

Mississauga Halton **LHIN**

THROUGH OUR LOCAL LENS

REPORT TO THE
COMMUNITY 2017

INSIDE: ■ Health Equity ■ Building Capacity
■ The Patients First Act and Primary Care



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.

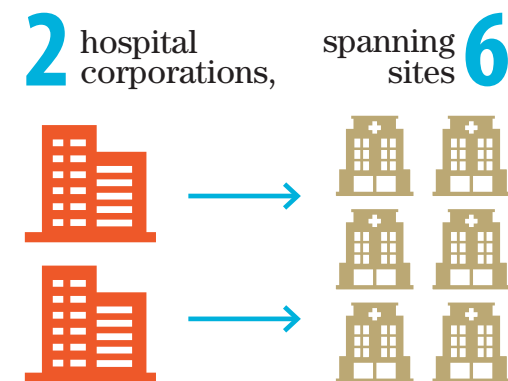
Our priority is making the system work better for people, and strengthening the continuum of care as people move from one part of the health care system to another – such as from the hospital back to the home or community.



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. As of May 31, 2017, we also deliver and coordinate home and community care.

Through the stewardship of approximately \$1.6 billion of public funds allocated to our health service providers and home and community care, the Mississauga Halton LHIN has laid foundations for the future, finding better ways to provide services to the 1.2 million people in our communities.

Through our provincial mandate, we have been entrusted to plan, fund, integrate and deliver health care across our region, partnering with our many diverse 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

We are amid a momentous time for health care in Ontario as we move towards a better connected system that creates more seamless care for patients.

The year can be characterized by thoughtful and extensive planning, in preparation for and in response to the Patients First Act, 2016. Once changes in the Act are fully realized, local health care will be more responsive to local needs. We will also reduce administration in the system, enabling savings to be invested in patient care and supporting a seamless health system for our communities.

Throughout this year of planning and transition, the Mississauga Halton LHIN, together with our partners, continued to develop innovative, collaborative solutions to strengthen health services for our residents. We have chosen to highlight three in our 2017 Community Report:

Health Equity

Building Capacity

The Patients First Act and Primary Care

Through our local lens, we are improving connectedness. Our unwavering focus will result in a health system that allows for more seamless transitions for patients, breaking down silos of care, putting people and patients first and building stronger communities for Mississauga Halton LHIN residents.

Bill MacLeod
CEO Mississauga Halton LHIN



Health Equity

Striving to enable all people, regardless of income, age, education, sexual orientation, race, religion or language to have timely access to the health care options they require.

Building Capacity

Enabling residents to receive customized care that reflects their needs, in the most appropriate location at the right time.

The Patients First Act and Primary Care

Improving access to health care with the right providers when needed, while supporting the province's commitment that all Ontarians who want a family doctor will have one.



Health Equity

Striving to enable all people, regardless of income, age, education, sexual orientation, race, religion or language to have timely access to the health care options they require.

Health Quality Ontario has defined health equity in their 2017 Health Equity Plan as follows: “Health equity allows people to reach their full health potential and receive high-quality care that is fair and appropriate to them and their needs, no matter where they live, what they have or who they are.”

There is validated evidence that the social determinants of health – income and social status, race and ethnicity, and gender and sexual orientation – greatly affect the wellbeing of the general population. Marginalized and vulnerable populations are at greater risk of negative impact from these socially determined circumstances.

