



The Connection

March 2007

Boards come together

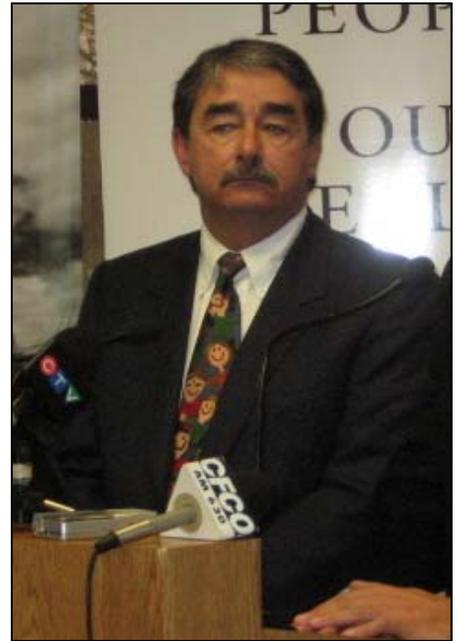
'Together We're Better: Building Collaborative Governance' was the theme of Board to Board Governance sessions hosted by the Erie St. Clair Local Health Integration Network on February 6th, 7th and 8th at Wheels Inn, Chatham. The 5 sessions brought together 218 board representatives from all sectors of healthcare. The purposes of the sessions were to inform participants of LHIN progress and begin to build the framework of a collaborative model that the LHIN and its counterparts will move forward from.

The governance sessions featured discussions hosted by David Wright, Acting Chair of the LHIN Board of Directors. "I was very pleased with the turn out, participation and the

interest of the boards to become actively engaged in the LHIN", said Wright.

Wright presented a proposal for the creation of a Governance Council. The proposed council would be a cross-sectoral group of Healthcare Service Providers from the tri-county, providing a platform for dialogue and information sharing amongst members. Additionally, it would also support the continual alignment of strategic planning between the LHIN and service providers.

The proposal was greeted with interest from participants, who were eager to play a role in constructing this initiative.



David Wright, Acting Chair
LHIN Board of Directors

Local healthcare begins

On April 1st the 14 Local Health Integration Networks (LHINs) officially begin the planning, funding and integrating of local healthcare systems. This is an exciting time in healthcare as the provincial government has recognized the need for a local healthcare body attuned and responsive to the needs of its citizens.

For as much excitement as this news has generated there has also been an equal amount of anxiety, from citizens and providers unsure of what this will mean for them. To

put some perspective on the impact of the LHIN and it's role moving forward, Erie St. Clair residents and service providers will need to know some basic facts.

Why change:

The provincial government is transforming the health system in order to make it more patient-centered, efficient and accountable. A local body in the form of the LHIN will allow for greater influence to strategically manage how healthcare is delivered with strong emphasis on outcome measurement.

What is the LHIN:

The LHIN is a not-for-profit Crown Corporation working with local health service providers and community members to effectively plan, integrate and fund their local healthcare system. The LHIN is governed by a Board of Directors with operations managed by a CEO reporting to the Board.

Who makes up the LHIN:

The Erie St. Clair LHIN spans three regions throughout Southwestern Ontario, including Chatham-Kent,

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Greetings from the CEO

Transforming healthcare

As I reflect on the past year, I can't help but think how quickly April 1st has approached, and how much we have accomplished. I am especially proud of our uniquely local, 3 year strategic healthcare plan. Our Integrated Health Service Plan is the result of the many voices across Erie St. Clair speaking as a community. Your message was heard loud and clear and we feel that our 8 Strategic Integration Directions reflect the localized needs of our Erie St. Clair community. I would like to extend thanks for everyone's contributions and ongoing hard work delivering healthcare to our residents.

April 1st signals the next phase of this transformation of healthcare in Ontario as we implement our

Integrated Health Service Plan. Together over the next three years we will build a system that: 1) recognizes successes and shares best practices, 2) brings together balanced and representative working groups to shape services to our community's needs and 3) meets targets that deliver the best health care possible to our residents, laying the foundation for a system that will be there for our grandchildren.

We have a big job ahead of us. The key to success will be in the 'we', which will include our entire system and the people who access it. Local healthcare is our vision and our mandate. But, the LHIN can only be truly local with your input and support. I am excited about the opportunities that lie ahead for all of



us as we work together to transform healthcare in Erie St. Clair.

Lets Make it Happen!

Gary Switzer
Chief Executive Officer

Diabetes in Action: a model of integration & innovation

When the Teen Health Centre received notice of funding from the Ministry of Health and Long-Term Care for a community based diabetes program in the fall 2005, it started the ball rolling on what would become a model of healthcare integration and innovation. Fast forward a year and half later, and the fully operational 'Diabetes in Action' now stands to teach us that you can't always predict where a ball will bounce once it hits the ground.

