

Accomplishments 2013-14

The Champlain Local Health Integration Network (LHIN) plans, integrates and funds health services for a population of more than one million people in eastern Ontario.

In 2013-14, in its many programs and projects, the LHIN collaborated with partners to find local solutions to local health care challenges. *Healthy people and healthy communities supported by a quality, accessible health system is the LHIN's vision.* Some of the year's accomplishments that helped to realize that vision: **The Champlain LHIN ...**

- **Allocated \$2.5+ billion to 244 health care programs, ensuring the region's 1.2 million residents had access to quality, accessible health care.** Clients and patients received care in the community, long-term care homes, hospitals, and at home – in urban and rural settings. Community-based agencies received \$30 million more than last year, with the aims of improving people's quality of life, keeping people healthy at home, and preventing avoidable emergency room visits.
- **Reduced the number of people waiting in hospital for more appropriate care.** Implementing and expanding programs such as [Home First](#), [Assisted Living Services for High-Risk Seniors](#) and [Convalescent Care](#) meant people received the right level of care in the right setting. Increasingly, more patients were discharged from hospital into their communities instead of long-term care homes.
- **Launched a peer and family support program for people with mental health conditions and addictions** at Hôpital Montfort and Queensway Carleton Hospital, in partnership with Psychiatric Survivors of Ottawa. Roughly 450 people participated in the program this year.
- **Assisted newcomers in navigating the health system.** The LHIN spearheaded the creation of a Multicultural Health Navigator program, which helps individuals in four immigrant communities better understand the health system and transition between different providers. This program reframes health delivery for newcomers in Ottawa by focusing on their unique needs.
- **Delivered more [foot care](#) (chiropody) for people with diabetes to prevent complications, such as foot ulcers and amputations.** Two new foot-care sites were added in Arnprior and Carp, for a total of 16 sites across the region. There were 3,145 client visits to all sites, which is roughly 1,000 more visits than last year.
- **Funded six major initiatives in eight hospitals in small, rural communities.** Much of the [funding](#) was directed toward upgrading electronic patient records and enabling hospitals to share information with other providers in the patient's care team. This helped address rural residents' needs and increased collaboration among smaller hospitals to share knowledge and resources.
- **Provided more options for end-of-life care by [adding 10 new residential hospice beds in Ottawa](#).** This more than doubles the number of people who can receive this care (now 300-400 annually) from Hospice Care Ottawa.
- **Supported the implementation of a new client information system.** This means clients who received care from community support agencies no longer needed to repeat their health information. The project also improved quality of care by standardizing assessments across the region. The LHIN ensured staff at 22 agencies were trained, and nearly 1,500 client assessment records were added to this electronic system.
- **Expanded the [Non-Urgent Transportation Program](#),** ensuring people could get to dialysis, adult day programs, and other important appointments. The LHIN provided funding for four more vehicles, bringing the total to sixty vehicles across the region. Nearly 213,000 rides were provided to 10,500 clients – an increase in rides of 16%, compared to last year.

In 2014-15, the Champlain LHIN continues on its mission to create a more coordinated, integrated and accountable health system for people, where and when they need it.