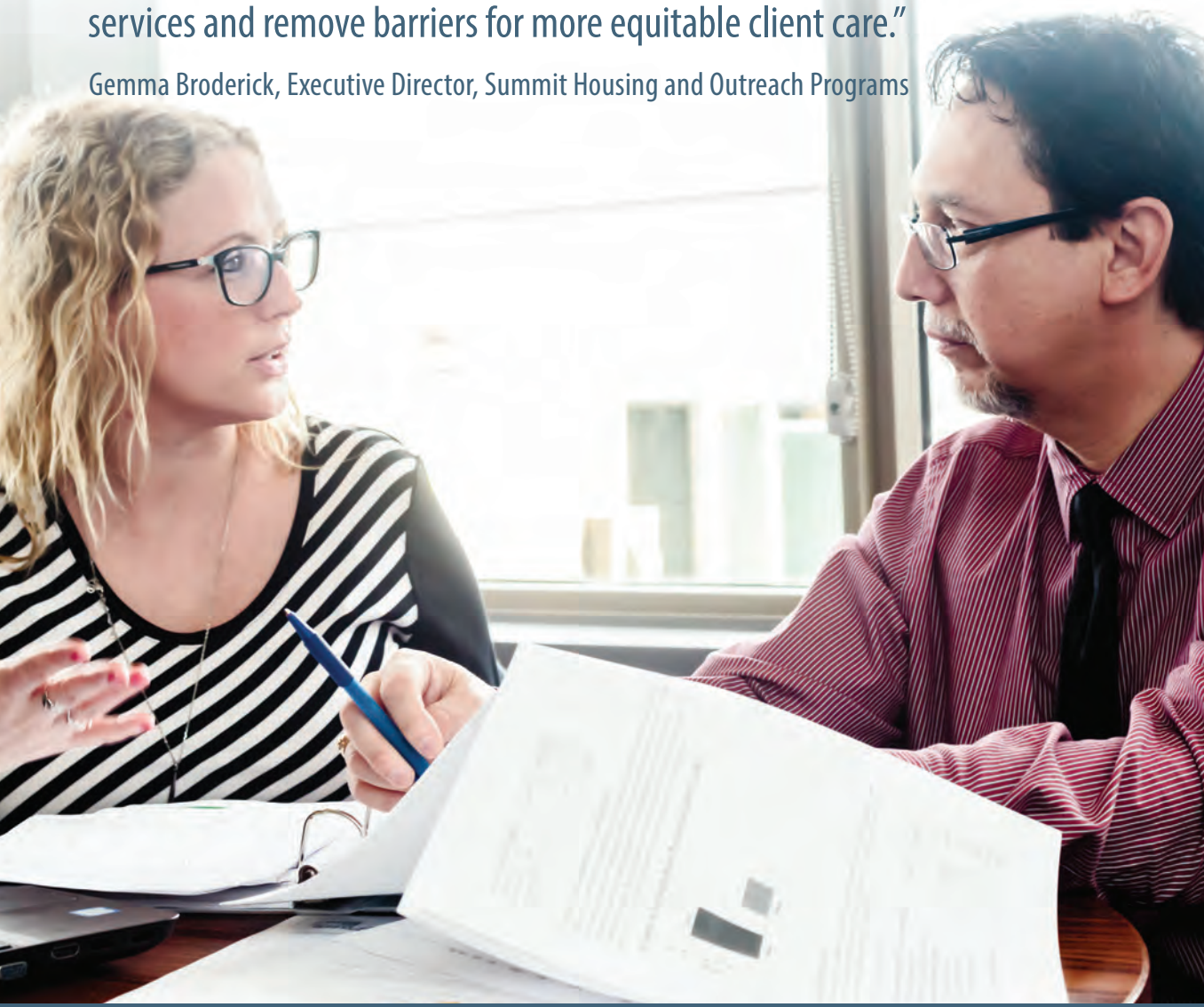


“A community is only as strong as its willingness to evolve and adapt by accepting and assisting ALL those in need of support and guidance.”

Client, Summit Housing and Outreach Programs

“Our leadership in advancing health equity has allowed us to embed the importance of equity and diversity in our strategic work to improve the care of clients in our community. Knowing who we serve, and more importantly who we don’t serve, helps us to improve our services and remove barriers for more equitable client care.”

Gemma Broderick, Executive Director, Summit Housing and Outreach Programs



THEN

Although sociodemographic data in the Mississauga

Halton LHIN has always been fundamental to improving health equity practices, findings from our 2015 Health Equity Inventory Survey indicated that it was not routinely collected by most health service providers. Through the LHIN’s advisory committee – a collaboration of health system providers and community partners who have experience in and a passion for advancing equitable health – a project was initiated which included identifying and supporting the development of pilot Focused Implementation Sites, to implement eight core sociodemographic questions.

NOW

Health equity capacity in the Mississauga Halton LHIN

has been enhanced through evidence-based decision making that is inclusive, transparent and that leverages collaborative partnerships. Over the past two years, we have engaged 25 organizations to become Focused Implementation Sites to increase understanding of health equity within health service provider agencies and build capacity around data collection, and analysis and use of data for organizational change to identify, improve and evaluate health inequities. Focused Implementation Sites are at different stages of data collection and implementation.



