

Report to the Community

An update on our progress in strengthening local health care

Local health care is changing for the better

If you live in South Simcoe, York Region or the north end of Toronto, you likely reside in the geographic area for local health planning, coordination, integration and funding that is carried out by the Central Local Health Integration Network (LHIN).



How people transition through the system (for example, from hospital to home care) is key to a person's experience and health outcome. Because of Central LHIN, providers in the local health care system are working together to improve access to quality care. Because of Central LHIN, the health needs of people in our community are being identified, coordinated and addressed as a truly integrated system. This means local residents are getting the right care, at the right time, in the right place. It also means hospitals and community partners are working together to reduce emergency room wait times and deliver greater access to care.



"I want to applaud Central LHIN for really embracing this notion

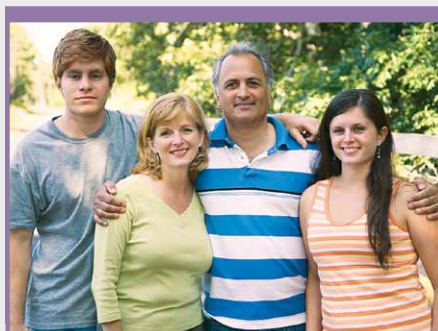
of how to improve quality at the transition level in our health care system. It's really groundbreaking what you are doing. You are showing leadership and I want to say thank you for that."

– Hon. Deb Matthews, Minister of Health and Long-Term Care, March 2011
Central LHIN Quality Symposium

Access to the services important to you is improving



We are proud of our record. **Central LHIN has met all provincial surgical wait time targets** (second quarter 2011-12 results).



When you or your family go to an emergency department (ED) in Central LHIN for "non-complex issues", you are waiting on average 3.62 hours, the **lowest wait time in Ontario** (second quarter 2011/12 results).

Access to the services important to you is improving



Because you have told us you want to be home, access to **Home First**, an enhanced care service offered by the **Central Community Care Access Centre (CCAC)** in partnership with **Central LHIN hospitals**, has been expanded. This means people get to go home with the services they need to be safe at home. As one of the first LHINs to implement this initiative, Home First **has served close to 1,000 people** in Central LHIN since September 2010. **On average, 68% of Home First clients remain in the community** after receiving enhanced care, thus reducing the need for long-term care. This program also supports our hospitals to serve our residents better.



For those in our communities who need support to breathe and who want to live at home, there are now services that bring that care home. Since December 2010, the **West Park Transitional Home Ventilation Service** has brought 14 people home. This program has also created **greater capacity of about 2,428 days in hospital intensive care units**, which **enables our local health system to provide \$3.5 million** of additional services.



People are getting more of what they need. **Ninety-one percent** of people who used **North York General Hospital's Emergency Department Diversion Program** had **no mental-health related return visits** within 28 days, representing a **53% reduction in emergency department revisit reduction rate**. This program seamlessly connects people with mental health issues, who do not need hospitalization, with the appropriate community-based services through a partnership between three mental health agencies and one hospital.

Central LHIN has initiated programs that advance a **Healthy Seniors, Healthy Communities** strategy. From providing medically stable patients with breathing supports so that they can go home and freeing up ICU beds for use by critically ill patients, to offering community supports to people after receiving advanced care so they can stay in their own home instead of being moved to a nursing home, these and other initiatives have allowed **\$65 million to be redirected into other areas of the local health system**.

How Central LHIN is making a difference

Collaboration brings new ideas forward



Central LHIN is committed to engaging with our stakeholders to listen to concerns and hear of opportunities for improvement that can shape our priorities. Our stakeholder relationships are important to garner the support we need to strive to reduce inequities and make system changes. Since March 2011, Central LHIN has hosted six community engagement sessions with a combined total participation of over 600 health service providers and stakeholders.

Community engagement is fundamental to enabling collaboration with our partners across the system to improve access and services for residents in our communities. In addition, we continue to work with specific populations to address health needs, including such groups as the Chippewas of Georgina Island First Nation and the francophone population through our collaborations with the French Language Health Planning Entity #4 Centre South-West, among others.



CASE STUDY

Centre of excellence meets growing demands

Over the next 10 years, Central LHIN is expected to experience an increase of 52% in our senior population. As a result, more and more people will need access to cataract surgery. To improve quality, efficiency and reduce wait times, Central LHIN consolidated the provision of cataract surgery into two centres of excellence by working collaboratively with local

physicians and hospitals. This resulted in the creation of the Cataract High Volume Centre (CHVC) at the Branson site of North York General Hospital. The Centre is meeting the growing demands of the local community; the LHIN-wide plan enabled a 20.6% reduction in cataract surgery wait times.

