

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.

A Message from the CEO and Board Chair

Happy New Year! As we look ahead in 2014 we do so with an eye to sustaining the gains and building on the momentum, a key priority identified in our current *Integrated Health Services Plan (IHSP3)*.

We will build on the momentum of \$11.2 million in funding, announced this past November, to help more seniors live independently at home. Aimed at reducing home care wait times and increasing access to community supports such as assisted living, adult day programs and mental health services, the [programs and services](#) supported by this funding will also help seniors avoid unnecessary or repeat visits to hospital emergency departments and readmissions to inpatient hospital care and will address the needs of people with complex health conditions. This investment gets to the very heart of what we heard from older adults, family caregivers, individual groups, those living with serious mental illness and health service providers when we were identifying priorities for our current Integrated Health Service Plan (IHSP 3).

We will build on the momentum of our *Telephone Town Hall* this past November, when over 8,000 of you dialed in to connect with senior health care leaders from across the region and learn more about health services in your local communities and across our Region. Importantly, it was an opportunity for you to share your thoughts and ideas about your health care system, about how we can work together to better meet local needs.

We will build on the momentum brought about by meaningful partnerships. The *Caledon Specialist Clinic* will provide improved access to on-site specialist services based on referrals from local family doctors as well as specialist consultation via onsite videoconferencing through the Ontario Telemedicine Network (OTN). Meanwhile, as the fifth of five Health Links that service the entire LHIN, the *Bolton-Caledon Health Link* will make it easier for patients with complex conditions to get the care they need by encouraging local health providers to work together to improve patient outcomes and making access to care easier and less complicated.

By continuing to work together we are confident we will successfully sustain the gains and build on the momentum in pursuit of better health care, delivered faster, more efficiently and... close to home.



Maria Britto
Board Chair



Scott McLeod
CEO



Improving Access to Specialist Care Closer to Home



Central West LHIN CEO Scott McLeod and Board Chair Maria Britto take part in the ribbon cutting ceremony at the Caledon Specialist Clinic.

Caledon residents now have access to specialist consultation services close to home thanks to funding from the **Central West LHIN** and a partnership between Headwaters Health Care Centre and Caledon Community Services. The **Central West LHIN** joined local health service providers and physicians for the official opening ceremony on November 28. The occasion was marked with an official ribbon-cutting ceremony.

Residents will have improved access to on-site specialist services based on referrals from local family doctors as well as specialist consultation via onsite videoconferencing through the Ontario Telemedicine Network (OTN). OTN technology will enable specialists to connect with other health care providers throughout the province.

During the grand opening Maria Britto, Board Chair of the **Central West LHIN**, spoke about the importance of the specialists consultation services to the community. “Investing

in health care services that provide residents with care closer to home is a top priority for the **Central West LHIN**”, said Britto.

“This program is a fine example of what can be achieved when health care organizations, local doctors, and specialists work together to improve local access to care. We are pleased that there will be an option for Caledon residents so that they will no longer face lengthy travel times when accessing specialist care.”

Monty Laskin, CEO of Caledon Community Services, also spoke at the event about the importance of working together with local partners.

“Our partnership with the **Central West LHIN** and Headwaters Health Care Centre continues to reap tremendous rewards for the Caledon community, paving the way for excellent community-based health care for residents”, said Laskin.

The specialist consultation services will be an important partner in the recently announced Bolton-Caledon Health Link.

Over 8,000 residents participate in Telephone Town Hall

Over 8,000 residents participated in the third Telephone Town Hall hosted by the Central West Community Care Access Centre, **Central West LHIN**, Headwaters Health Care Centre, Region of Peel Health Services and William Osler Health System. Conducted at the end of November, the town hall allowed residents to dialogue with senior leaders from each of the participating partners and to better understand the role of each organization and how they work collaboratively to meet the health care needs of local residents.

The Telephone Town Hall also provided callers with the opportunity to provide feedback on how health care services can better meet the needs of local residents. This was done through posing specific questions to the various panelists. For example, callers asked questions about the availability of

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everything from Home First services to the benefits of Health Links, and were provided with helpful information and advice.

Residents were also provided with the opportunity to select health care topics they would like to discuss in a future Telephone Town Halls. Both seniors' services and chronic diseases and diabetes services were high on the list of topics residents would like to know more about. This information will help the LHIN and its partners to plan for future Telephone Town Halls.



Central West LHIN CEO Scott McLeod and Board Chair Maria Britto are joined by Liz Reugg, President and CEO, Headwaters Health Care and Vic Dhillon, MPP, Brampton-West.

Better coordinated care through new Bolton-Caledon Health Link

Residents in Bolton and Caledon, particularly seniors and those living with complex health conditions, will soon have improved access to more coordinated care. Despite the messy weather conditions, several people were on hand in Bolton on December 17 to hear Vic Dhillon, MPP, Brampton West, announce Ministry of Health and Long-Term Care approval for the Bolton-Caledon Health Link. This makes the Bolton-Caledon Health Link the fifth and final Health Link in the in **Central West LHIN**, covering the LHIN's entire geography.

This initiative will help ensure that seniors and residents living with complex medical conditions are being supported at all levels of the health care system. Local family doctors, specialists, hospitals, Long-Term Care Homes, home care and other community support providers will work together as an integrated team to coordinate a patient's care.

The Bolton-Caledon Health Link will be funded by the **Central West LHIN**, with Headwaters Health Care Centre assuming the lead for coordination and Caledon Community Services taking a role as a co-lead in the initiative.

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