LOCAL HEALTH SYSTEM IMPACT

Our health equity work has established a strong foundation on which to build and support sub-region planning. A solid understanding of health equity and the social determinants of health and their effects on health outcomes, supports planning for stronger health care systems. Sociodemographic data identifies opportunities to effectively change programs and practices so that disadvantaged communities are supported appropriately.



HEALTH SERVICE PROVIDER IMPACT

Sociodemographic data provides a resource for developing practices that improve the quality of health care. It also serves as a tool for aligning practices to remove barriers and assess performance to address unmet needs.



PATIENT IMPACT

When front line professionals understand social determinants of health, they are better able to partner with patients and families to ensure their needs are met. Over the coming years, it is expected that collective actions to improve health equity will result in measurable improvements in health outcomes for populations in the Mississauga Halton LHIN experiencing health inequities. Identifying and addressing health disparities means connecting sociodemographic data with health outcomes in order to provide the best care for patients.

Did you know?

31% of individuals would prefer to speak in a language other than English when interacting with a professional around their health needs. In the next year, one-Link will be using this data to work with community cultural and settlement providers to translate their common screening tool into the three most requested languages after English – Urdu, Arabic and Punjabi – and implement an ongoing training plan to increase cultural competency and partnerships to improve quality of care.

36% of individuals feel they do not have enough money at the end of the month to make ends meet. This data has driven a commitment by one-Link to provide information at point of screening on Food for Life and other initiatives across the Mississauga Halton LHIN to connect people to programs they may not have otherwise felt comfortable accessing.

- Stats reflect data collected by one-Link between April 2017 and August 2017
- one-Link is a health equity champion and one of the first Focused Implementation Sites in the Mississauga Halton LHIN established in 2015



Building Capacity

Enabling residents to receive customized care that reflects their needs, in the most appropriate location at the right time.

Building capacity can be characterized as a complex mosaic encompassing physical and virtual infrastructure complemented by various programs, services and human resources to meet the diverse and changing needs of our communities – within and beyond the health system – with the goal to enable residents to thrive in their communities at all stages of their lives.

“My days are filled with peace and security in knowing that I can call on them whenever I need help. Thank you to Peel Senior Link for taking such good care of me. My children do not have to worry about me and for that, I am grateful.”

Peel Senior Link Client



“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.”

Bill MacLeod, CEO, Mississauga Halton LHIN



THEN Hospital Services

- When built, the legacy Oakville Trafalgar Memorial Hospital (OTMH) met the needs of the day, but with Oakville's expansion, it no longer suited the community.
- At Halton Healthcare, patients needed to access the main emergency department to obtain expertise and services in mental health and substance abuse.

Community Services

Fewer spaces were available in adult day services and Supports for Daily Living, and respite care was not available directly from hospital discharge.

In-Home Services

Multiple service providers were providing in-home care for residents with complex needs.

NOW Hospital Services

- The new OTMH offers an appropriate spectrum of services, from birth to rehab, to support the growing community.

- Access to specialized mental health and substance abuse services and staff occurs directly in the Brief Assessment Service (OTMH), adjacent to but separate from the emergency department, focused on addressing the specific needs of patients in crisis while affording privacy and dignity.

Community Services

- Forty new adult day services spaces opened with access available six days a week across all of Mississauga Halton LHIN's sub-regions.
- Thirty new spaces have opened for flexible, self-directed care through Supports for Daily Living (Peel Senior Link).
- In-home respite care is available for caregivers upon a loved one's discharge from hospital.

In-Home Services

Service providers delivering home and community care services were realigned according to neighbourhoods, limiting the number of different service providers in the home. Patients now receive care from a consistent care team, who better understand their care preferences and care goals.



LOCAL HEALTH SYSTEM IMPACT

As the needs of patients, caregivers and families arise and change, they are better supported in the most appropriate care setting throughout different points of the health care system. Capacity has expanded or been enhanced in most LHIN-funded health sectors, including the hospital, the community and long-term care.



