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## Central West LHIN

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### The IHSP 3: A driving force for positive change

*February 2013* - Understanding the different health care needs of local communities can surely be done by taking the time to learn what residents feel is important. The Central West Local Health Integration Network (LHIN) has carefully identified strategies to address the concerns of local residents in the third Integrated Health Services Plan (IHSP 3).

Residents throughout Brampton, Caledon, Dufferin County, Malton, Rexdale and Woodbridge, attended community engagement sessions and expressed their thoughts and views about local health care services. Sessions were also held for Health Services Providers who provided the Central West LHIN with a valuable source of input.

Through this consultation with different communities and local Health Service Providers, the Central West LHIN developed a strategic plan aimed at ensuring that the health care system is more responsive, more accessible and improves the quality of services provided to residents.

The IHSP 3 lays out the directions that will be taken by the Central West LHIN from April 2013 to March 2016. The first strategic direction focuses on **improving access to care**. The Central West LHIN will work to improve residents' access to a doctor, nurse practitioner or other health care provider.

Working with community partners, the Central West LHIN will improve access to education and self-management programs that will help residents understand and manage chronic diseases such as diabetes. This will also include access to mental health and substance abuse programs, with an emphasis on youths, and access to more community-based services.

The second strategic direction, **streamline transitions and navigation of the system**, focuses on working with Health Service Providers in order to improve linkages between primary care and other health care services. This is crucial to ensure that residents receive the right care, at the right place, at the right time.

Also working with local Health Services Providers, barriers that prevent access to health care services can be identified and addressed.

The focus on improving system navigation, so that residents can easily make a smooth transition from one health care provider to the next, will require improved use of modern information technology. This will enable clients and health care providers to access the most up to date patient information on which to base care.

The third strategic direction is **drive quality and value**. By working with Health Service Providers the Central West LHIN will further develop and make improvements to the quality of services provided to residents. An emphasis will also be put on reducing avoidable hospital visits by directing residents to the appropriate type of community based health care service. In doing so, emergency rooms and hospital beds will be made available for the most ill patients who require immediate medical attention, increasing the efficiency of the health care system.

Lastly the IHSP 3 will **build on the momentum** it has established over the past seven years. The Central West LHIN is dedicated to continuing work with Health Service Providers to improve the health care of local residents. Emphasis will be put on improving women's and children's services and palliative services, to better meet the needs of local residents.

In addition, strategies will be developed to better engage members of the Aboriginal, Francophone and diverse communities to better understand their needs and improve equitable access to health care services.

Over the next three years the Central West LHIN will dedicate its efforts to ensuring the implementation of the IHSP 3's strategic directions in order to make health care services more efficient and more responsive to the needs of local residents.

**The Central West LHIN plans, funds and integrates health care services for the communities of Brampton, Caledon, Dufferin County, Malton, Rexdale and Woodbridge.**

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