

WORKING TOGETHER FOR A HEALTHIER FUTURE

Integrated Health Service Plan 2010 - 2013

The WWLHIN presents its second strategic plan for Waterloo Wellington's health care system - *Working Together for a Healthier Future, Integrated Health Service Plan (IHSP), 2010 – 2013*. This plan builds on the successes accomplished in the past three years (IHSP 2007 – 2010) through the collaborative work of the WWLHIN, health service provider organizations, networks, and local residents.

The IHSP 2010 – 2013 outlines our community's priorities for health care and presents a detailed action plan for the next three years.

It is a cohesive plan that looks at our entire system – after all, changes in one area can positively or negatively affect another area. It is a plan that reflects the priorities of the province. It is supported by local health service providers who will be called upon to address the improvements. It is a plan that looks at satisfying our immediate needs while investing for our future.

The strategic plan was developed after extensive consultation with our residents and health service providers. Answers to the following questions formed the basis of the plan ►what does the Waterloo Wellington community want their health system to become ►what will it take to get there ►how well are we currently doing ►what improvement opportunities do we want to address first ►what changes can we make that result in improvements?

Through this process, eight priorities were identified. They have been assessed, researched, and developed to confirm that they are indeed what we need to address as we continue to improve our local health system.

To achieve our vision, four overall focus areas, or strategic dimensions, were identified and play a part in all our planning. They are to ►improve access to health services ►improve the health of the population ►make the system more effective, and ►build a system today that is sustainable in the future. To help make it all happen, we will also focus on health human resources, eHealth and strategic leadership.

For the next three years, we will continue to work together – the WWLHIN, health service providers, networks and residents, to accomplish the action plans for the eight priorities of the IHSP 2010 – 2013. Together, we will achieve our community’s goal to Live and Live Well in Waterloo Wellington!

OUR HEALTH SERVICE PRIORITIES ARE TO IMPROVE:

- Patient safety and enhance quality of care
- MRI wait times
- Access to emergency department care
- Access to primary care
- Access to, and coordination of, addictions and mental health services
- Chronic disease prevention and management
- Outcomes for stroke patients, and to
- Decrease alternate level of care days

Visit our website for the entire IHSP 2010 – 2013 document www.wwlhin.on.ca or contact the office for a copy.

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WORKING TOGETHER FOR A HEALTHIER FUTURE INTEGRATED HEALTH SERVICE PLAN, 2010 – 2013

Working Together for a Healthier Future, IHSP 2010 – 2013 outlines the challenges and opportunities for improvements in our local health care system. After extensive input from health service providers, residents and researchers, eight priorities were identified. These were extensively analyzed and then a comprehensive plan of action, for the next three years, was developed. Highlights of the IHSP 2010 - 2013 are provided here – the complete plan is available on our website or by contacting the office.

Improving Patient Safety and Enhancing Quality of Care

Patient safety means that people should not be harmed by an accident or mistake when they receive care. Quality of care means that people get effective, efficient and patient centered care.

Approximately 90 per cent of residents rated their hospital stay, specialist care, and care from their primary physician as very good or excellent. Our strategy is to implement initiatives that will see 95 per cent of residents satisfied with the care they receive. We want to have the lowest adverse events and infection rates in the province, and we will work to eliminate duplication of administrative, support and clinical activities.

Improving Wait Times for MRI Exams

Wait times are measured from the time the MRI exam is booked until the time the exam is completed. Over the past three years, we have seen a significant improvement in wait times for MRI exams – moving from one of the longest wait times in the province to the third shortest!

However, wait times are still too long. Our goal is to decrease wait times from the (2009) wait of 70 days to meet the provincial target of 28 days.

Improving Access to Emergency Department (ED) Care

Residents of Waterloo Wellington say “people are waiting too long in the emergency department,” and they are correct. Our wait time in the ED is about 90 minutes longer than the recommended time frames. One of the factors leading to this – 45 per cent of people going to ‘emerg’ could be seen in another setting.

