Mississauga Halton LHIN G2G IHSP Engagement

On June 8, 2015, the Mississauga Halton LHIN engaged with the Boards of Governors from the Health Service Providers in the region. With over 120 people in attendance representing 47 organizations, participants included Board Chairs and Members, Executive Directors and CEOs along with Management from Health Service Providers.

Throughout the evening, participants joined their peers in facilitated table discussions regarding the existing five priorities in the current Integrated Health Service Plan. The priorities in the Integrated Health Service Plan 2013-2016 include:

1. ***Accessible & Sustainable Health Care***
2. ***Family Health Care When You Need It***
3. ***Enhanced Community Capacity***
4. ***Optimal Health – Mental & Physical***
5. ***High Quality Person-Centred Care***

Within each table, there was representation from across the continuum of care which created lively discussions about the future strategies the LHIN should consider for the upcoming strategic plan. Many stories were shared, great ideas generated and the buzz in the room was energizing!

Summary of Key Themes

1. *Accessible & Sustainable Health Care*
   - Enhance **collaboration & communication** by providers to facilitate transitions
   - **Patient education** regarding the services available & how to use them effectively
   - Leverage **technology** to improve access and information sharing

2. *Family Health Care When You Need It*
   - Increase **access to primary care & specialists** to decrease wait times
   - Need for **patient navigator** to assist patients in family throughout the system
   - Provide access to **multi-disciplinary primary health care teams** as a standardized approach to care

3. *Enhanced Community Capacity*
   - **Leverage community resources** such as volunteers and churches to increase capacity
   - Enhance **caregiver supports** and respite to prevent burnout
   - Create **community hubs** where multiple services are provided in one location

4. *Optimal Health – Mental & Physical*
   - Promote **healthy lifestyle** through partnerships with other sectors
   - Develop **partnerships** with both private and public sectors in the community
   - Increase provider awareness of **social determinants of health** when developing care plans

5. *High Quality Person-Centred Care*
   - **Health Care Provider education** on cultural issues and diversity within the region
   - Use experience based design to **gain patient insight** when developing the system
   - Adopt **best practices** and **measure outcomes** to ensure quality