

# 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

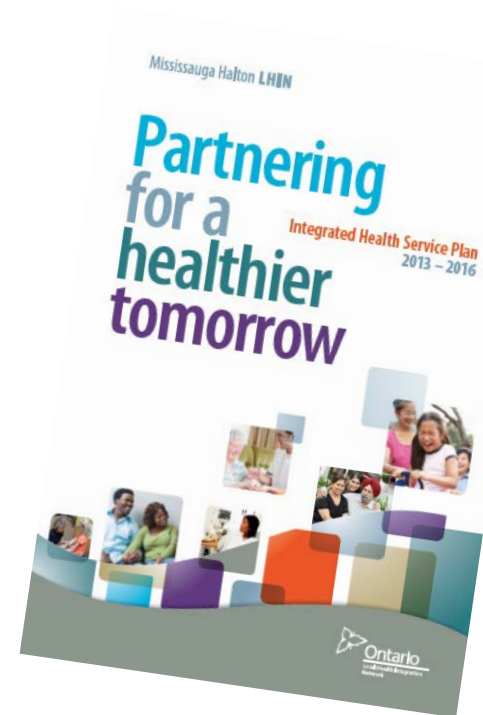
# Mississauga Halton LHIN Integrated Health Services Plan 2013 – 2016



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

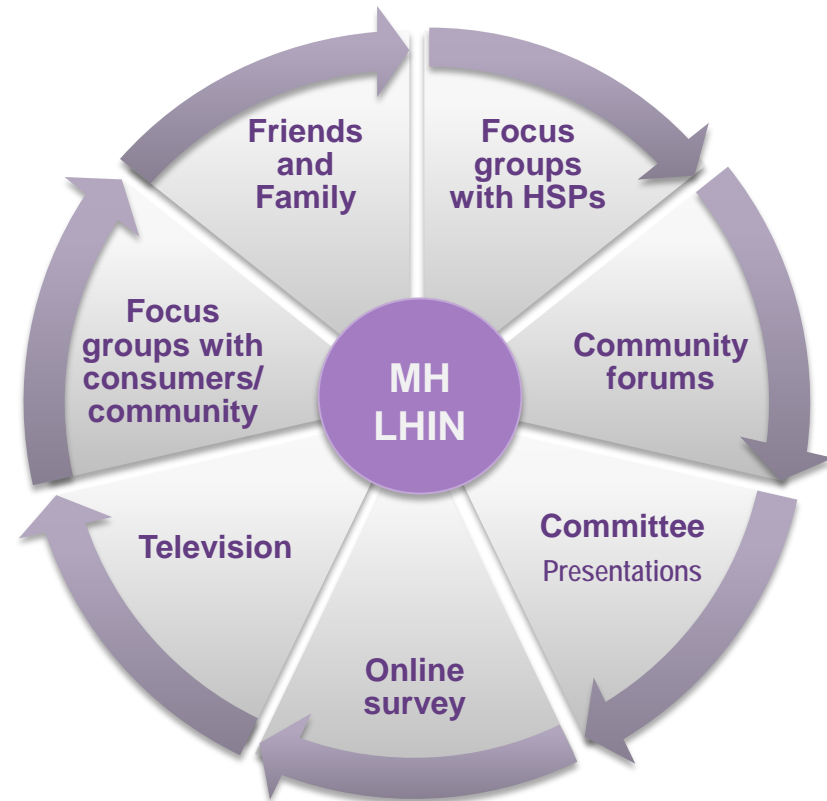
1. Provincial Direction
  - Literature review
2. Environmental Scan
  - Current state review
3. Community Engagement



# “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







Family Health Care  
When You Need It

Accessible &  
Sustainable  
Health Care

Optimal  
Health –  
Mental &  
Physical

**Partnering  
for a Healthier  
Tomorrow**

High  
Quality  
Person-  
Centred  
Care

Enhanced Community Capacity

## 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



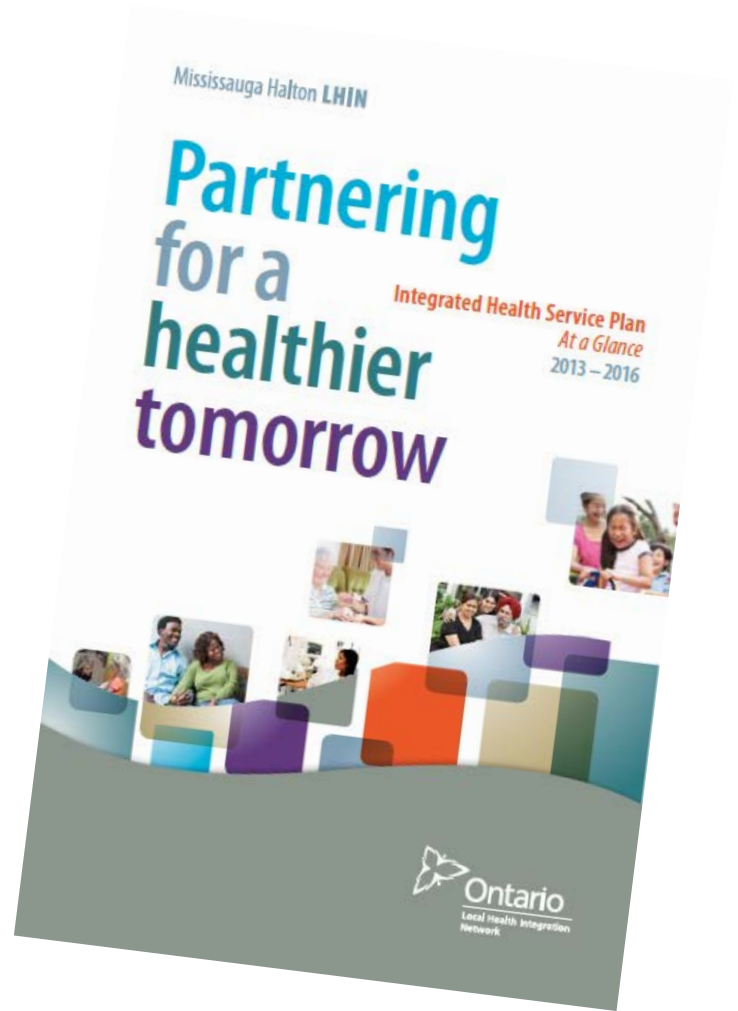
Success is dependent on all of us working together.

## 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](http://www.mississaugahaltonlhlin.on.ca)  
*Community Engagement*



**Partnering  
for a Healthier  
Tomorrow**

