

\$835,200 to Improve Patient Care in Southeastern Ontario's Small Hospitals

Ontario Government Helping Small and Rural Hospitals Provide Innovative, Quality Care

NEWS

May 16, 2013

Ontario is helping small and rural hospitals in Southeastern Ontario enhance patient care and improve collaboration with community health care partners, including family health teams, community health centres and the South East Community Care Access Centre.

In the South East Local Health Integration Network (LHIN), 9 projects totalling \$835,200 will receive support through the province's Small and Rural Hospital Transformation Fund. Initiatives include

- An integration project linking 3 community organizations and 2 hospitals to create an Integrated Community Assessment and Referral Team.
- Eight technology projects to link small rural hospitals with large and academic hospitals, expand emergency department notifications to CCACs and primary care providers, increase the number of reports available electronically to a broad clinical community, and facilitate transitions to the community.
- A training project to educate primary care, mental health and addictions, and LTC providers in LEAN methodologies (reduce duplication, improve workflow process).

A better, more co-ordinated health care system that provides the right care, at the right time, in the right place is part of Ontario's [Action Plan for Health Care](#) and supports the Ontario government's efforts to build a healthy province and a fair society for all.

QUOTES

"Small and rural hospitals in southeastern Ontario are using this new support to close gaps in care and make it easier for patients to access follow-up treatments. We want patients across the province, regardless of where they live, to be able to access the care they need, when they need it."

— **Deb Matthews, Minister of Health and Long-Term Care**

"Patients in rural and small town settings sometimes face greater challenges with accessing services and follow-up treatments. This investment will help to provide more co-ordinated, higher quality care and improve the transition for patients between hospital and community care."

— **John Gerretsen, MPP, Kingston and The Islands**

"Today's announcement will help our small and rural hospitals provide improved access to patient services while enhancing communication and collaboration with community services in the South East region. This support through funding will improve access to patient care and ensure hospitals and community agencies continue to provide the right care, at the right time, in the right place."

— **Paul Huras, CEO South East LHIN**

QUICK FACTS

- The province is providing \$20-million to help small and rural hospitals across the province transform health care delivery to provide better integrated care.
- Sixty-four small and rural hospitals in Ontario were eligible to apply through their Local Health Integration Network (LHIN) for one-time funding for projects that improve patient care.
- LHINs allocated the funding to hospitals, allowing funding decisions to be local, flexible and based on making the highest impact on patient care.

LEARN MORE

- Find out more about Ontario's [Action Plan for Health Care](#)

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Support for Small and Rural Hospitals in Southeastern Ontario

Ontario is providing funding to hospitals in southeastern Ontario for projects that will improve access to patient care and enhance integration and collaboration between hospitals and community care partners. The funding is a part of the Ontario government's \$20-million, one-time investment in small and rural hospitals.

In the South East Local Health Integration Network, the following projects are receiving support through this initiative:

Quinte Healthcare Corporation **ED Primary Care Notification Pilot**
Project notifies primary care providers about patients' visits to the emergency department.

Benefits of the project include:

- Identifying individuals needing support to avoid hospitalization
- Facilitating design of care models around targeted populations (e.g. frail seniors, end-of-life care, high-volume users)
- Enhancing collaboration and communication between primary care and hospitals in the south east.

Quinte Healthcare Corporation **Improving the Patient Journey**
This initiative maps the path of care for patients from North Hastings Hospital (NHH). The project looks at finding efficiencies and improving the patient care experience through the use of formal LEAN* resources and co-operation between NHH and the community agencies and community family physicians.

This would ensure access to core services, ensure collaboration with community services and improve the quality and safety of services for patients.

Quinte Healthcare Corporation **Health Records Initiative/Scanning Expansion Project**
Funding will further QHC's adoption of electronic health records (EHRs):

- Scanning documents to help North Hastings Hospital physician's access and view patients' EHRs.
- Purchasing voice recognition licenses for physicians to improve turnaround times; and provide vital patient information for physicians/patient care.

Quinte Healthcare Corporation **ED CCAC Notification Expansion Project**
The Notification System is a joint initiative of the South East Community Care Access Centre (CCAC), SE LHIN, Kingston General Hospital and Hotel Dieu Hospital.

This project will expand the South East ED-CCAC Notification System to Lennox and Addington and Quinte Healthcare Corporation. The system will:

- Improve communication and co-ordination between the South East

CCAC and SE LHIN hospital emergency department staff.

- Allow more timely identification and response to the care and support needs of CCAC clients presenting to the ED.

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iCART (Integrated Community Assessment and Referral Team)

The project will support the implementation of:

- A centralized information and referral source supporting community service delivery and service co-ordination.
- Innovative use of navigators to work directly with clinicians, individuals and families, and foster access to required services.
- An information and education strategy to inform all health care providers.

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Physician Documentation in Meditech

This project will combine technology and LEAN management to complete the implementation of the Electronic Health Care Record, and transform business processes to improve information flow.

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Health Records Transformation

In conjunction with Physician Documentation in Meditech, this project will, using LEAN management:

- Review and align processes within the Health Records Department to reflect the change from paper-based records to electronic
- Implement redesigned processes
- Eliminate storage of paper based records

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Radiology Voice Recognition

The purpose of this initiative is:

- To facilitate the electronic delivery of radiology reports
- Reduce the time between exam and report delivery
- Facilitate information transfer between internal departments.

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Discharge History and Physicals

This initiative will:

- Facilitate the electronic delivery of discharge summaries, histories and physicals to the EMR, CDR and physicians EMR
- Facilitate information transfer between internal departments when the patient is admitted.

*LEAN process improvement training can help teams examine workflow processes, search for ways to reduce duplication, standardize inconsistent steps, and eliminate work that does not add value to the patient.