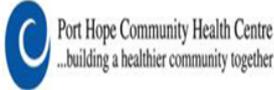


# Northumberland Community Health and Hospital Services Integration Planning Process

December 4, 2013

Presentation to internal staff,  
tenants/family members



# Meeting objectives

- Why integration?
- Review of the process to date
- Gaps/needs identified in Northumberland County
- DRAFT recommendations of the Northumberland Integration Planning Team
- Next steps
- Expected timeline
- Process for stakeholder engagement

# Addressing your questions and comments

- Your questions and comments are welcome. Please contact IPT member
- There will also be a one-month consultation period (December 11, 2013 – January 10, 2014). Refer to the Central East LHIN Web site for the link to the DRAFT Service Delivery Model on December 11 [http://www.centraleasthin.on.ca/report\\_display.aspx?id=26380](http://www.centraleasthin.on.ca/report_display.aspx?id=26380) and related media release. This site will also provide a link to the stakeholder engagement survey on December 11, 2013

# Why integration?

- An **aging population** with increasing prevalence of chronic disease and mental illness
- **Clients are more informed and expect a customer-driven approach** to their health care experience with attention provided to improving the client and caregiver's healthcare journey
- A shift in the healthcare delivery system to **improve client outcomes and access to care**
- The need to meet the healthcare needs of communities within available and sustainable resources – **maximizing customer value for money** invested

# Process to date

- In February 2012, the LHIN Board approved a Community Health Services (CHS) Integration Strategy for Community Support Services (CSS) and Community Health Centres (CHCs). The 2 hospitals in Northumberland (Campbellford Memorial and Northumberland Hills) were included in the Northumberland strategy in January, 2013
- The Strategic Aim of the Integration Strategy is to “design and implement a cluster-based service delivery model for CSS and CHS agencies by 2015 through integration of front-line services, back-office functions, leadership and/or governance” to:
  - improve client access to high-quality services
  - create readiness for future health system transformation; and
  - make the best use of the public’s investment

# Process to date, continued

- Integration not unique to Northumberland
- Integration discussions have been under way across the LHIN, in Durham, Scarborough and the North East clusters
- Facilitated integration discussions were initiated by the LHIN in 2013 in all three North East clusters:
  - Haliburton County/City of Kawartha Lakes
  - Peterborough City and County
  - Northumberland County

# Process to date, continued

- Here in Northumberland County, the Central East LHIN directed 7 Health Service Providers (HSPs) to identify integration opportunities
  - Campbellford Memorial Hospital (CMH)
  - Campbellford Memorial Multicare Lodge (MCL)
  - Community Care Northumberland (CCN)
  - Branch 133 Legion Village Inc. (LV)
  - Northumberland Hills Hospital (NHH)
  - Port Hope Community Health Centre (PHCHC)
  - VON Canada – Ontario Branch (VON)

# Extensive research/discussions

- Over the past 10 months representatives of the 7 Northumberland HSPs have:
  - Analyzed gaps and needs
  - Considered system shortcomings from a patient/client/caregiver perspective
  - Reviewed the pros, cons and risks of a number of different integration models and their ability to contribute to the integration objectives
  - Met with 4 community partners to discuss preliminary options and opportunities

# Gaps and needs identified in Northumberland County?

- Wait lists for some services (primary care, supportive housing)
- Lack of access to some services and/or inconsistent access across the County
- Transitions between home, hospital community, primary care services
- Difficulty for patients and caregivers in navigating through the system
- The need for patients/clients/caregivers to repeat their stories with every new service provider
- Increasing financial pressures

# DRAFT Service Delivery Model

- The Northumberland Integration Planning Team arrived at six recommendations designed to
  - build on voluntary integration successes to date
  - respond to rural health needs, specifically in Trent Hills and area
  - develop region-wide systems for diabetes and palliative care
  - establish a formalized structure to identify and implement additional opportunities for collaboration and local health system integration

# 1. Continued development of a rural Health Hub in Trent Hills

- The formal transfer of accountability for LHIN-funded supportive housing services from Multicare Lodge to Campbellford Memorial Hospital
- The consolidation of one or more back office functions (IT, Finance, Human Resources, procurement) between Community Care Northumberland and Campbellford Memorial Hospital

## 2. Development of new County-wide (regional) programs

- Integrated strategy for hospice/palliative care
- Integrated strategy for diabetes education, care and management
- Integrated supportive housing and assisted living strategy (refer to initiative #3)

### 3. Development of an Assisted Living & Supportive Housing Model in Northumberland

- Transfer of accountability for LHIN-funded supportive housing units from Legion Village to VON
- Development of a Service Level Agreement between VON and CMH to optimize the provision of assisted living in the Trent Hills area
- Supported by new units of Assisted Living for High Risk Seniors in Norwood-Havelock, Campbellford and Cobourg (VON)

# 4. Strategic Alliance between NHH and PHCHC

- Electronic health record connectivity
- Coordinated mental health program for counseling services
- Coordinated strategy and resources for chronic disease prevention and management
  - Phase 1 – Diabetes
  - Phase 2 – Smoking cessation (focused on pre-surgical smoking cessation & post-discharge follow-up/maintenance)
- Support from NHH to enhance the PHCHC Human Resources and Organizational Development capacity

## 5. Development of integrated technology capacity

- Development of systems and strategies to better share patient/client data and information across providers

# 6. Creation of a Northumberland Health System Transformation Council

- Continuation of current efforts to find opportunities for efficiency, improved coordination of care
- Increased membership – 7 Integration Planning Team partners identified by the Central East LHIN plus other community partners including primary care, Public Health, CCAC and others
- Leadership by current IPT members
- Mechanism for linkage with future HealthLink opportunities as well as Northumberland PATH

# Expected outcomes

- All services currently being delivered will continue to be delivered
- Transitions between home, hospital and community will be improved
- Regional focus on priority areas will be established: chronic disease (diabetes), palliative care, supportive housing
- Improved access to care
- Better meet community need within available resources

# Next steps

- DRAFT Integrated Service Delivery Model document now being finalized by the Integration Planning Team
- December 11, 2013 - DRAFT Model will be available for your review/input and shared with our community
- Opportunity for consultation and feedback from Dec 11, 2013 – January 10, 2014
- HSP Boards will review and make a decision on a FINAL Integration Plan
- February 26, 2014 - Central East LHIN Board will review and make a decision on a FINAL Integration Plan

# When will proposed changes take place?

- Subject to HSP and LHIN Board approvals, the 2014-2015 year will be a planning and transition year
- Implementation of any integrations is expected to be complete by April 1, 2015

# For more information/input ...

- Contact any of the 7 Health Service Providers
- Share your feedback now. Contact (name of IPT member)
- Refer to the Central East LHIN Web site for the link to the DRAFT Service Delivery Model on December 11 [http://www.centraleasthin.on.ca/report\\_display.aspx?id=26380](http://www.centraleasthin.on.ca/report_display.aspx?id=26380) and related media release. This site will also provide a link to the stakeholder engagement survey on December 11, 2013

THANK YOU