Last year, North York General Hospital, Humber River Regional Hospital and Markham Stouffville Hospital ophthalmologists performed 8,000 cataract surgeries in the Centre's two operating rooms, making it the highest number in

the GTA, and the second highest in Ontario, second only to the Ottawa Eye Institute which performed 11,000 surgeries in their five operating rooms.

Patient satisfaction surveys consistently show a 100% recommendation rate, as well as, a 93-100% rating of excellent care received from admission through to discharge.

In 2011-2012, Central LHIN has taken an integrated approach to making the best use of our local resources and capacity. The Ministry of Health and Long-Term Care, Central LHIN and local hospitals have been collaborating together to continually shorten wait times. At the end of the second quarter, wait times for a number of procedures improved from the previous year, including:

↓ **8.7%** Cancer surgery wait times decreased by 8.7%

↓ **22.4%** Diagnostic MRI scan wait times decreased by 22.4%

↓ **20.6%** Cataract surgery wait times decreased by 20.6%

↓ **13.5%** Diagnostic CT scan wait times decreased by 13.5%

↓ **4.0%** Hip Replacement wait times decreased by 4%



"We are seeing a transformation in the care we provide patients, both in our LHIN and across the province, through the help of tools such as the Integrated Critical Care Information System. This system has enabled us to deal with our daily critical care challenges in a more efficient and effective manner. Through this technology, and the support of the Central LHIN, we now have an improved ability to communicate and coordinate with other hospitals in the region in order to provide access to specialty critical care services."

– Dr. Donna McRitchie,
Central LHIN Critical Care Lead



"I am proud of the work that Central LHIN hospitals are doing together to test, share and adapt best practices in an effort to drive effective and sustainable improvements in emergency department wait times. We expect to see positive results from a renewed focus on improving patient flow that involves collaboration throughout the entire hospital and across the system to find ways to improve discharge processes and care transitions."

– Dr. Rakesh Kumar, Central LHIN Emergency Department Lead

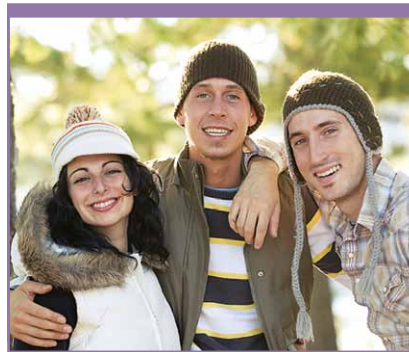
Better, more appropriate care and services for people in Central LHIN

CASE STUDY

Central LHIN anti-stigma program goes national

People with mental health and addictions issues often face a number of barriers when accessing care. To address this, Central LHIN developed a workshop entitled **Mental Illness and Addictions: Understanding the Impact of Stigma**. The goal of this education strategy is to attend to the stigma associated with mental illness and addictions, and its impact on people.

Proven to be effective at reducing stigma, the Mental Health Commission of Canada adopted Central LHIN's model through a

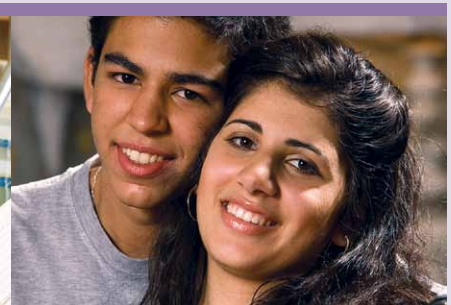
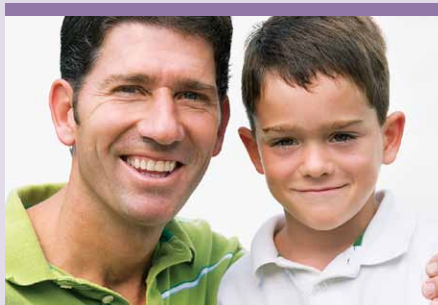


new, ten-year anti-stigma program called **Opening Minds**. Central LHIN is now partnering with the Mental Health Commission of Canada to develop an enhanced anti-stigma pilot program called **Understanding Stigma Phase II: Building Operational Capability and Driving Sustainable Change**. This project aims to improve the experience of people living with mental illness by enhancing health care professionals' knowledge and understanding of the negative impact

"For those living with mental illness and addictions, the most devastating impact on their lives is often not from the illness itself but rather from the way others in society treat them. Unfortunately, the need to know more about mental illness and addictions, and the associated stigma, does not just affect the average person – it is an issue that health care professionals struggle with as well. This program has begun to make a difference in changing attitudes and perceptions amongst health care professionals."

