



## Working Together for Healthy Change

April 2014

### Improving Access to Care

**Chronic Disease Prevention and Management (CDPM) – Diabetes** | A 1-year follow-up survey has been completed with ten Diabetes Education Programs to evaluate the uptake and use of key tools for practice, revealing the use of common tools to support coordinated access to patient-centred care is extremely high. All ten Programs use a common tool to communicate with primary care or referring physicians, while a majority of programs have an annual quality improvement plan, use a diabetes concerns questionnaire for asking patients about their concerns at each visit, and use a tool for depression screening.

**Mental Health and Addictions** | The LHIN recently hosted an Addictions Forum focused on new services available through the Narcotics Strategy, with the aims of increasing participant knowledge of the addictions system in Ontario, profiling the local addictions system and services in relation to the Ontario Narcotics Strategy, and exploring how to collectively work to connect people to addiction services. Participants included primary care (family health teams and community health centres), public health, pharmacy, crisis services, acute care (hospitals), community and social services, addictions, and mental health services.

Launched April 1, 2014, “Here 24/7” is a new access and navigation model for twelve mental health and addiction services in the Waterloo Wellington LHIN, including those that service Dufferin County. Providing service to children, youth, adults, and seniors *Here 24/7* also includes immediate crisis intervention. The Canadian Mental Health Association Waterloo Wellington Dufferin (CMHA WWD) operates the LHIN-wide service and is a member of the Central West LHIN’s Core Action Group. Cross-boundary collaborative discussion will continue to ensure the evolving Central West LHIN System Access Model integrates smoothly with *Here 24/7*.

The Canadian Mental Health Association - Peel and its four partners in “SystemWise” held a kick-off event on April 9th. SystemWise is a service resolution mechanism operated by five agencies in the Central West LHIN and the Region of Peel. Shared protocols help to determine which partner within their scope of practice is the best one to resolve barriers to accessing services for a child, youth, or adult client in a complex situation due to mental illness, addiction, a developmental disability, and/or brain injury.

**Physiotherapy Reform** | On April 16, the LHIN was pleased to be invited by MPP Steven Del Duca to speak at Villa Leonardo Gambin, in support of enhanced access to physiotherapy for seniors and eligible patients ([remarks by Board Chair Maria Britto](#)). The Ministry of Health and Long-Term Care has identified the names and locations of ten community-based physiotherapy clinics located across the LHIN. This list can be found on the [MOHLTC website](#).

Exercise and Falls Prevention classes are currently being implemented across 36 locations in the Central West LHIN. Classes are available free of charge to all seniors in our community and, anyone interested in these classes should contact the Central West CCAC directly (905-796-0040 or 1-888-733-1177, ext. 7744) to register. Seniors will be navigated to the most appropriate class and location.

**Specialist Consultation Service** | The Bolton-Caledon Specialist Consultation Service continues to be well received in the community.



## Stream Line Transitions and Navigation

**Health Links** | Health Link Leads and Co-Leads have reached agreement that Health Links will be implemented based on a “no-wrong-door” philosophy, ensuring primary care is connected at a Health Link level to ensure patients can be tied to local resources as quickly as possible.

**Telehomecare** | The Central West LHIN’s Regional Telehomecare Project continues to be implemented and rolled out with approximately 762 patients enrolled in the program. This regional program is currently above its fiscal target and will meet its 2 year target as planned. The program is currently focused on the development of a long-term sustainability plan, as funding from the MOHLTC ends December 2014. The intention is to align this program to current Chronic Disease programs and the local Health Links strategy.

## Drive Quality and Value

**Accreditation** | Non-accredited community-based health service providers have developed and submitted plans for how they would complete a formal accreditation process by the end of March 2017. Plans include information about the accrediting body that has been selected, the estimated date for completion, the high level steps that the organization will need to undertake, and the supports that have been identified to enable successful completion of the accreditation process. LHIN Staff will review the plans and consolidate the information provided to assess HSP-specific and collective opportunities to support accreditation.

## Building on the Momentum

**Diversity and Health Equity** | As part of their Hospital Service Accountability Agreement (HSAAs), William Osler Health System and Headwaters Health Care Centre are in the process of submitting Health Equity Plans. These plans will set the precedent for Organizational Health Equity Plans due by community sector providers. Due dates for these plans are September 30, 2014.

**Palliative Care** | On March 17 and 18 Rexdale Community Health Centre, in conjunction with Bethell Hospice, the Dorothy Ley Hospice and the Central West Palliative Care Network, held two full-day community engagement sessions about palliative care, with the aim of better understanding culturally appropriate approaches to end-of-life care. Funded by the LHIN, these events were held in north Etobicoke where over 150 residents participated over the two day offering. A trained facilitator led the group through a variety of exercises aimed at understanding the end of life desires and knowledge of the resources currently available. Simultaneous translation was available in Italian, Spanish, Hindi, Punjabi, Somali and Yoruba. The facilitator collected the reports from each table and is preparing a summary document that will be made available to all participants.

**Stroke** | Central West LHIN staff, along with their partners at the Mississauga Halton LHIN and the Director of the West GTA Stroke Network, have developed a local stroke services dashboard, the information of which will assist in assessing the progress on the development of the regional stroke system.

The West GTA Stroke Network has unveiled its new two-year strategic plan. The next two years will focus on strategic/meaningful collaboration, powerful & visible communications, focused innovation & knowledge transfer and evaluation.

**Women and Children’s Health** | The GTA LHINs Cross-LHIN Transitional Aged Youth Project is in its closing stages as a report about findings and recommendations is being finalized for LHIN CEOs to review. This project was focused on developing a solution to efficiently coordinate the care for the medically complex youth. This project is in close alignment to the LHIN’s efforts to ensure high users of the health care system are appropriately navigating and accessing services in the local region.