Housed at the Teen Health Centre's alternate site at 1487 Ouellette Ave in Windsor, 'Diabetes in Action' is a community based program providing access to education and clinical support to improve self management and reduce risk complications for adults with type 1 & 2 diabetes. Notice, the program is specific to adults, not youth. This is an important point as the Teen Health Centre's priority population is youth. To put some context to this

important detail and fully appreciate the outcomes, a look back at the beginnings of 'Diabetes in Action' is necessary.



Stacey MacKinnon, Nurse Educator and Kathy Lally-Edwards, Manager of Medical Services pose proudly in front of the 'Diabetes in Action' site in Windsor

With the notice of funding to the Teen Health Centre, Kathy Lally-Edwards, Manager of Medical Services began to implement the planning process. It would have been very easy for her to accept funds from the Ministry and use them to address diabetes within the context of Teen Health. However, Lally-Edwards had a vision that extended beyond her borders. Part of her vision and subsequent reality, was tapping into the resources of the community to effectively plan and implement a program that identified gaps in servicing, avoided duplication and enhanced existing programs. The key to accomplishing this task would be in the expertise of a Planning & Advisory Committee that was truly representative of diabetes care in Windsor-Essex. This immediate goal was fully realized as Lally-Edwards recruited a group that included Endocrinologists: Dr. Kidd, Dr. Wilson, Dr. Shaban, and repre-

Diabetes in Action, cont....

representatives from Sandwich Diabetes Program, Hotel-Dieu Grace Hospital, Windsor Regional Hospital and Leamington District Memorial Hospital.

With all these resources at their disposal, the Teen Health Centre forged ahead. This meant a full environmental scan to identify who was being left out in receiving support for their diabetes. Ironically, the result yielded by the committee pointed to the lack of programming aimed at adults.

The committee's finding could have presented an issue for The Teen Health Centre, as it was obviously outside of the service mandate of the organization. Instead, the committee took that conclusion and created a program that uniquely serviced a population that had been previously left out. In doing so the needs of the population were placed above the system parameters in a scenario where truly "out of the box" thinking ruled.

As it began to take form, 'Diabetes In Action' embraced other unique qualities ranging from using a chronic care disease management approach to a multi-access and collaborative service model. In terms of the later, the program has taken the notion of system integration to the next level – innovation.

Embracing innovation, 'Diabetes In Action' provides services to the wide angle of adult diabetes patients - without borders and in partnership with other providers. Their approach is simple. They identify three major points of entry in the system for providing care to adults with diabetes 1) Endocrinologists 2) Family Physicians and 3) Specialized & Priority Populations. In each of these settings the program staff works collaboratively with the Endocrinologists, Family Physicians and other healthcare providers on-site in

clinics across the region with a compliment of clinical support, counseling and education. As Lally-Edwards explained, this model "...promotes better access and improved clinical outcomes for patients". She also pointed out another result of this model as being the cross-pollination of best practices between the care practitioners. This effect over time will benefit the system at large, ultimately affecting care for people living with diabetes.

The now fully staffed and operational 'Diabetes in Action' program includes 3 nurses, 3 dietitians, a medical secretary, a medical advisor and manager. A testament to the programs initial success came in a recent funding announcement to provide additional staffing to the team. Adults with diabetes can now seek services free of charge and without referral including:

Insulin starts	Meal planning
Insulin adjustments	Carbohydrate counting
Blood glucose monitoring	Label reading
Foot Assessments	Weight management
Hypoglycemia teaching	Healthy eating habits
Medication re-view	Cooking classes
Sick day management	Lifestyle improvements

In our emerging local healthcare system, innovation through integration will be the direction fostered for addressing the needs our population. 'Diabetes in Action' is an excellent example of this principle. Kathy Lally-Edwards set goals reflecting system needs, planned and implemented a program with broad-based input and support and selected a program model and service strategy that met the needs of the clients in the most efficient and effective manner. All of this was accomplished to service a population need outside of the Teen Health Centre. This is the way of the future. This is the model for quality sustainable and local healthcare.

For information about 'Diabetes In Action' contact:

Kathy Lally-Edwards @
519-253-1551



Coming Soon!
YOUR Images
YOUR Community

LHIN Fast Facts - Chronic Disease

- Diabetes & its complications account for 25,000 years of life lost before age 75
- Canadians made 8.8 million visits to doctors for arthritis and related conditions
- 60,000 Canadians are currently hospitalized each year with Chronic Obstructive Pulmonary Disease (COPD)
- In Ontario, as many as one in five children and one in ten adults has asthma



Local health care begins, cont....