HEALTH SERVICE PROVIDER IMPACT

The capacity building work that has occurred to date has involved multiple health service providers, caregivers and patients across the health continuum working in collaboration and partnership for successful implementation, including identifying opportunities for co-location to create hubs of care for residents in a more convenient manner. Silos of care are breaking down, creating a better connected health care system and a more seamless patient experience.



PATIENT IMPACT

Patients in the Mississauga Halton LHIN continue to receive exceptional care when they need it, in the most appropriate location at the right time. Specialized care is available in a community setting.

Did you know?

To address resource constraints in high growth areas such as long-term care and mental health and addiction, an innovative approach is key:

- Mississauga Halton LHIN along with Central LHIN have the lowest number of long-term care beds per 1,000 people aged 75+ which is a major challenge given the growing rate of our population over the age of 65. Through long-term care redevelopment, we have formed a vision for our LHIN that outlines how long-term care homes can take a different role in seniors' care and from a broader context, how the system can be redesigned to better meet the needs of seniors.
- Through the No Wrong Door philosophy of care, providers are embracing a shared commitment to work collaboratively to help people access the right service at the right time, adopt common values and objectives and provide exceptional customer service. This client centred approach being tested in our LHIN is creating a culture shift, which once fully realized from a mental health and addiction perspective, can be scaled across other areas of regional care.



The Patients First Act and Primary Care

Improving access to health care with the right providers when needed, while supporting the province's commitment that all Ontarians who want a family doctor will have one.

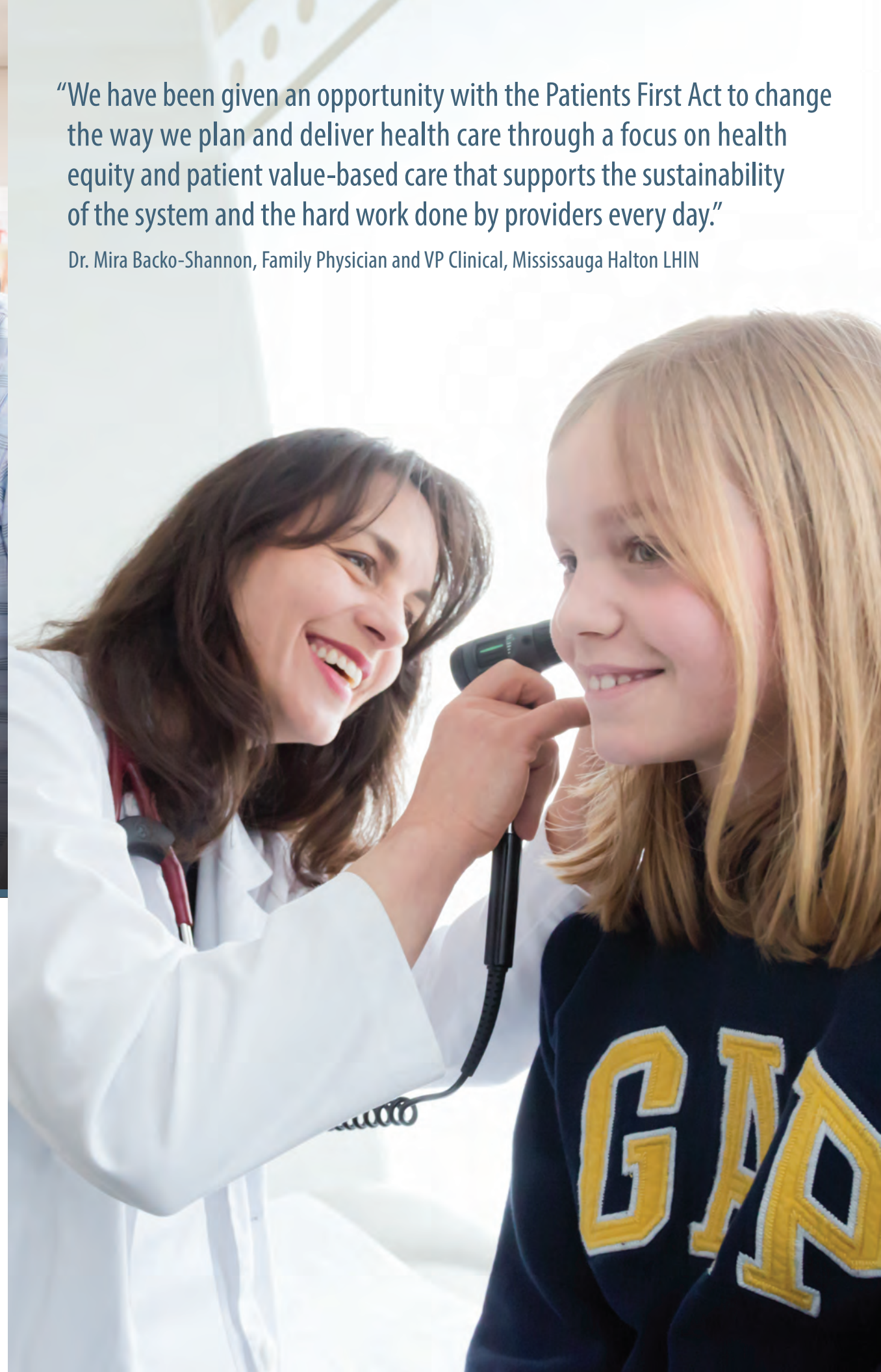
On December 7, 2016, Ontario passed Bill 41, Patients First Act, 2016, an important step forward in the Patients First: Action Plan for Health Care.