Our focus is on initiatives that will reduce non-urgent visits to the emergency department by 10 percentage points, and ensure that ED resources are being appropriately used.

Improving Access to Primary Care

Ninety-five per cent of residents have a primary care doctor or place where they go for regular medical care. However, some people (immigrants, homeless, lesbian/gay/bisexual/transsexual/transgender/queer community) have less access. As well, rural areas do not have enough primary care providers, and after hours access to primary care is limited.

Our goals are for ALL residents to have access to primary care, and to improve access to after hours care.

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Improving Access to, and Coordination of, Addictions and Mental Health Services

Addictions and mental health issues have been increasing among residents in the WWLHIN, including substance use by both students and adults.

We will work to improve access to addictions and mental health services for all residents (youth, adults, seniors). As well, we will specifically focus on our youth – through education, promotion and support services; our goal is to reduce their substance use and assist them in addressing their mental health issues.

Improving Chronic Disease Prevention and Management

We are seeing an increase in chronic diseases including diabetes, high blood pressure, arthritis and asthma. As well as taking a high personal toll, these conditions put pressure on emergency departments, and may require hospitalizations and visits to doctors.

In a recent survey, few residents indicated that their health care professionals were involved in helping them manage their chronic condition. Our goals are to improve the provision of chronic disease management and self care, and to improve access to specialized services for individuals with chronic conditions.

Improving Outcomes for Stroke Patients through Integrated Programs

We need improvements in post-stroke care - Waterloo Wellington has a higher than average three-month readmission rate for stroke and a higher 30-day stroke in-hospital mortality rate.

Almost a dozen initiatives are being implemented that will lead to improved prevention of stroke, management of patients at risk of stroke, and reduced hospital readmission rates and mortality rates.

Decreasing Alternate Level of Care (ALC) Days

Approximately 17 per cent of our hospital beds are occupied by patients who could be discharged to another level of care; however, the resources are not available (long-term care beds or home care).

To solve this problem, we are working closely with long-term care homes and other community support services to add 288 beds in other settings while also putting in place a number of initiatives, including Aging at Home programs, to ensure people are 'in the right place.'

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Working Together for a Healthier Future, Integrated Health Service Plan (IHSP), 2010 – 2013 is the Waterloo Wellington community's plan for our local health care system. The IHSP identifies the eight priorities for improvements –

- Patient safety and enhance quality of care
- MRI wait times
- Access to emergency department care
- Access to primary care
- Access to, and coordination of, addictions and mental health services
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It describes, in detail, what will be done to address each of the priorities (our system improvement initiatives), how we will measure our achievements to track our progress (indicators), and what our local health system will look like in three years (measures of success). It incorporates on-going reporting so that progress can be celebrated or needed changes can be implemented.

“Working Together for a Healthier Future” means just that – we must all work together to achieve the goals of the community as outlined in the IHSP. The WWLHIN, health service provider organizations, networks, and residents are being called upon to come together to help create a system that will enable us to achieve our goal to ‘Live and Live Well in Waterloo Wellington’.

For more details about the plans for the future of health care in Waterloo Wellington as outlined in *Working Together for a Healthier Future, Integrated Health Service Plan, 2010 – 2013*, please visit our website www.wwlhin.on.ca or contact the office for a copy.

OUR VISION:

A health care system that will keep Ontarians healthy, will get them good care when they are sick and will be there for their children and grandchildren.

OUR MISSION:

Inspiring people to improve quality of life now and in the future through collaborative relationships and health system integration.

OUR VALUES:

Community

Integrity

Innovation

Accountability

OUR FUNDING:

The WWLHIN's budget of more than \$858 million funds our hospitals, the Waterloo Wellington Community Care Access Centre, community support services, community addictions and mental health services, long-term care homes and community health centres.

LIVE AND LIVE WELL IN WATERLOO WELLINGTON

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