– Jody Hamilton, Project Consultant for Centre for Addiction and Mental Health (Central Area, Provincial Services)

of stigma on patients by embedding anti-stigma concepts in organizational culture, policies and practices.



Because of continuing care and services on the weekend, people get back on their feet faster

When recovering from a traumatic accident, a stroke, an amputation or major surgery, most people want to return to normal life as quickly as possible. Through an investment from Central LHIN's **Aging at Home** program, St. John's Rehab Hospital offers a unique

weekend rehabilitation program. Launched in 2009, the program of therapy and admissions has extended care from five to seven days a week. More than 300 additional people each year can return to improved independence in the community. On average,

patients are leaving the hospital almost two days earlier than before. They are also accessing outpatient services sooner: the waiting list for high priority outpatient care has been eliminated since the investment was made.



CASE STUDY

Helping seniors manage their medication

Adverse drug reactions are a common cause of seniors' emergency room visits, and are also linked to a higher incidence of falls in the home among seniors. If not properly addressed, these reactions can lead to premature emergency department visits and admissions, as well as admission to long-term care homes.

Central LHIN funds the award-winning Central Community Care Access Centre's (CCAC)

Medication Management Support Services (MMSS). These are home visits to seniors that involve

collaboration among Central CCAC, area hospitals, community and health provider agencies, pharmacists and family physicians. Approximately 1,700 people are visited by Central CCAC every year to review medications; the average client age is 80.

Follow-up surveys between April and December 2011 showed that, through this program, almost half of all respondents found an improvement in their ability to manage and understand the medications they were taking.

The program's success has been bolstered by a 90% physician response rate to pharmacist recommendations and an average of one medication per client had been reduced. York Central Hospital and Southlake Regional Health Centre pharmacists recently won an award for their work in home visits to recently discharged seniors that helps smooth the transition from



hospital to home. MMSS is funded through Central LHIN's **Healthy Seniors, Healthy Communities** strategy. This program is another way we are working together to keep seniors healthy.

“The program's success has been bolstered by a 90% physician response rate to pharmacist recommendations and an average of one medication per client had been reduced.”





Together, providers are improving access to quality care for all

Living in the largest metropolitan area in Canada means GTA residents can potentially access a vast array of health and community support services. At the same time, navigating a large health system can be confusing.

A unique model developed in Central LHIN is improving access to adult mental health services. York Region residents (through York Support Services Network), and North York and Scarborough residents (through Access 1) now have a single point of access to reach mental health supports

– by phone, fax, email, online, or walk-in. There is now one common application form to apply for individualized support and team treatment services, and one wait list for referrals, consultation and specialized services.

This model was highlighted in **Open Minds, Healthy Minds – Ontario’s Comprehensive Mental Health and Addictions Strategy** to improve mental health and reduce addictions and help everyone in Ontario reach their potential. Look for this Central LHIN first to be replicated in other LHINs.



“Central LHIN has identified primary care as a critical enabler to support a high quality and integrated health care system. Engaged family physicians and nurse practitioners will continue to innovate and champion improved access to multidisciplinary care. Through their efforts, Central LHIN will benefit from improved electronic system integration, safe patient navigation at care transitions, and enhanced inter-sectoral collaboration.”

– Dr. David Kaplan,
Central LHIN Primary Care Lead



Central LHIN QUICK FACTS

- With 1.7 million residents, Central LHIN has the highest population of the 14 LHINs.



- Culturally diverse. About 48% of Central LHIN’s population is comprised of immigrants. This is the highest proportion of immigrants among all the LHINs.

- One of the fastest growing LHINs. Central LHIN is experiencing a growth rate of 19% over the next 10 years, which equates to an additional 600,000 people by 2020.

- One of 14 Local Health Integration Networks created through the *Local Health System Integration Act, 2006*, by the Ontario government to improve the health care system for Ontarians.

Excellent care for all: A message from Kim Baker, CEO

Health care is a cherished Canadian value and every resident of Central LHIN can expect to receive quality care. Since 2006, Central LHIN has been working together with health service and community partners to harness our collective experience and efforts to develop a more integrated local health care system. I'm very proud of the progress that's been made.

Since the introduction of the *Excellent Care for All Act*, in 2010, Central LHIN has taken a leadership role in advancing quality initiatives in support of the Act and the provincial quality agenda. We have collaborated to develop and share a vision for how LHINs can advance quality and support "excellent care for all". We have also been engaging with our 46 long-term care homes through Health Quality Ontario's Residents First project to create an environment for residents that enhances their quality of life.



Because access to primary care is the best way to achieve better health outcomes, we are collaborating with doctors, family health teams, nurses and other providers to find ways to integrate care better for people and their families.

