



ASKING FOR FEEDBACK FROM THEIR COMMUNITIES **Community-based health organizations in Peterborough City and County** **recommend ways to improve access to local health care services**

NEWS

March 11, 2014

Six local health care organizations in Peterborough City and County are asking their communities – local residents, clients and caregivers, staff, volunteers, social services and other health care partners – to provide their feedback on a more collaborative way of delivering health care that they believe will improve access, ensures that taxpayer dollars continue to be effectively spent to deliver services and better positions the organizations to respond to increasing demands and future changes.

A proposed DRAFT Integrated Service Delivery Model, developed as part of a facilitated integration process initiated by the Central East Local Health Integration Network (Central East LHIN), is now posted to the LHIN website, each of the six organizations' websites and is also available in hard copy.

The proposed DRAFT Integrated Service Delivery Model confirms that the six organizations will continue to exist and that their current services will continue to be provided to existing clients in existing communities and facilities. In the proposed DRAFT Model, the organizations have focused their attention on ways they can improve communication and education and enhance their joint planning to ensure everyone is directed to the care that is right for them.

Together, the organizations want to streamline their referral and assessment processes to make it easier for people to find their way to the services they require. They also hope to find efficiencies by sharing administrative expertise.

The 15-page document is accompanied by two surveys – one directed to clients and local residents and one to staff and other health care and social service partners.

Between March 10th and April 4th, the six organizations will be using the surveys and meeting with their staff, volunteers, clients and partners to gather feedback on the model before a FINAL Integration Plan is presented to their respective Boards in May and the Central East LHIN Board in June.

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QUICK FACTS

The proposed DRAFT model was developed by an Integration Planning Team, which includes the senior leadership from each of the six organizations, as part of a larger Community Health Services (CHS) Integration Strategy first initiated by the Board of the Central East Local Health Integration Network (LHIN) in early 2012.

The development of the DRAFT Integrated Service Delivery Model has been supported by a Directional Plan, first approved by each of the organizations' Boards of Directors and the LHIN Board at the end of 2013.

LEARN MORE

The six organizations participating in the Peterborough City and County Community Health Services facilitated integration process include: Community Care Peterborough, Community Counselling & Resource Centre, Hospice Peterborough, Lovesick Lake Native Women's Association, St. John's Retirement Homes Inc. and Victorian Order of Nurses for Canada, Ontario Branch.

For more information and to access a copy of the survey and supporting documents, please visit the Central East LHIN website – www.centraleastlhin.on.ca – and click on [“Resource Documents – Integration – Community Health Services Integration – North East Cluster – Peterborough City and County.”](#)

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

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