Windsor-Essex, Sarnia-Lambton. Over 100 Health Service Providers are accountable to LHIN and are represented by:

- Public and private hospitals
- Community Care Access Centre
- Community Support Service Organizations
- Mental Health and Addiction Agencies
- Community Health Centres
- Long Term Care Homes

The LHIN also recognizes other important stakeholders. These organizations will be included in the planning and implementation of our local healthcare system. They include:

- Public Health
- Individual practitioners
- Family Health Teams
- Ambulance services
- Laboratories
- Provincial drug programs
- Provincial programs
- Independent Health Facilities

What the LHIN cannot do:

As much as it is important to understand the mandate of the LHIN, the role of the LHIN will also be defined by its limitations. The Local Health Systems Integration Act set out the parameters for what the LHIN is not authorized to do, including:

- Provide direct healthcare services
- Replace provider board structure
- Run day-to-day operations of service providers
- Close hospitals

LHIN timelines:

While April 1st marks a significant change in healthcare, the short term will provide little in the way of change. Business will continue uninterrupted with the LHIN working behind the scenes. Much of the LHIN's emphasis will be based on three primary objectives: Integrated Health Service Plan implementation, Accountability Agreements, ongoing Community Engagement.

Strategic Integration Directions

One major task that is currently underway is the planning and implementation of the 8 Strategic Integration Directions. Senior Planner Alec Anderson is leading a team that will be responsible for improving the status of the strategic directions over the next three years. The strategic directions, which were published in the Integrated Health Service Plan (IHSP) this past October, were the direct result of consultation with Erie St. Clair residents and the examination of evidence generated from demographic and utilization data.

As confirmed in the IHSP process, Windsor-Essex, Chatham-Kent and Sarnia-Lambton experience higher occurrences of diabetes arthritis/ rheumatism, high blood pressure and obesity when compared to the provincial average. This finding was a key influence in the development of the strategic directions and the 'Chronic Disease Management' strategy that is a centre piece of the plan.

Accountability Agreements

A significant responsibility of the LHIN will be negotiating accountability with service provider organizations. The Ministry has phased this process in over the next three years in order to facilitate a smooth transition from old model to new. The contracts, known as 'Accountability Agreements', will be an important part of creating an integrated healthcare system with increased emphasis on performance standards. As each new agreement is struck, we will move closer to creating a more seamless system that will work in partnership to meet the needs of Erie St. Clair residents.

Schedule

- 07/08 - Public and Private Hospitals
- 08/09 - Community Health Centres
- 08/09 - Long Term Care Homes
- 08/09 - Mental Health and Addiction Agencies

- 08/09 - Community Support Service Agencies
- 09/10 - Community Care Access Centre

Community Engagement

Local healthcare will remain at the heart of the Erie St. Clair LHIN's focus. This means staying connected to the pulse of the community. The Community Engagement team will be conducting events on an ongoing basis to educate and create dialogue around our local healthcare. They work symbiotically with Planning and Integration to bring community members into committees and working groups utilizing the expertise of our citizens. They will also provide information through the media and other various publications to ensure open and transparent communication with the public.

For more information about the Erie St. Clair LHIN visit our Web site at:

www.eriesticlairlhin.on.ca

Our Vision

A healthcare system that helps people stay healthy, delivers good care to them when they are sick and will be there for their children and grandchildren.

LHIN Callpath

With the coming transition of responsibility on April 1st from the Regional Offices of the Ministry to the Local Health Integration Networks, there will be some unfamiliarity of who to call, where and with what. The Erie St. Clair LHIN wants to ensure that this process is a smooth one and that Health Service Providers are not left in the dark.

To meet this need the LHIN has developed an interactive search engine called the LHIN 'Callpath'. The 'Callpath' was distributed on CD to all Health Service Providers across the network prior to April 1st. The CD will give users the ability to navigate through the LHIN and identify staff members, departments and topics relating to practical questions service providers will have. Every aspect of the disc is designed for users to navigate to central contacts based on their

needs or level of familiarity with the LHIN. Each contact has a profile highlighting the staff member's portfolio and areas where they will interact with Health Service Providers.

The tool can be easily uploaded to service provider's computers and accessed at any time. It can function as a LHIN phone directory and information source all in one. It's quick and easy to operate with multiple access points to search by region, name, position, department or topic.

As of April 1st we want everyone from across the LHIN to have a sense of familiarity and comfort with the LHIN, having the resources and tools to enable effective communication. We welcome everyone's input and questions as we move forward with creating a health system that is uniquely local to Erie St. Clair.

PUBLIC BOARD MEETING

**Tuesday, May 22th, 2007
6:30pm
Sarnia**

Delegations who would like to present to the Board are asked to submit a proposal outlining their presentation to:

**Ruth Augi
Corporate Coordinator
ruth.augi@lhins.on.ca**

The deadline for proposal submission is

Friday, April 20th, 2007

Only delegations submitting written proposals prior to the deadline will be considered

Coming events

March 27	Open Board Meeting	Chatham, LHIN Office
April 1	Funding Transfer	Province-wide
April 21	Mall Campaign	Downtown Chatham Centre
April	DVD Release	Region-wide
April	Photo Contest	Region-wide
May 22	Public Board Meeting	Sarnia
June	Rural Tour	Various Locations

**Update your Erie St. Clair partners
Submit upcoming events to our monthly calendar**



Watch for the next issue of 'The Connection' in April. If you have comments or ideas for future issues, please contact:

**Ron Sheppard at
519-351-5677 ext 230
ron.sheppard@lhins.on.ca**

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