We also want to help people in our communities become better informed about their own health care options. Being aware of care options close to home, through primary care providers, family health teams, community health centres, community support

services, walk-in and urgent care clinics, can make the process of accessing certain types of care when needed, faster and easier. I hope you find the listing on the back of this report of some assistance.

We want excellent care for all and we want to hear from you. I invite residents of Central LHIN to share ideas with us on how to make the local health system even better. Call or write to us, or visit the Central LHIN website at www.centrallhin.on.ca to complete a **Quick Poll**.

Together, we can build a better local health system.

Kim Baker
Chief Executive Officer
Central LHIN

Together, We're Better.

- Central LHIN provides \$1.8 billion to community and health service providers. Our providers are accountable for these funds through contracts called Accountability Agreements, including:

- 7 public and 3 private hospitals
- 46 long-term care homes
- 38 community support service providers
- 21 mental health and addictions service providers
- 1 community care access centre; and
- 2 community health centres

- Over the next 10 years, Central LHIN's population of seniors over 65 is projected to grow by 110,720. That's a 52% increase in our senior population and 10% greater than the provincial average.

- What Central LHIN doesn't fund:
 - Most physician services
 - Drug benefits
 - Independent health facilities
 - Laboratories
 - Ambulance services; and
 - Public health



Get the right care where and when you need it:

YOUR HEALTH CARE OPTIONS

An Ontario Ministry of Health and Long-Term Care web page offering tools and information about health care options, from finding health care locations to practitioners, programs and services for you and your family, to learning about wait times for surgeries and other procedures, and local hospitals.
www.health.gov.on.ca/en/public/programs/hco/#

HealthCareConnect:

Find a family doctor or nurse practitioner.
Toll-free: 1 800 445 1822
www.ontario.ca/healthcareconnect

ServiceOntario:

Access to services such as an OHIP card.
INFOline Toll-free: 1 866 532 3161
TTY: 1 800 387 5559
In Toronto, TTY: 416 327 4282
www.services.gov.on.ca/services/start.do?action=services

Ontario Health Insurance Plan (OHIP):

Information on qualifying, obtaining or learning more about an Ontario health card.
www.health.gov.on.ca/en/public/programs/ohip/

Telehealth Ontario: Free access to a registered nurse, 24 hours a day, 7 days a week
Tel: 1 866 797 0000
TTY: 1 866 797 0007
www.health.gov.on.ca/en/public/programs/telehealth

MENTAL HEALTH AND ADDICTIONS

Access 1: Connect with individual mental health services in North York, Scarborough and Etobicoke.
Toll-free: 1 888 640 1934
www.access1.ca

Connex Ontario: Free and confidential health services information for people experiencing problems with alcohol, drugs, mental health or gambling.

Drug and Alcohol Issues

Toll-free: 1 800 565 8603
www.drugandalcoholhelpline.ca

Mental Health Helpline

Toll-free: 1 866 531 2600
www.mentalhealthhelpline.ca

Ontario Problem Gambling Helpline

Toll-free: 1 888 230 3505
www.opgh.on.ca

PUBLIC HEALTH UNITS

Simcoe Muskoka District Health Unit:

Information on programs and public health services through Health Connection
Tel: 705 721 7520
Toll-free: 1 877 721 7520
www.simcoemuskokahealth.org

Toronto Public Health:

24 hours a day, 7 days a week
Tel: 311
TTY: 416-392-0658
Email: publichealth@toronto.ca
www.toronto.ca/health

York Region Public Health and Safety:

Information on programs and public health services within The Regional Municipality of York
Health Connection: 1 800 361 5653
Community and Health Services:
Health.Webmaster@york.ca;
www.york.ca/Departments/Health+Services

COMMUNITY AND SOCIAL SERVICES

211: This three-digit phone number and website offers information and referral to community and social services in Ontario, 24/7.
www.211ontario.ca

Central Community Care Access Centre (CCAC):

An organization that works with clients, families and caregivers to meet a range of individual health and community care needs in Central LHIN.
Toll-free: 1 888 470 2222
TTY: 416 222 0876
Email: info@central.ccac-ont.ca
www.central.ccac-ont.ca

South Simcoe Community Information Centre:

Information on health, social and government services, 24 hours a day, 7 days a week.
Tel: 211
TTY: 1 888 435 6086
www.contactsouthsimcoe.ca

Central Local Health Integration Network (LHIN)

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Toll-free: 1-866-392-5446

www.centrallhin.on.ca

If you would like to receive web alerts, please send us an email at central@lhins.on.ca or contact us by mail.