

North West **LHIN**

Accomplishments

From the North West LHIN
2007-2010 Integrated Health Services Plan



Accomplishments 2007-2010

The North West LHIN 2010-2013 Integrated Health Services Plan (IHSP) builds on the findings and progress made with the priorities identified in our first IHSP from 2007-2010. A lot has been accomplished thanks to the hard work of our health service providers, partners and communities.

Here is a sampling of some of the initiatives the North West LHIN has funded or facilitated (**between 2007 to April 1, 2010**) that are improving the health of the people and strengthening the health system in Northwestern Ontario:

Emergency Department (ED) Wait Times & Alternate Level of Care (ALC)

- The North West LHIN has funded a number of initiatives aimed at:
 - (A) Reducing Emergency Department Visits: Examples include:
 - Increased homecare services through the North West Community Care Access Centre with the offer of programs like Home to Wait and Intensive Case Management.
 - (B) Reducing Wait Times in the Emergency Room;
 - Eight new initiatives were implemented at Thunder Bay Regional Health Sciences Centre (TBRHSC) to reduce emergency department (ED) wait times as part of the ED Pay-for-Results program. In 2009/10, TBRHSC demonstrated improvements in 2 of the 3 performance indicators, achieving 91% in ED wait times <8 hours for high acuity non-admitted patients and 94.1% in ED wait times <4 hours for low acuity non-admitted patients.
 - (C) Improving Bed Utilization (patient flow to different care settings):
 - An additional 5 interim long-term care beds opened in Thunder Bay (June 2008).
 - Support services are being provided for:
 - 20 supportive housing units in Kenora (opened April 2009) and 6 units in Sioux Lookout (opened February 2010).
 - 75 new transitional supportive housing spaces being created in Thunder Bay (scheduled to open October 2010)

Primary Care

- 14 Family Health Teams (FHT) have been announced in the northwest. Twelve are operational and two are scheduled to open in 2010.
- Two Nurse Practitioner-Led Clinics have been announced for the North West LHIN. The first, in Thunder Bay, will begin to enroll clients in 2010. The second, at Anishnawbe Mushkiki Aboriginal Health Access Centre, is to open in late 2010 to service the Aboriginal community.
- The HealthCareConnect program operated by the North West Community Care Access Centre has helped refer 21% of registered individuals (unattached patients) to health care providers in the community of Thunder Bay.
- The North West LHIN nurse-led outreach team in Thunder Bay for long-term care homes provides support to staff and residents through on site visits and assessments to help avoid transfers to hospital or admission to hospital where possible.

Benefit: In those long-term care homes where the nurse-led outreach team has provided service, the number of avoided emergency department visits has increased—as high as 40% for one home.

Specialty Care & Diagnostic Services

- In 2009/10, wait times for MRI and CT scans were among the best in Ontario at 29 days and 24 days respectively. In the area of cancer surgery, the North West LHIN continued to be one of the top performers in the province with a wait of 40 days.
- A new angioplasty program was implemented at Thunder Bay Regional Health Sciences Centre, reducing the need for patients to travel out of the region for this procedure.
- The implementation of the Regional Joint Assessment Centre (for total joint replacement) at Thunder Bay Regional Health Sciences Centre is reducing wait times for hip and knee surgeries.

Chronic Disease Prevention & Management

- The North West LHIN facilitated self management training (Stanford program) for over 75 health professionals and lay people throughout the region. These trainers now offer programs in their communities that provide people with the knowledge, skill and confidence they need to manage their own chronic conditions independently.

Benefit: Over 1500 people in the North West LHIN have attended self management education up to April 2010. Early results from the Stanford program are very positive - participants report an increased ability to live well with their conditions.

- Four new diabetes teams have been announced for Thunder Bay, Sioux Lookout and Fort Frances to help individuals better manage their diabetes, with a focus on working with Aboriginal people. Also, the Canadian National Institute for the Blind (CNIB) and the Northern Diabetes Health Network are collaborating to have diabetes teams travel with the mobile CNIB unit to enhance diabetes education across the north.

Long-Term Care Services

- A new Centre of Excellence for Integrated Seniors' Services (CEISS) is being built in Thunder Bay with a full range of seniors' services including: long-term care beds (including regional behavioural beds); new and enhanced supportive housing. Additional community support services for senior clients and special funding for seniors in supportive housing who temporarily need a higher level of care have already been implemented..
- 14 new, innovative programs were initiated through Aging at Home funding which are providing more community support services to help seniors across the LHIN age at home in the community.
- A LHIN-wide Falls Management program (Aging at Home initiative) has 32 teams across the region working with seniors to reduce visits to emergency departments and admissions to hospital for falls-related injuries.

Benefit: Early results show practice changes in long term care are resulting in fewer harmful falls for residents in several of the participating homes.

- A family-directed respite care program was provided by Wesway to 62 families of frail seniors in 15 communities across the District of Thunder Bay (Aging at Home initiative).

Benefit: Informal caregivers are an essential component of aging successfully at home. Their service to friends and family members saves the formal health system billions of dollars per year nationally.

