

## News Release and Backgrounder

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### **New Plan Focuses on Improving Health Outcomes for Residents of Northwest**

*Health System Transformation Remains at the Heart of the Plan*

**February 1, 2016, Thunder Bay** – Today, the North West LHIN released its *Integrated Health Service Plan 2016-2019*, which intends to continue advancing health system transformation in Northwestern Ontario. This Integrated Health Service Plan, also known as the IHSP IV, is the fourth to be developed since the LHIN's inception and will be in effect from April 1, 2016 to March 31, 2019.

The *Integrated Health Service Plan IV* has been developed following extensive qualitative and quantitative data collection and analysis completed during 2013-2016 with 30,643 individuals, groups, and organizations to assess the successes achieved through implementation of the strategic priorities outlined in the IHSP III and to validate future directions for health system improvement, integration, and transformation in the IHSP IV.

To further inform the development of the IHSP IV, the North West LHIN also conducted an innovative community engagement campaign, entitled *Guide Your Health: Your Story, Your Future*, to gather additional feedback from residents in Northwestern Ontario between April and June 2015. The North West LHIN collected over 1,500 comments from more than 700 residents who identified areas of the health system that work well and opportunities for improvement.

The IHSP IV aligns with the strategic goals and vision for Ontario's health system outlined in the Ministry of Health and Long-Term Care's *Patients First: Action Plan for Health Care*. In addition, the IHSP IV reaffirms the North West LHIN's commitment to continue advancing the North West LHIN Health Services Blueprint introduced in 2012 that focuses on greater integration of services, better health outcomes, and quality improvement to enhance the care experiences of patients, residents, caregivers, and families.

Over the next three years, the North West LHIN's IHSP IV will continue to build an integrated health care system through four priorities:

- Improving the Patient Care Experience
- Improving Access to Care and Reducing Inequities
- Building an Integrated eHealth Framework, and
- Ensuring Health System Accountability and Sustainability

## Quotes:

“The North West LHIN Board of Directors approved the IHSP IV which is clearly setting the path to move towards a value-based health care system which is designed to reflect population needs and improved health outcomes. Achieving priorities in this Plan will require commitment and unwavering leadership at all levels in our region.”

**Dan Levesque, Interim Board Chair, North West LHIN**

“The IHSP IV is a reflection of what the residents and health service providers in this region have told us they value in their health system – better quality, improved access, and sustainability into the future. We look forward to working with health system partners, communities, and residents in the North West LHIN to bring the priorities in the IHSP IV to life over the next three years.”

**Laura Kokocinski, CEO, North West LHIN**

## Quick facts:

- Local Health Integration Networks (LHINs) were established under the *Local Health System Integration Act* in 2006, which sets out their mandate and power to plan, fund and integrate health care and to engage communities.
- The North West LHIN is responsible for planning, integrating and funding local health services – hospitals, long-term care homes, the Community Care Access Centre, community health centres, community support services, and mental health and addictions agencies.
- The North West LHIN and its Board of Directors are responsible for more than \$600 million of health care services delivered in Northwestern Ontario.
- The *Local Health System Integration Act, 2006*, requires all of Ontario’s 14 LHINs to develop and publish Integrated Health Service Plans every three years.
- The *Patients First: Action Plan for Health Care* sets clear and ambitious goals for Ontario’s health care system in order to put patients at the centre of our health care system by improving the health care experience as follows:
  - Access: Improve access - providing faster access to the right care;
  - Connect: Connect services - delivering better coordinated and integrated care in the community closer to home; providing better home and community care;
  - Inform: Support people and patients - providing the education, information, and transparency Ontarians need to make the right decisions about their health; and
  - Protect: Protect our universal public health care system - making decisions based on value and quality, to sustain the system for generations to come.

## **LEARN MORE**

For more information on the North West LHIN or the Integrated Health Service Plan, please visit our website: [www.northwestlhins.on.ca](http://www.northwestlhins.on.ca).

## **Media Contact:**

Petronilla Ndebele, Director, Corporate Communications & Community Engagement

807-684-9425, extension 2039

Toll free 1-866-907-5446, ext. 2039

[petronilla.ndebele@lhins.on.ca](mailto:petronilla.ndebele@lhins.on.ca)

## Backgrounder

### What is an Integrated Health Service Plan?

The *Local Health System Integration Act, 2006*, requires all of Ontario's 14 LHINs to develop and publish Integrated Health Services Plans every three years. This Integrated Health Service Plan is the North West's LHIN fourth, for the period April 1, 2016 to March 31, 2019. It builds upon earlier planning work and strategies implemented in the previous North West LHIN Integrated Health Service Plans. The IHSP is a plan that the North West LHIN relies on to make decisions about health system transformation and service delivery. It also guides the North West LHIN's Board of Directors in decision-making regarding funding allocations and it directs the LHIN's operations in Northwestern Ontario for each three-year span.

