

Accomplishments: 2010 / 11

The Champlain LHIN brings communities and providers together to find innovative local solutions to local health care challenges. We ensure health care providers better connect their services to improve people's access to the right care, at the right place, at the right time. This year's highlights, below, fall under each of the LHIN's priorities outlined in our strategic [Integrated Health Service Plan 2010-2013](#).

Champlain Residents

Wait Times

Comparing data from the beginning to the end of the year, 9 out of 10 people who needed ...

- MRI Scans received their procedure **24 days sooner**. This improvement is due, in part, to Champlain LHIN hospitals conducting MRI workflow re-engineering, which improved productivity
- CT Scans received their procedure in **59 fewer days**. This significant drop was due to recent research showing the need to reduce cumulative radiation for children and suggesting alternatives to CT scans (including MRI). Fewer children's CTs meant more availability for our adult population. Wait Time funding also increased five percent during the year, further increasing capacity.

Since 2007, our region also successfully **reduced wait times for Cataract Surgery by over 100 days** for 9 out of 10 people who needed this procedure.

Regional Programs

In Sept 2010, as part of the Champlain LHIN's Maternal Newborn Regional Program, Montfort Hospital and Queensway Carleton Hospital each added four **beds for babies who need extra care at birth**. **700+ newborns have been admitted** to these beds since they opened in Apr 2010.

In May 2010, the LHIN Board of Directors supported the Hospice Palliative Care Planning Council's recommendation to create a regional Hospice Palliative Care Program. The goal is to **create and oversee a person- and family-centred, integrated regional system for hospice palliative care in Champlain**.

In our region, the LHIN worked to improve Non-urgent Medical Transportation by:

- Investing \$600,000+ to replace seven wheelchair-accessible mini-vans and purchase three new mini-vans for community-based health agencies serving Champlain residents in Eastern Counties, North Lanark, Ottawa and Renfrew County
- Providing a technology-based tool to simplify and make more efficient scheduling efforts when multiple clients are in transit from different support agencies
- Working with a number of providers to implement the transportation program: In rural Ottawa, there were 3,000+ shuttle-service van rides, up from about 800 the previous year. In urban Ottawa, 2,300+ rides were offered.

People with Pre-Diabetes or Diabetes

As part of the provincial Ontario Diabetes Strategy, the Champlain Diabetes Regional Coordinating Centre was established to work with the LHIN and service providers to **coordinate and align diabetes care, and promote the best possible health outcomes for people with this disease**.

Champlain received 5.5 new Diabetes Education Teams to **provide high quality, accessible diabetes education and support people in managing their diabetes**. The region also obtained two new chiropody positions to improve access to foot care in communities of highest need.

The LHIN provided funding to Living Healthy Champlain, a coordinated effort among Bruyère Continuing Care, Élisabeth Bruyère Research Institute, Champlain Community Care Access Centre (CCAC) and 30+ partner organizations to **promote and facilitate chronic disease self-management programs and supports across the Champlain LHIN**: 41 workshops reaching 430+ participants were held across the region in English, French, Arabic and Vietnamese languages.

People with Mental Health Issues and / or Problematic Substance Use

The LHIN approved funding in Dec 2010 for the Quick Response Treatment Program pilot program at the agency Centre Royal Comtois in Eastern Counties. *In addition to providing a valuable service to clients, the program also aims to reduce emergency room visits and hospital admissions.*

Integrated Intake and Bed Management, a project spearheaded by the LHIN, *improves service to clients by better coordinating the process of gaining access to inpatient mental-health services in Champlain hospitals.* It involves a joint accountability management structure, inter-hospital protocols, and intake / assessment / referral tools to increase system capacity to transfer patients, and decrease the number of assessments individuals need to undergo.

In summer 2010, and with significant LHIN funding, The Oaks program opened in a former hotel in Ottawa to *provide housing and assisted living supports to 54 people with concurrent addictions and mental health conditions.* Previously, these clients accessed shelter-based services and now have access to appropriate services in a more suitable housing environment.

People with Complex Health Conditions

In summer 2010, St. Joseph's Continuing Care Centre opened eight new beds with LHIN funding for clients awaiting an alternate level of care (who no longer need to be in the acute-care setting) at Cornwall Community Hospital. The goal of this Cornwall Restorative Care Program is to *improve clients' health to the degree of independence (through strengthening and conditioning) that allows them to successfully return to their community* (e.g. home, retirement residence). From Sept 2010 - Mar 2011, 22 patients were admitted into this program - most from the hospital acute-care setting. Of the patients admitted to this program between Sep and Dec 2010, 46% were discharged home and did not require long-term care.

The LHIN worked with 10 community support providers and Champlain CCAC to implement Assisted Living Services for High-Risk Seniors. This program provides services to *meet the needs of clients who can live at home with 24-hour availability of personal support and home-making services.*

The West End Integrated Falls Prevention Program, part of the LHIN's Aging at Home program, is a community-based initiative that works with seniors, health services and community agencies to *reduce the number of falls and their impact on seniors.* Updated data from the Queensway Carleton Hospital (QCH) identified the following, compared to 2008/09:

- 105 fewer fall-related QCH visits for clients aged 75-84
- 80 fewer fractured hips (each case costs \$27,000).

The LHIN's Home First philosophy is an evidence-based, client-centred approach to optimize patient care, providing the necessary care to *allow high-risk seniors to remain in their homes, with community supports, for as long as possible.* Between Jul 2010 and Mar 2011, 331 patients returned home from hospital with support from Champlain CCAC. 163 patients were able to remain at home with regular home-care services. Another 72 clients received enhanced home-care services, and by year-end, remained at home.

eHealth

Champlain is one of three LHINs collaborating in a network to develop one of four shared repositories across Ontario for medical images and associated diagnostic reports. The Diagnostic Imaging Repository project facilitates electronic transfer of images and reports among 60+ diagnostic imaging departments in Northern and Eastern Ontario. *This eliminates the need for patients to transport images and reports between doctors on CDs, films, or by fax.*

Leveraging the Champlain LHIN Collaboration Space, Building Access to Specialists through eConsultation is a pilot project to improve patient care across Champlain. Participants grew to 40+ family doctors and nurse practitioners who were provided with secure, web-based access to specialists from 11 disciplines (dermatology, nephrology, endocrinology, cardiology, paediatric oncology, neurology, diabetes educator, internal medicine, thrombosis, general surgery and rheumatology). *Patient needs are addressed sooner and more effectively - in some cases, eliminating the need for formal referrals that often involve long waits and other inconveniences for patients, and additional costs to our health care system.*