

Mississauga Halton LHIN

Governance to Governance

Integrated Health Services Plan -
*Partnering Together for a
Healthier Tomorrow*

February 7, 2013



Ice Breaker

Angela Jacobs

Executive Lead, Governance and Quality Improvement

Agenda

Agenda Item	Lead	Time
Ice Breakers	Angela Jacobs Executive Lead Governance and Quality Improvement	10 min
Welcome and Introductions	Ron Haines Vice Chair MH LHIN Board of Directors	5 minutes
Introduction to the 2013-16 Integrated Health Services Plan (IHSP)	Liane Fernandes Director Health System Development and Community Engagement	20 min
The IHSP in Action	Angela Jacobs Executive Lead Governance and Quality Improvement	30 min
Break		10 min
Focus on Strategies to Support the IHSP	Bill MacLeod CEO MH LHIN	50 min
Closing Remarks	Ron Haines Vice Chair	



Welcome and Introductions

Ron Haines
Vice Chair
Board of Directors
Mississauga Halton LHIN

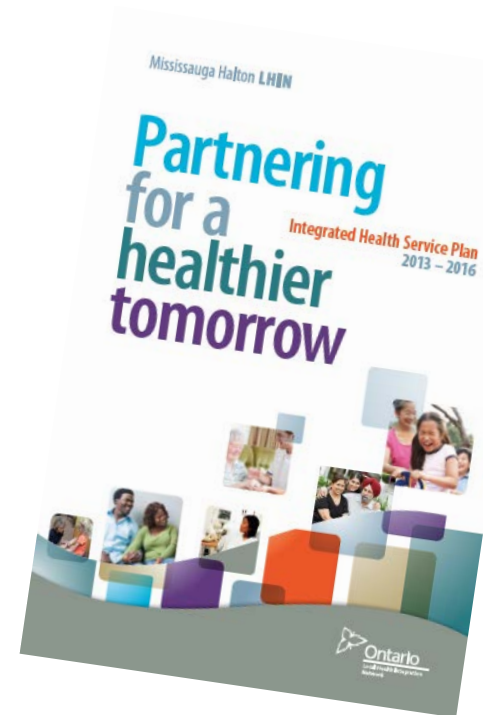
Mississauga Halton LHIN Integrated Health Services Plan 2013 – 2016



Governance to Governance Session
Liane Fernandes, Director, Health System Development & Community Engagement
February 7, 2013

According to the Local Health Services Integration Act (LHSIA), the IHSP:

- Sets out “a vision, priorities and strategic directions for the local health system. Sets out strategies to integrate the local health system to achieve the purpose of the Act”
- “Is consistent with the provincial strategic plan”
- Describes distinct local issues, strategies and integration initiatives, plus consistencies with Ontario’s Action Plan
- Has measurable targets (as per MLPA) so that success can be measured and reported to the public



IHSP 2013 – 2016 Development Process

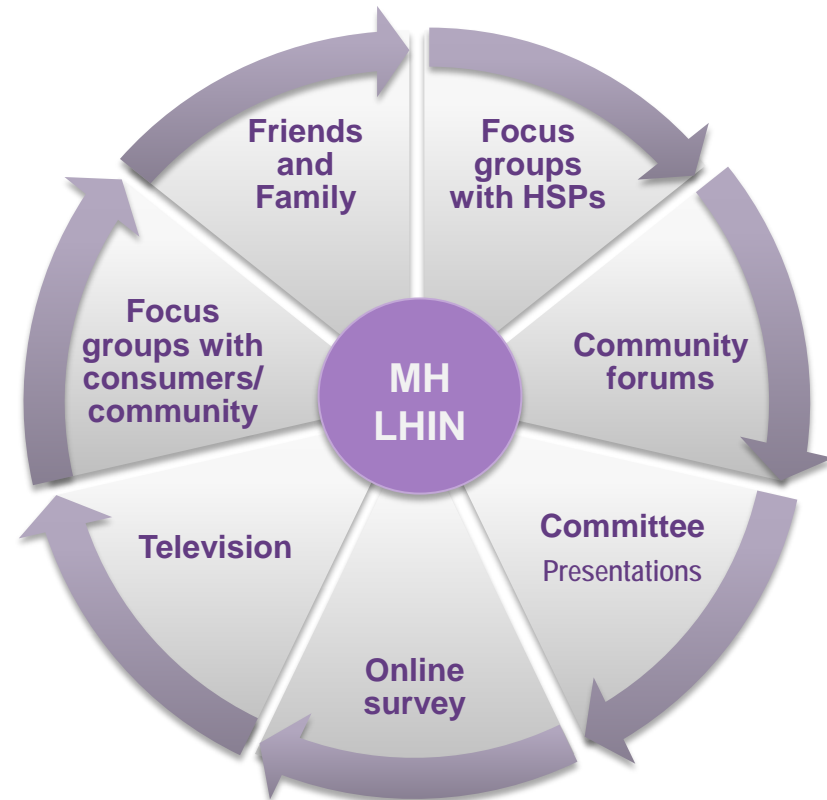
1. Provincial Direction
 - Literature review
2. Environmental Scan
 - Current state review
3. Community Engagement



