from a service coordinator.
- Individuals who are experiencing a wait after their screening appointment are offered support from a one-Link peer mentor.



A common referral form has been implemented for all 10 service providers. An

electronic referral process is under development and will be launched in the summer of 2016.

- System-level data regarding referral and service use and need are tracked and shared with system-partners for planning and quality improvement.

Did you know?



one-Link has received over 8,000 referrals from local family doctors during 2015-2016. Significant growth is expected over the next year with additional community partners being brought on board as well as the start of cross-referral between the 10 partners.



Preliminary statistics for Halton residents referred to one-Link indicate 63 per cent were referred to community-based services.

Contact

Phone: 905-338-2983 x4897
Toll Free: 1-844-216-7411
www.one-link.ca





Caregiver Respite

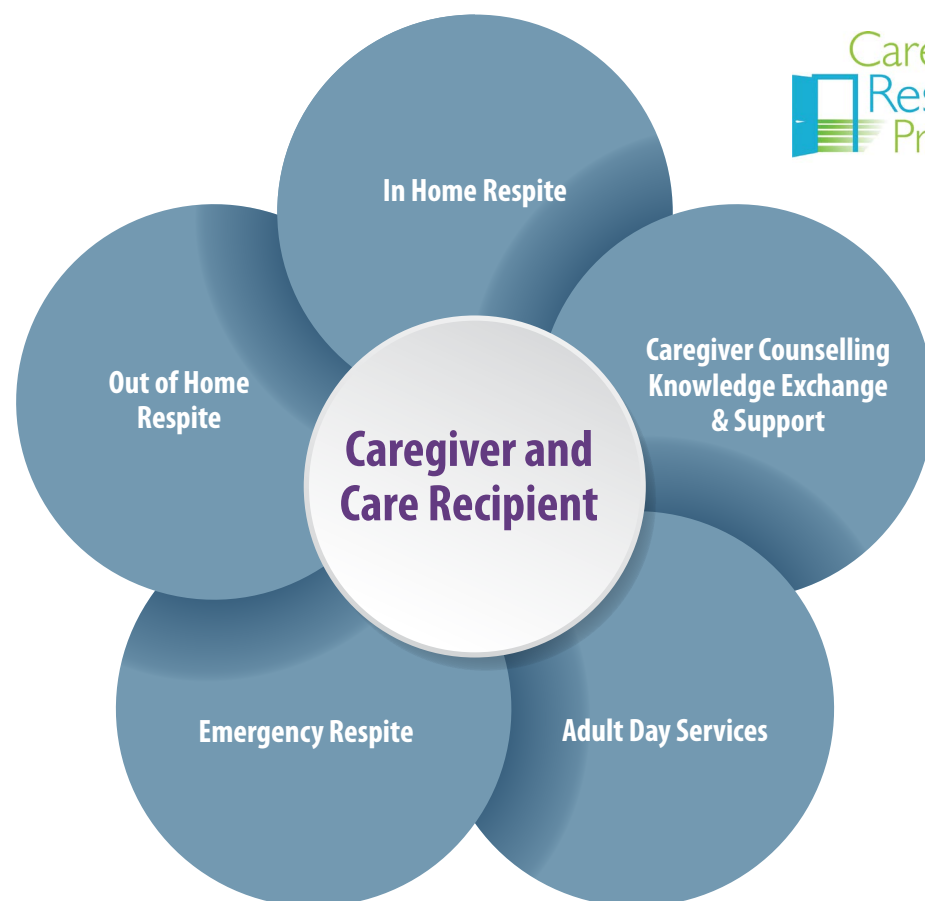
Providing services and supports that enable caregivers to care for their loved ones and also take care of themselves.

The Caregiver Respite Program is your doorway to everything you need to know about taking care of your personal needs while giving you peace of mind knowing your loved one's care is in the best of hands. Through this program, you will find information on how to access the caregiver respite programs in your community, and tips on everything from how to prevent caregiver burnout to managing stress. The respite program has five services managed through respite advisors at Central Registry.

"I could not do it without the program.
Having someone here from the program
takes a load off my shoulders."



Vision for the Caregiver Respite Program 2012-2016



Prior to the existence of the LHIN, respite services were fragmented, siloed

and lacked coordination. The respite landscape consisted of: adult day services, a small in-home respite service that was unsustainable due to lack of staff, under-used short-stay beds in long-term care, emergency respite with one provider and in-home respite consisting of a case by case decision for extra service hours.



Growing waitlists for every service within the Caregiver Respite Program demonstrate the

ongoing and growing need. Services ease stress from caregivers helping delay or avoid hospitalization, emergency department visits and long-term care admissions (of caregiver and/or care recipient). The program is fundamental for

keeping people in the community and in their homes as long as possible. The Mississauga Halton LHIN continues to focus on respite services to address ever increasing demand and the critical need to support informal caregivers.