It is well established that primary care is the foundation of any high-performing health care system. With greater responsibility for organizing primary care delivery through the Patients First Act, the Mississauga Halton LHIN aspires to create a more integrated, patient-centred health system for our local communities.

Once fully implemented, these changes will make local health care more responsive to neighbourhood needs. Patients will benefit from improved access to primary care. Primary care providers, inter-professional health care teams, hospitals, and home and community care providers will be better integrated, enabling them to communicate and share information more effectively for a smoother transition between care sites and an improved patient experience.

“We have been given an opportunity with the Patients First Act to change the way we plan and deliver health care through a focus on health equity and patient value-based care that supports the sustainability of the system and the hard work done by providers every day.”

Dr. Mira Backo-Shannon, Family Physician and VP Clinical, Mississauga Halton LHIN





LOCAL HEALTH SYSTEM IMPACT

The Mississauga Halton LHIN will work with providers in its sub-regions to develop local quality improvement plans to align with priorities at the local level. Improving integration between primary care and other parts of the health care system at a sub-region level will also be a priority.



PRIMARY CARE PHYSICIAN IMPACT

The relationship between patient and physician is essential to quality care. The specific services family doctors deliver, their clinical autonomy and their relationship with patients will remain intact. Physicians, nurses, other clinicians and administrators will play a role in planning, priority setting and implementing improvement activities at the Mississauga Halton LHIN sub-region level to ensure the needs of patients and communities are being met.



PATIENT IMPACT

There will be no interruption to patient care through the Patients First Act. A key priority of LHINs and sub-regions is to ensure that every resident who wants a primary care provider has one, and to ensure that patients have timely access to those providers when they need it. Improved local connections between primary care providers, inter-professional health care teams, hospitals, public health and home and community care will allow smoother transitions for patients through the system and create healthier communities. Patients will benefit from care that is easier to access, easier to navigate and better coordinated.

Did you know?

We have hired seven sub-region primary care clinical leads with first-hand knowledge of the needs of patients and their providers. As critical contributors to planning, together with other partners in the health care system, this collaboration and co-design will enable the LHIN to understand local needs and take a targeted approach to resource planning to create healthier communities in the Mississauga Halton LHIN.

A web-based directory for primary care providers, docSEARCH identifies the most appropriate specialist based on a patient's needs, ensuring that patients receive the right care they need. Launched in April 2016, the tool now includes 872 specialists, including 22 registered midwives which captures over 80 per cent of the specialists in the LHIN and incorporates electronic referral forms such as one-Link.

THEN

Ontario's 14 LHINs were previously responsible for planning and funding of hospitals, long-term care homes, home and community care and mental health and addiction services. The LHINs had no formal role in primary care planning, a foundational sector within the continuum of care.

