

Collaborative Regional Project moves forward to Phase 2

August 10, 2015

NEWS

At the special meeting of the South East LHIN Board of Directors held today, there was agreement to move forward to Phase 2 of the *Health Care Tomorrow – Hospital services* project and further explore the opportunities to improve access to high quality care through the development of a sustainable system of integrated care.

The decision to maintain the concerted efforts to build a more collaborative and integrated system of hospital services comes after the Boards of all seven Hospitals and of the South East Community Care Access Centre have accepted, by way of a formal motion, the recommendation to move forward to Phase 2.

The Phase 1 Recommendations Report, released in July 2015, summarizes opportunities for potential changes to the regional system of hospitals. The identified options focus on improving access to patient care and making better use of resources across the South East LHIN in three key areas of hospital services: Clinical Services, Diagnostics and Therapeutics, and Business Functions.

The options require detailed analysis and planning before any changes to the current system will be possible. Therefore, Phase 2 of the project will consist of the next level of analysis, the design, and the potential transition planning. This detailed work will articulate the role played by each hospital within the regional model and validate the potential savings and investment costs that were estimated in Phase 1 through in-depth planning.

Understanding the unique needs of the communities within the South East LHIN, and to ensure that the patient voice continues to inform our process and decisions throughout, further community and patient engagement will be a key component of this second phase.

Working to achieve better coordinated and integrated services across the region is part of the South East LHIN's commitment to improving the health care system and aligns with Ontario's Action Plan for Health Care: *Patients First*.

– 30 –

QUOTES

“I praise the significant and inspiring efforts of hospital leaders to explore and identify opportunities to improve service delivery in the South East LHIN region. We have a clear opportunity to gain from this transformation, to take a considered and collaborative approach to design an effective system that

addresses the needs of the patients and continuously emphasizes integration for better quality, better access and better value.”

- Donna Segal, Board Chair South East LHIN

QUICK FACTS

A summary of the recommendations in the three key areas of hospitals services:

- The **Clinical Services** working group recommend further investigation for the development of a regional system of care for highly specialized services and urgent/emergent care, as well as, for the development of an Emergency Department Avoidance Strategy. The working groups also recommend further investigation to improve service delivery and the integration of care through a standardized approach, and strengthened community services and resources to serve the needs of complex chronic/frail elderly patients.
- The **Diagnostic & Therapeutics** working group recommend further investigation to develop regional models for Diagnostic Imaging, Laboratory and Pharmacy to serve all the hospitals in the South East LHIN
- The **Business Functions** working group recommend further investigation of the possibility to develop a shared service across the South East LHIN to support Finance, Human Resources, Facilities/Support Services and Information Services.

READ MORE

Read more on the **Health Care Tomorrow – Hospital Services project**:

- Backgrounder (attached)
- [Phase 1 Recommendations Report 2015](#)
- [Questions and Answers](#)

Get more information about the Health Care Tomorrow – Hospital Services project by visiting the www.healthcaretomorrow.ca website.

For more information about the South East LHIN, contact:

Caitlin den Boer

Communications Lead

South East LHIN

613-967-0196 ext. 2240 or

613.242.7655 – Cell

[*Caitlin.denBoer@lhins.on.ca*](mailto:Caitlin.denBoer@lhins.on.ca)

Background

Health Care Tomorrow – Hospital Services

71 Adam Street
Belleville, ON K8N 5K3
Tel: 613 967-0196 • Fax: 613 967-1341
Toll Free: 1 866 831-5446
www.southeastlhin.on.ca

The Hospitals in the South East LHIN face a number of issues so significant that they cannot be solved in isolation. Hospitals have come together, through *Health Care Tomorrow (HCT) – Hospital services project*, to identify opportunities for the optimal deployment of resources that will lead to a sustainable system of integrated care.

Started in June 2014, *HCT – Hospital services* is collaboration between leaders from all seven hospitals and health care partners, namely:

- Brockville General Hospital,
- Hotel Dieu Hospital,
- Lennox and Addington County General Hospital,
- Kingston General Hospital,
- Perth Smiths Falls District Hospital,
- Providence Care,
- Quinte Health Care,
- Community Care Access Centre (CCAC),
- Queens University Faculty of Health Sciences,
- South East LHIN.

With the vision to improve access to high quality care through the development of a sustainable system of integrated care, eleven Working Groups were created in three key areas of hospital services:

- **Business Functions** (4) – Human Resources, Finance, Facilities/Support Services, Information Services
- **Diagnostics & Therapeutics** (3)– Laboratory, Pharmacy, Diagnostic Imaging
- **Clinical** (4) – Chronic Complex/Frail Elderly Care, Elective Services, Tertiary/Quaternary Services, Urgent/Emergent Services

Through four meetings, each working group focused on reviewing how current hospital services are provided and looked at how they could expand collaboration and partnerships between providers to make better use of the available resources, to improve patient experience and access to hospital services, and to ensure our health system is sustainable for years to come.

During the course of Phase 1, leaders and partners were committed to continuously engaging patients and families, community members, physicians, front-line staff, and community partners, and as such, they initiated the following engagement activities:

- Active participation of a Regional Patients Advisory Council, established in Fall 2014, to Health Care Tomorrow – Hospital Services project working groups;
- Twelve community open house sessions held in Bancroft, Brockville, Napanee, Kingston, Smith Falls and Belleville in May of 2015;
- 1,700 online surveys completed by community member across the South East LHIN;
- Hospital Governance engagement session held in June 2015.

Phase 1 of *HCT-Hospital services* started in February 2015 and ended with the approval of the Phase 1 Recommendations Report by all Boards.

The recommendations from the working groups are included in the Phase 1 Recommendations Report as follows:

- The **Clinical Services** working groups recommend further investigation of the following initiatives:
 - Develop a regional system of care for highly specialized services
 - Develop a regional system of care for urgent/emergent care
 - Develop an Emergency Department Avoidance Strategy
 - Standardize the approach to serve the needs of complex chronic/frail elderly patients
 - Improve service delivery and the integration of care for complex patients/frail elderly
- The **Diagnostic & Therapeutics** working groups recommend further investigation of the following initiatives:
 - Develop a regional Diagnostic Imaging system to serve all the hospitals in the South East LHIN
 - Develop a regional Laboratory system to serve all the hospitals in the South East LHIN
 - Develop a regional Pharmacy system to serve all the hospitals in the South East LHIN
- The **Business Functions** working groups recommend further investigation of the possibility to develop a shared service across the South East LHIN to support Finance, Human Resources, Facilities/Support Services and Information Services.

Health Care Tomorrow (HCT) is a set of initiatives that share the same goal of redefining the healthcare system across our region to ensure the best care for patient, clients and their families. Current initiatives include:

- **Hospital services**
- Addictions and Mental Health
- Health Links
- Home and Community Care
- South East Hospice Palliative Care