The Mississauga Halton LHIN was delighted with the recognition received from the 2016 3M National Health Care Quality Team Award that bestowed top honours for our innovative Caregiver Respite Program. We believe this is a monumental achievement, not only for the thousands of caregivers and families who have been touched by this program, but for local health care decision making in Ontario. Additionally, in one year, over \$800,000 of health system savings have been realized by enabling residents to stay longer at home where they want to be through supports from the Caregiver Respite Program.



3M Health Care Quality Team Award:
Quality Improvement Initiative Across
a Health System – June 2016



LOCAL HEALTH SYSTEM IMPACT

Our work, research and continued learnings with in-home respite are helping to inform other services in the respite program, and design revision is now an accepted norm as we adjust other service areas. We are ready to share our learnings. Our ultimate goal is to see a national respite program in Canada to strengthen and sustain the program for long term impact.



HEALTH SERVICE PROVIDER IMPACT

The Caregiver ReCharge Service: In-Home Respite was awarded the Pinnacle Award from the Mississauga Halton LHIN in September 2015. This award is given to a program that represents quality in the LHIN through a number of set criteria and judged by external participants. The Pinnacle Award recognizes an award applicant for enabling a quality standard in program design and implementation, contributing to health system innovation, improvement, sustainability and spread and providing excellence in meeting service delivery needs of clients, patients and families.



PATIENT IMPACT

Caregiver satisfaction is extremely high. Feedback has resulted in caregivers remaining on the in-home service as long as needed. We recognize that the commitment and support that caregivers are providing is fundamental. The Caregiver Respite Program is helping empower caregivers by providing them with the supports and skills to care for their loved one and also to take care of themselves.

Did you know?

We continue to share learnings and create opportunities for this innovative program pioneered at the Mississauga Halton LHIN to be spread. Over the last year the program has been shared amongst Ontario LHINs, with the Ministry of Health and Long-Term Care and with other respite programs throughout Canada.

Contact

To learn more about the Caregiver Respite Program and to discuss whether or not this is the right option for you, connect with a Respite Advisor at 905-829-7002, by email at respitedadvisor@centralregistry.ca or by visiting www.mhlhinrespiteprogram.com. The client (the caregiver) can access the program directly, or via referral from their physician or CCAC.



Primary Care Integration

Reducing barriers and strengthening care coordination so people can see their family doctor and other health care providers when and where they need to.

Mississauga Halton LHIN's Primary Care Integration Strategy, designed to improve access to primary care and increase linkages between primary care and other health care providers, is working on initiatives that will build awareness of health care system resources and capacity within the primary care sector including the Primary Care Database, the Primary Care Network, docSEARCH, eConsult and Primary Care Clinic Day. Through a stronger primary care system, the people in our communities are better served by having the right services and supports in place to meet their needs.



"Creating resources targeted to help primary care providers care for patients in a more efficient, thorough way is one of the great successes of the Primary Care Integration Strategy."



LOCAL HEALTH SYSTEM IMPACT

With increased engagement of primary care, the health system is better informed about the issues facing this sector. Through these ever strengthening partnerships, more effective solutions are developed to create better outcomes for patients.



HEALTH SERVICE PROVIDER IMPACT

Primary care providers and their staff know more about the services and resources available to their patients, making it easier to navigate the health care system thus helping their patients get the right care.



PATIENT IMPACT

Patients access the care they need because their primary care provider knows more about the resources and services that are available. For example, eConsult is helping reduce the time patients are waiting to see a specialist because the tool is helping primary care providers better understand a patient's condition and treatment options, reducing unnecessary referrals.

What is Primary Care?

Primary care is defined as the first point of contact between a patient and the health care system. Primary care supports health system navigation; provides system access and continuity of care; and provides clinical services close to home. It includes illness prevention, health promotion, diagnosis, treatment and rehabilitation and counselling.

Primary health care services are usually provided through a family doctor, nurse or a nurse practitioner. Throughout the Mississauga Halton LHIN, there are no Nurse Practitioner-Led Clinics so nurse practitioners are most frequently part of a Family Health Team.

Primary care may also involve additional health professionals such as dietitians, physiotherapists and social workers. These professionals are most commonly found in Family Health Teams.



Primary care providers struggled to navigate the health care system, unaware that many resources even existed. This prevented patients from accessing the best care possible.



The new tools and resources developed through the Primary Care Integration Strategy support primary care providers to effectively navigate through the wealth of services and resources available to provide the best care for their patients.

