



Working Together for Healthy Change

Central West LHIN Update | July 2014

CONGRATULATIONS to our newly elected and re-elected MPPs! The Central West LHIN looks forward to working with you to improve access to high-quality, person-centred health care services for local residents.

This monthly publication will keep you up-to-date on what is happening at the Central West LHIN. Specifically, it will provide highlights of the work being completed to support the strategic directions identified in the LHIN's current [Integrated Health Services Plan - IHSP 3](#).

With Health Service Providers ([HSPs](#)) and community partners, the LHIN's work is focused on the development of an integrated system of health services aimed at providing residents with better health, better care and better value. As the Central West LHIN moves forward with its activities over the coming year, we move closer to achieving this goal. **Together, we are making healthy change happen!**

Improving Access to Care

LHIN Performance | Since the Winter Cycle there has been improvement or sustained good performance in a majority of the Central West LHIN's performance targets including length of stays for admitted and non-admitted complex Emergency Department patients. At the end of the Winter Cycle and for fiscal year 2013/14, the length of stay for non-admitted minor uncomplicated patients was the lowest length of stay across all 14 LHINs.

Mental Health & Addictions Services | **HERE 24/7** - Community partners in the Central West LHIN have agreed on a solution to help ensure 24/7 service is provided to Dufferin County residents, as is now being promoted by the Canadian Mental Health Association Waterloo Wellington Dufferin (CMHA WWD). In collaboration with CMHA WWD, Family Transition Place, Peace Ranch and Supportive Housing In Peel (SHIP) will implement the local service this summer.

Services for Seniors | Central West LHIN staff attended the official opening of the Alzheimer Society of Peel's newest Adult Day Program site - Evelyn's Place. This new site located in Brampton was funded in 2013/14 and provides 25 additional adult day program spaces.

Stream Line Transitions & Navigation

Health Links | In 2013/14, the Central West LHIN played a key role in the collaborative design and implementation of Health Links, being one of the first of Ontario's 14 LHINs to implement five Health Links across the entire geographic area. Work continues to establish a model of care coordination that will achieve targeted outcomes.

Telemedicine/Telehomecare | The Central West LHIN's Regional Telehomecare program has surpassed the July target with an enrolment of 841 patients. And, the LHIN is working with Ontario Telemedicine Network to identify the current state of the utilization of Telemedicine nurses. With a clear understanding of the current state, the goal is to increase access to specialists via this technology.



Enabling Technologies | The Connecting GTA (cGTA) project is expected to go-live with a limited production release next month. cGTA will enable health care providers and organizations to share and access electronic patient information across the care continuum in the Greater Toronto Area region. The solution is expected to provide immediate clinical value. Clinicians from William Osler Health System are participants in the release next month. In addition, 13 HSPs in the Central West LHIN representing the long term care (LTC), mental health and addictions, primary care and, community support services sectors are being engaged to take part in readiness assessment activities to view the data available in cGTA. Organizations have been identified by the GTA LHINs using Program criteria that included analysis of referral patterns and data volumes.

Drive Quality and Value

Quality Framework | The Central West LHIN continues to develop a Quality Framework to help drive improvements in the quality and safety of health care residents receive in hospitals, LHIN-funded community agencies and LTC homes.

The next Governance to Governance (G2G) Leadership Forum, hosted by the LHIN and scheduled for this Fall, will focus on improving health system quality at the local level. Information gathered from consultations with HSPs throughout the summer will be consolidated and shared at the Forum. This will highlight existing HSP activities that contribute to the achievement of system level aims while identifying where further cross-sector opportunities exist.

Building on the Momentum

Aboriginal Health | The Central West LHIN continues to actively engage its Indigenous Communities, having recently hosted a highly informative training session with the Credit River Métis Council for the Board of Directors and staff.

Palliative Care | The Central West LHIN is one of three LHINs chosen by the Provincial Auditor General to undergo an audit of palliative care services.

The objectives of the audit are to determine whether the LHIN has “... *effective processes in place to ensure that there is public information on palliative care services and that patients nearing their end-of-life have timely and equitable access to cost-effective palliative services that meet their needs.*” The audit will also measure the LHINs progress in meeting the commitments in the 2011 *Declaration of Partnership and Commitment to Action - Advancing High Value Quality Palliative Care in Ontario.*

The field work portion of the audit had been completed and a final report will be tabled in the legislature in December 2014. An abbreviated follow up audit will be performed in two years.