

Central West LHIN Board of Directors: Maria Britto - Chair, John McDermid - Vice Chair, Lorraine Gandolfo - Director, Suzan Hall - Director, Winston Isaac - Director, Gerry Merkley - Director, Pardeep Singh-Nagra - Director, Ken Topping - Director.

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(A letter to a Telehomecare nurse from her patient.)

Elgin and I would like to tell you how much we have needed and appreciated all of your help these past months.

During this time, you have helped us through several difficulties. You have eased our minds on several occasions, and your suggestions regarding Elgin's nutritional needs and medications were invaluable.

It is very reassuring to know there is someone with medical training available to assess the data sent by the Telehomecare equipment, and to respond twenty-four hours a day if required.

We are so grateful this service is available to those of us who need it, and we surely hope this will be a permanent part of our health care system!

It has been a pleasure getting to know you. Wishing you and yours a Merry Christmas and a happy and healthy 2014.

Sincerely,
E & S Gardhouse

UPDATE - Telehomecare | Since being introduced in April of last year, Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF) patients are now self-managing their care from the comfort of home thanks to the Telehomecare program.

"Having surpassed our initial patient target by 13%, we are very pleased with the program thus far" said Scott McLeod, CEO Central West LHIN. "It has delivered on all of its objectives, which happen to align with many of the Central West LHIN's strategic directions and priorities outlined in our current Integrated Health Services Plan."

Telehomecare has *improved access to care*, wirelessly connecting patients with nurses who provide both remote monitoring and regular health coaching sessions. Patients continue to have appointments with their existing health care providers as needed. As a result, it does not replace but rather supports physician services. With this additional level of support, the program also provides *better quality and value*, reducing unnecessary visits (48%) and admissions (76%) to hospital over the first 6 months of the project.

William Osler Health System is the host for the Central West Telehomecare Program, while the Central West Community Care Access Centre, Headwaters Health Care Centre, family health teams, primary care providers and other health service providers are playing an essential role in referring patients to the program. In support of *streamlining transitions and navigation*, this collaborative approach has led to better information sharing, faster treatment and greater patient support from all levels of the health care system.

To improve treatment and management of chronic diseases in the community, the LHIN will look to build on the momentum of the program by working with community partners to increase capacity for self-management of chronic conditions. So too will the LHIN build Telehomecare into Health Links as an effective way to further empower high user patients who display a variety of chronic conditions.



UPDATE - Community Services for Seniors |

The Central West LHIN first brought you the story of Amy Porter last summer; a story of independence gained through access to community-based services for seniors, funded through the Central West LHIN.

Amy recently celebrated her 99th birthday with friends, family and the dedicated team from CANES' Community Care Assisted Living program. At 99 years old, Amy lives independently in a Toronto Community Housing Corporation (TCHC) building in Rexdale, with access to the assistance she needs, when she needs it.

One of CANES' first clients, Amy has been with the program for over 14 years and is doing well. "I have always been and continue to be very independent," said Amy. "I love to walk over to the mall and get my hair done, am looking forward to my 100th birthday in October, and am so excited about the arrival of my great, great grandchild."

According to Maria Britto, Board Chair of the Central West LHIN, assisted living programs are very cost effective and support seniors to live independently in their homes. "As an identified best practice in seniors care, we have increased funding to assisted living programs three times over the past eighteen months, including over \$2.5 million last November. We now fund 6 organizations that deliver assisted living in 29 buildings, with 629 funded places. Overall we have 48% more assisted living spaces now, as compared to a year ago."

The CANES program is designed to provide seniors with a little support so they can live independently. Personal Support Workers provide daily visits and perform a variety of tasks depending on individual needs. Some seniors require services such as laundry, grocery shopping, meal preparation and light housekeeping. Others need help with personal care such as bathing and getting dressed, medication reminders, security checks and an escort to medical appointments. In some cases, seniors are equipped with a personal help button that provides lifeline monitoring and access to 24-hour emergency response.

A valued health care partner in the Central West LHIN, CANES has provided Assisted Living services since 1999 and currently offers homemaking, personal care and emergency response services 24 hours a day, 7 days a week at five different locations.

The **Central West Local Health Integration Network (LHIN)** plans, funds and integrates health care services for the communities of Brampton, Caledon, Dufferin County, Malton, north Etobicoke and west Woodbridge. For more information on your **Central West LHIN** please contact Harry Sahota, Communications Support Specialist – harry.sahota@lhins.on.ca - or visit www.centralwestlhin.on.ca