“Reach Out & Touch” Community Engagement Results

Over a nine week period commencing May 14, 2012, the MH LHIN successfully engaged:

- Varying Age Groups: Pediatrics, youth, adults, seniors, palliative
- Various Sectors: Hospital, long-term care, community, primary care, public health
- Special Needs: Physical disability, visual impairment
- Culturally Diverse: Francophone, Afghan, Black, Chinese, Metis/Aboriginal, South Asian
- Vulnerable Populations: Coalition for Affordable & Accessible Housing, East Mississauga Community Health Centre, Homelessness Prevention Initiative





Accessible & Sustainable Health Care

Improve access to services to improve consumer flow, quality and safety

- ED wait times; Avoidable hospital readmissions; Wait times for priority surgical services; Integration to support regional programs



Support consumers, families and health care professionals to navigate the healthcare system

- Early collaborative planning for transitions; Provider awareness of health care system resources; Service navigation

Improve sustainability of the health care system

- Regional integrated capacity plans; Implement quality based procedures; Focus on high cost users; Maximize scope of practice; Manage growth in capacity

Family Health Care When You Need It

Improve access to family health care

- Attaching patients; Same/next day appointments; After hours; Home visits; Multi-disciplinary healthcare teams

Increase linkages between family health care and other health care providers to improve communication, coordination and integration across the continuum of care

- Health Links; Improve coordination of care; Increase capacity/access to specialists; Timely information sharing; Leverage technology



Enable people to stay in their homes longer

- Manage the volume of community services; Support for medication management and instrumental activities of daily living; Caregiver support; Training to support skilled staff

Provide integrated services that bring care closer to home

- Community centres for integrated services; Transportation or bringing programming to convenient locations; Maximize use of technology



Optimal Health – Mental & Physical

Increase healthy habits and prevention of disease

- Integrated model and approach; Support healthy lifestyles and disease prevention; Healthy workplace policies

Build partnerships for healthy communities

- Cross-sector partnerships; Peer support initiatives





High Quality, Person-Centred Care

Continue to support and foster a quality culture across the continuum of care

- Implement ECFAA within all HSPs; Develop mechanisms for tracking quality, patient safety and system effectiveness; Consistent care pathways and standardized care plans; Utilize scientific evidence

Value people's experiences to support system improvement

- Person experience metrics; Flexible services; Include people with lived experience in planning and quality improvement; LHIN-wide customer service focus

Apply a health equity lens for the delivery of health care services

- Raise awareness to decrease stigma; Focus on vulnerable populations and develop awareness and understanding of health equity; Cultural and linguistically competent services



Success is dependent on all of us working together.

Success will mean

- An equitable, high quality system, where people in Mississauga Halton LHIN will have timely access to the health care options they require , and those with the most serious and complex conditions will receive the support they need
- Services will be organized and delivered in a way that achieves the best health outcomes while being efficient

And success is important
... because we all want a
healthier tomorrow.





The Integrated Health Services Plan in Action

Angela Jacobs
Executive Lead, Governance and
Quality Improvement



Instructions

- Read the two stories at your table which demonstrate issues within our healthcare system
- Imagine it is now 2016 and we (all of us) as a LHIN, have been successful in achieving our goals and priorities
- Please work together and describe what each patient's experience would have been like if it had occurred in 2016.
- I will ask several tables to provide a succinct summary of the current story and then the story as in 2016

Break – 10 minutes

- For the next discussion please group back together with the other attendees from your organization
- Sit at any table you choose.
- Thank you.



Strategies to Support the MH LHIN Integrated Health Services Plan

Bill MacLeod
CEO
Mississauga Halton LHIN

Instructions

- Please discuss at your tables:
 - How could you as Governors of your organization, use your “foresight, insight and oversight” to develop strategies that support the LHIN priorities and goals in this IHSP?
 - How will your organizations measure success?
 - Think about how would that be demonstrated within the patient stories that you worked with in part one?
- Please capture these items on the sheets of paper provided at each table
- I will be asking you to provide some examples at the end of this exercise.



Closing Remarks

Ron Haines
Vice Chair
Board of Directors
Mississauga Halton LHIN

Thank you for attending tonight's session

You can find a copy of this presentation
www.mississaugahaltonlhlin.on.ca
Community Engagement



**Partnering
for a Healthier
Tomorrow**