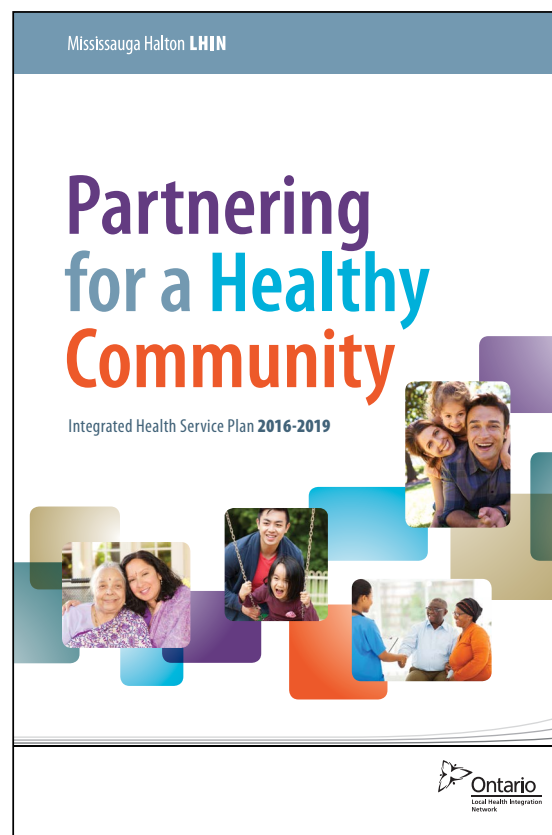
Did you know?

→ eConsult: 155 primary care providers have registered for eConsult and have submitted over 465 eConsults. This likely prevented over 180 unnecessary referrals to specialists.

→ In their first year, primary care advisors have visited all primary care practices in the LHIN and met with 76 per cent of physicians individually.

Integrated Health Service Plan

Mississauga Halton LHIN's 2016-2019 Integrated Health Service Plan (IHSP): Partnering for a Healthy Community came into effect on April 1, 2016. This three year strategic plan represents the voices of our citizens and what is needed to build a stronger system of care that focuses on the needs of the diverse people living in our community.



Partnering for a Healthy Community was developed after a year-long process throughout which we reviewed the direction provided by the province, we analyzed our local environmental scan, and through focus groups, meetings and surveys, we listened to what people told us was most important to them – getting the care they need when they needed it; ensuring resources were available, now and in future; and having a good care experience and positive outcome when they use the health care system. Through this process, we identified three strategic priorities for the next three years:

Access:

Health care when and where you need it

Capacity:

Required resources, now and for the future

Quality:

Positive person experiences and outcomes across the care continuum

Contact

For a copy of our Integrated Health Service Plan, compendium document At a Glance and additional resources, visit: www.mississaugahaltonlhlin.on.ca > Goals and Achievements > IHSP

“As the health care system continues to evolve, we remain pivotal in health system transformation and are committed to putting people and patients first by improving the health care experience.”



Partnering for a Healthier Tomorrow Awards

Mississauga Halton LHIN's inaugural Partnering for a Healthier Tomorrow Awards held in September 2015 showcased the collaborative initiatives underway amongst health service providers across our LHIN.

Recipients, awarded in three categories and aligned with the LHIN's strategic priorities, included: Mississauga Halton Diabetes Foot Care Program, Mississauga Halton LHIN Regional Learning Centre and Medication Process Quality Improvement Plan. The evening was capped off with a surprise Pinnacle Award embodying high quality innovative care that was presented to the Caregiver ReCharge Service: In-Home Respite in the Mississauga Halton LHIN.

The evening provided health service providers, health system partners, MPPs and dignitaries a chance to better familiarize themselves with the exciting work underway in the Mississauga Halton LHIN.

The Partnering for a Healthier Tomorrow Awards emanated from a desire to recognize and showcase the transformative work being done in the Mississauga Halton LHIN and to thank partners for their dedication and commitment to putting patients first.

The 2015 awards aligned with the five key priorities of the Mississauga Halton LHIN's 2013-2016 Integrated Health Service Plan – Accessible and Sustainable Health Care; Family Health Care When You Need It; Enhanced Community Capacity; Optimal Health – Mental and Physical; and High Quality Person-Centred Care.



2015 Partnering for a Healthier Tomorrow Awards Recipient, Pinnacle Award:

Caregiver ReCharge Service: In-Home Respite in the Mississauga Halton LHIN

Learn more and view videos highlighting award recipients:
www.mississaugahaltonlhin.on.ca > For Health Service Providers > Partnering for a Healthier Tomorrow Awards.

“It was both humbling and thrilling to be part of the team that was the recipient of the Pinnacle Award. We are fortunate to be part of the Mississauga Halton LHIN, which takes time out of busy schedules to acknowledge and reward those delivering needed services in the community.”

“The residents of Oakville are certainly benefitting from the strong partnerships formed between health service providers throughout the Mississauga Halton LHIN region.”



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