### What is the system goal of the *North West LHIN Integrated Health Service Plan 2016-2019*?

The system goal is to create an integrated health care system in the North West LHIN that improves health outcomes for the residents of the Northwest region. The North West LHIN is working with partners to change the way care is conceptualized, funded, and delivered by transitioning to a value-based health care system. A value-based health care system is designed with and for the patient based on his or her needs, and delivers safe, culturally-appropriate, effective care at a reasonable cost. Inter-professional care teams share the responsibility for improving health outcomes and rely on evidence-based care that considers patients' goals and preferences. Regular evaluation measures improvements in health outcomes against the costs of achieving those outcomes, and changes to funding structures may be required to more strongly emphasize quality of care provided rather than simply volumes.

In alignment to the Health Services Blueprint model and through partnership with local stakeholders, both horizontal integration (e.g. between hospitals) and vertical integration (e.g. across sectors) will be implemented in 2016-2019. To improve the health status and care experience of people in Northwestern Ontario, the North West LHIN has adopted a population-based planning approach which respects both language and culture to ensure the delivery of person-centered care. Particular attention has been paid to both Aboriginal and Francophone health issues in the creation of the IHSP IV.

### What are the priorities identified in the Plan?

The *North West LHIN Integrated Health Service Plan 2016-2019* identifies four priorities:

1. Improving the Patient Care Experience
2. Improving Access to Care and Reducing Inequities
3. Building an Integrated eHealth Framework, and
4. Ensuring Health System Accountability and Sustainability

These priorities for change will guide the activities of the North West LHIN over the next three years.

## **Priority 1: Improving the Patient Care Experience**

The goal is to foster a culture of continuous quality improvement across the North West LHIN region. The *North West LHIN Integrated Health Service Plan 2016-2019* lists a number of strategies to advance this work over the next three years by:

- Transforming the home and community care delivery system in alignment with the provincial model
- Advancing virtual care for management of chronic conditions (e.g. congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), and diabetes)
- Implementing an integrated rehabilitation, complex continuing care, and long-term care service delivery model at the local, district and regional level including bundled care and,
- Implementing the provincial integrated palliative care service delivery model at the local, district and regional level

## **Priority 2: Improving Access to Care and Reducing Inequalities**

The goal is to ensure equitable access to health care services that are appropriate, timely, and meet the needs of the population. The *North West LHIN Integrated Health Service Plan 2016-2019* includes a number of strategies to advance this work over the next three years by:

- Identifying and supporting the implementation of innovative and integrated primary care models
- Collaborating with primary care providers to implement advanced appropriate access for individuals with chronic conditions
- Improving timely and appropriate access to specialist care
- Identifying and implementing strategies with primary care providers that promote the use of clinical practice guidelines
- Collaborating with primary care providers in the recruitment of health care professionals
- Developing and implementing an integrated regional surgical service model
- Support application of clinical processes that improve the flow of patients through the continuum of specialty care
- Implementing innovative models to enable access to specialty care closer to home
- Improving access and appropriateness with diagnostic services
- Supporting the integrated pregnancy program at Sioux Lookout Meno Ya Win Health Centre including adoption of this service model across the LHIN
- Collaborating with key stakeholders to address maternal/child health issues such as Neonatal Abstinence Syndrome (NAS) and Fetal Alcohol Spectrum Disorder (FASD)
- Collaborating with key stakeholders on strategies to reduce diabetes in youth
- Defining and implementing an integrated model of care for mental health and addictions in the North West LHIN

- Implementing data quality improvement strategies in the sector
- Implementing quality-based procedures in the mental health and addictions sector
- Expanding shared care models in primary care to address mental health and addictions issues
- Supporting development of mental health initiatives in partnership with Aboriginal, provincial and federal stakeholders

### **Priority 3: Building an Integrated Electronic Health Framework**

The goal is to leverage the adoption of eHealth systems and the use of innovative technology that improve access to care and health outcomes. The *North West LHIN Integrated Health Service Plan 2016-2019* includes a number of strategies to advance this work over the next three years by:

- Implementing the Connecting North East Ontario (cNEO) clinical viewer for viewing patient clinical information
- Establishing a patient portal enabling patients to participate in their health care decisions
- Expanding usage of electronic referrals to more health care providers
- Advancing an eHealth shared service offering that will allow all regional health service providers access to needed eHealth resources
- Utilizing eHealth solutions to enable the achievement of clinical priorities in the region
- Implementing initiatives aimed at advancing the goals of Ontario's eHealth Strategy
- Expanding access to virtual services

### **Priority 4: Ensuring Health System Accountability and Sustainability**

The goal is to ensure sustainability of the health care system through efficient and effective use of resources. The *North West LHIN Integrated Health Service Plan 2016-2019* includes a number of strategies to advance this work over the next three years by:

- Implementing redesign of the system to shift care from hospital to community care within existing resources
- Equalizing distribution of health care resources across districts
- Standardizing quality-based care pathways for high impact programs and standardize costing models for programs and services
- Implementing identified succession plan at the governance and operational levels in the North West LHIN
- Formalizing evaluation of system change to assess system sustainability
- Implementing strategies to achieve Ministry-LHIN Accountability Agreement (MLAA) targets
- Ensuring deliverables in accountability agreements are met
- Increasing the number of programs delivering services at or below the North West LHIN benchmarks for cost per unit of service and administration