



## **DRAFT SERVICE DELIVERY MODEL SEEKS TO IMPROVE ACCESS** **Ten local agencies asking for feedback from community members**

### **NEWS**

January 18, 2013

Local residents, especially seniors and youth, are being asked to provide their feedback on a new DRAFT Integrated Service Delivery Model for community health services currently being delivered by 10 organizations in Durham Region.

The development of a new DRAFT Integrated Service Delivery Model for community health services in Durham Region is part of a larger Community Health Services (CHS) Integration Strategy initiated by the Board of the Central East Local Health Integration Network (LHIN) in early 2012. Aligned with the LHIN's strategic focus on "Community First," the CHS Integration Strategy will help the LHIN deliver on its goal of helping Central East LHIN residents spend more time in their homes and their communities.

One of the key elements of the new DRAFT model is that community health services such as foot care, hospice services, congregate dining, volunteer visiting, supportive housing and primary care services in community health centres, many of which are delivered by more than one agency, will continue to be provided to existing clients in existing communities and facilities.

But in some cases the organizations who deliver those services may change as the new DRAFT Integrated Service Delivery Model proposes that some community health service agencies merge, some services be transferred from one agency to another and that some agencies create strengthened partnerships or strategic alliances, particularly in the northern part of Durham Region.

Representatives from the 10 community health service organizations, who together with the LHIN form the Durham Cluster Community Health Services Integration Planning Team that developed the new DRAFT model, believe that it will improve people's access to high-quality services by creating designated service centres. They also believe it will create readiness for future health system transformation by strengthening the organizations who deliver community health services and make the best use of the public's investment by ensuring that any financial savings gained through the model are reinvested back into the local community to support additional frontline services.

Engaged Communities.  
Healthy Communities.

## Central East LHIN



The new DRAFT Integrated Service Delivery Model and a short survey are posted on the Central East LHIN website. Over the next two weeks, local residents, clients and their families, front line staff, volunteers, Board members and other health care partners are invited to review the proposed DRAFT model and provide their feedback on whether they think access to service will be improved as a result.

The FINAL Integrated Service Delivery Plan, which may change based on the feedback collected, will be voted on by each of the organization's Boards of Directors in February and March before coming to the Central East LHIN Board on March 27, 2013.

The deadline for completing the survey is January 31, 2013. Paper copies of the survey and the DRAFT Service Delivery Model are also available at any of the 10 organizations' locations across Durham Region, and organizations will be hosting events for their own staff, volunteers, clients and caregivers to gather their input.

### LEARN MORE

The 10 organizations participating in the Community Health Services facilitated integration process include Brock Community Health Centre; The Youth Centre (The Barbara Black Centre for Youth Resources); Oshawa Community Health Centre; Community Care Durham; Faith Place Support Services; Sunrise Seniors Place; The Regional Municipality of Durham, Social Services Department (Long-Term Care and Services for Seniors); Durham Hospice; Oshawa Senior Citizens Centre and VON for Canada, Ontario Branch, Durham Region Site.

To access a copy of the survey and supporting documents, please visit the Central East LHIN website – [www.centraleastlhin.on.ca](http://www.centraleastlhin.on.ca) – and click on “Resource Documents – Integration – Community Health Services Integration – Durham Cluster.”

For more information:  
Katie Cronin-Wood  
Communications Lead  
Central East LHIN  
1-866-804-5446 ext. 218  
[katie.croninwood@lhins.on.ca](mailto:katie.croninwood@lhins.on.ca)

Engaged Communities.  
Healthy Communities.