NOW

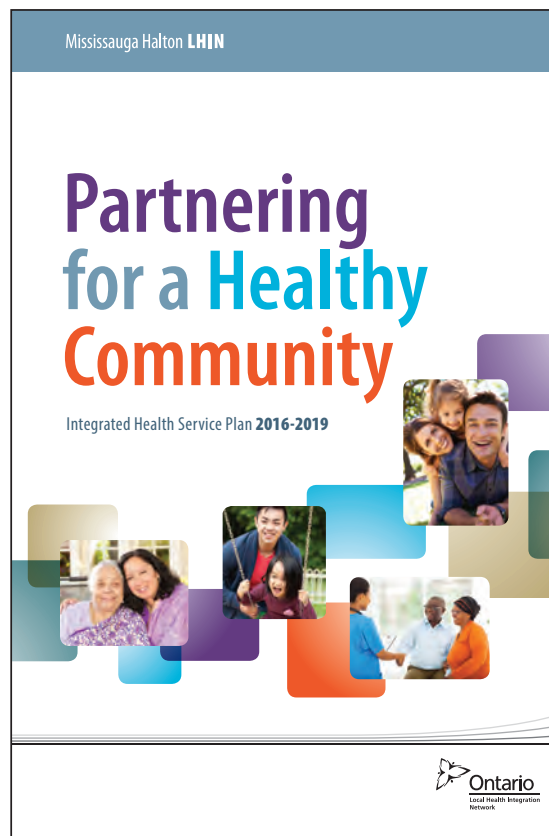
Under the Patients First Act, 2016, the LHINs' mandate expanded to include primary care planning.

By analyzing the human resources available in the LHINs, Mississauga Halton LHIN will be able to plan for and recruit family doctors to our area to support the province's commitment that all Ontarians who want a primary care provider will have one.

The Mississauga Halton LHIN is now better able to identify the best model of care for your neighbourhood through local clinical leadership with those who understand patients' needs at a local level and a focus on population-based health.

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 the 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

“Peel Senior Link is proud to serve as a partner agency with the award winning Supports for Daily Living Program in collaboration with the Mississauga Halton LHIN. Our shared impact in the provision of quality services and support enabling seniors to live independently in the community with dignity and respect, is valued by clients, caregivers and families served on a daily basis.”

Raymond Applebaum
Chief Executive Officer, Peel Senior Link



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

Honouring Quality and Innovation

Partnering for a Healthy Community Awards

Collaborative initiatives underway among health service providers across the LHIN were showcased at the second annual event named this year after the 2016-2019 Mississauga Halton LHIN IHSP which puts the needs of patients at its centre by focusing on three key priorities: access, capacity and quality.

The Mississauga Halton LHIN was delighted to present its awards recognizing quality and innovation at the 2016 Partnering for a Healthy Community Awards held on September 26, 2016. Recipients, awarded in two categories and aligned with the LHIN's strategic priorities, included:

Creating Simplified and Equitable Access to Diabetes Care, Led by Halton Healthcare, Trillium Health Partners and Credit Valley Family Health Team



2016 Partnering for a Healthy Community Awards Recipient, *Access*



Partnering to Improve Care for High Needs Clients with Acquired Brain Injury and Behavioural Challenges, Led by Peel Halton Dufferin Acquired Brain Injury Services and Extendicare Halton Hills



2016 Partnering for a Healthy Community Awards Recipient, *Quality*



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

Minister's Medal Winner – Team Recipient

The Caregiver Respite Program in the Mississauga Halton LHIN was recognized for improving services and supports that enable caregivers to care for their loved ones and also take care of themselves. The program's improvement team was awarded the Minister's Medal Honouring Excellence in Health Quality and Safety by Minister of Health and Long-Term Care the Honourable Eric Hoskins at Health Quality Transformation 2016 on October 20, 2016. The Minister's Medal provides an opportunity to recognize system champions who place the patient at the centre of the circle of care and have demonstrated exceptional work in collaboration and achieved sustainable results, while promoting system value and quality in the health care system.



“Mississauga Halton's Caregiver Respite Program is an excellent example of health care professionals working to deliver care in a way that is person-focused – making care available that will truly have an enormous impact on families' lives. This program demonstrates how Ontario's health care professionals continue to use innovation, collaboration and compassion to continually improve the care they provide to their patients and their caregivers.”

Dr. Eric Hoskins, Minister of Health and Long-Term Care

Learn more and view videos highlighting the Caregiver Respite Program:
www.mississaugahaltonlhin.on.ca > For Health Service Providers >
Minister's Medal > 2016 Minister's Medal Winner

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