Mental Health & Addictions Services

- The GAPPS (Getting Appropriate Personal and Professional Supports) program is providing outreach, engagement services, support, system navigation and clinical services to vulnerable persons

(i.e. homeless) in Thunder Bay with serious, unstable and complex mental illness, addictions and health issues.

Benefit: The GAPPS program has registered 426 clients (target was 300). There have been 1848 contacts with registered clients and 2184 contacts with clients who did not register with GAPPS (target was 1500). Preliminary data indicates significant reduction in unmet needs in the areas of: treatment for drugs and alcohol use; housing/accommodation; physical health; psychotic symptoms and psychological distress.

- St. Joseph's Care Group is operating an outpatient mental health centre in Victoriaville Mall, which is funded by the North West LHIN. Clients can go to this health centre to be assessed or receive services without a physician referral.

Aboriginal Health Services

- The North West LHIN co-hosted two sessions, *Diversity: A Value Added Dimension to our Health System* in Sioux Lookout and Fort Frances for health care leaders and other interested stakeholders. They focused on learning about diversity with a future goal of having diversity addressed in health service plans and accountability agreements in the next three years. More sessions are planned.
- As part of the Aging at Home Strategy, the North West LHIN funded a program using videoconferencing to deliver telerehab consultations for Personal Support Workers (PSWs) in 15 remote First Nation communities. This program supports the delivery of quality rehabilitation services to seniors in their home communities.
- Through the Aboriginal Health Transition Fund, an Environmental Scan and inventory of Aboriginal health services and programs was completed, paying particular attention to mental health and addiction services.

French Language Health Services

- The North West LHIN has maintained ongoing dialogue with Francophone stakeholders, helping build strong relationships and ensuring the LHIN is aware of the issues and concerns being expressed by this community.
- The LHIN co-sponsored a French language forum on chronic disease prevention and management, enabling the LHIN to explore health care issues as they specifically related to Francophones.
- Francophones sit on North West LHIN Advisory Teams. This has ensured input from the Francophone population and has provided an opportunity for the French speaking community to have a voice and ensure that French language issues are considered in all LHIN planning and service delivery decisions.

Health Human Resources

- The LHIN hosted a number of discussions with providers from various sectors in communities across the region, the results of which are included in the report *What Makes a Successful Interprofessional Team? Views from Health Service Providers in Northwestern Ontario*. Information from this report has supported application processes and follow-up work in the area of interprofessional education and care.
- A regional locum pilot project, started by our LHIN Emergency Department Lead in 2008, has Emergency physicians from Thunder Bay Regional Health Sciences Centre doing locum coverage (filling in for a vacancy) in hospitals in Dryden, Fort Frances and Kenora to ensure 24 hour coverage in their emergency departments.
- The LHIN partnered with the North of Superior Training Board to develop *Health Care Opportunities in Northwest Ontario*, a resource for prospective learners, students and educators.

Developed with input of local health service providers and the LHIN's Health Human Resources Roundtable, this document has been circulated broadly to schools and organizations across Northwestern Ontario.

eHealth

- The North West LHIN's new Resource Matching and Referral (RM&R) system electronically matches patients' needs to available services in the community when a person needs to move from an acute care bed to another type of care. RM&R will help patients transfer through the system more smoothly and easily and will help alleviate Alternative Level of Care (ALC) pressures in the health care system

Story: 78 year-old Thomas (not his real name) made a bit of history on March 18, 2010. He was the first patient to be linked into the North West LHIN's new Resource Matching and Referral (RM&R) system. Instead of phoning around to find an appropriate care setting to accommodate Thomas, and then filling out and faxing the requisite paperwork, RM&R did the communicating electronically with the aid of its unique software. With the old system, it could take several days before the transfer was made. RM&R can cut this time by half or more.

- In March of 2010 the North West LHIN successfully launched the first North West LHIN eHealth Project Management Office (PMO) to aid in initiating, managing and tracking e-Health projects across the North West LHIN's region.
- As one of the first LHINs involved in the provincial Diabetes Registry project, the North West LHIN assessed the services and technologies of diabetes care providers in the region and selected potential Leader Sites to pilot the registering of their diabetes clients. When complete, the Diabetes Registry will help improve the quality of life for Ontarians with this disease. It will help prevent, manage and treat diabetes, and enable better self-care by providing people with access to information, education and tools.

Integration along the Continuum of Care

- Clinical integration activities are advancing through initiatives such as the LHIN-Wide Falls Management and the LHIN-Wide Wound Management programs. Both programs are great examples of how service providers across sectors of the health care system can work together to better coordinate care, achieve greater consistencies in clinical practice and, where appropriate, standardize and adopt assessment, documentation and communication tools to make clinical improvements system wide.
- Some examples of integration activities over the past three years include:
 - Sharing administrative staff between two hospitals sites in the LHIN to gain efficiencies.
 - Joint proposal development and implementation of initiatives between health service providers to better coordinate care
 - Partnerships in quality improvement initiatives such as the Flo Collaborative (to improve transitions from acute hospitals to other care settings were faster and smoother).

A more detailed look at our accomplishments in each priority area will be available in July on our website at www.northwestlhin.on.ca under the Integrated Health Services Plan tab.

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