



## LOCAL ORGANIZATIONS SEEKING INPUT ON IMPROVING ACCESS TO HEALTH CARE SERVICES

Survey results will help build new Service Delivery Model

### NEWS

September 5, 2012

Over the next few weeks, local organizations providing health services to the residents of Haliburton County are distributing surveys to their staff, board members, volunteers, the general public and their health care partners to get their input and advice as the group continues working on the development of a new DRAFT Service Delivery Model.

The Haliburton County Integration Planning Team (IPT) includes representatives from Community Care Haliburton County, Haliburton Highlands Health Services, and SIRCH Community Service. Unique to the Haliburton County integration process, two critical partners, the Central East Community Care Access Centre and the Haliburton Highlands Family Health Team have been included on the IPT because of their significant contribution to service delivery to local residents. The IPT has been working together since the spring to develop a new Service Delivery Model for local health care that will improve access and ensure that their organizations are ready to meet the needs of a changing population.

Their work is part of a larger Community Health Services Integration Strategy project, being facilitated by the Central East Local Health Integration Network (LHIN) that was approved by the Central East LHIN Board in February 2012 and is focused on delivering better care, a better health care experience and value for money in the community.

One survey, which is available through each of the organization's offices and on the Central East LHIN website, asks people three questions:

When you need community and/or health services.....

1. Are you able to find what you need?
2. Is it easy for you to find what you need?
3. What would help you find what you need?

A second survey for the organizations staff, board members, volunteers and other health service providers asks how they, as a community of service providers, can better support people to access services and how this could be reflected in a new Service Delivery Model.

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Information collected through the surveys will support the five organizations as they continue developing a model for a comprehensive, integrated service delivery system in Haliburton County that includes primary care, hospital services, and community-based health care.

### QUOTES

“The Haliburton team has designed two very focused surveys that will support their work. Once again we are engaging with the people who use and deliver these services which is a very important step in the facilitated integration process,” said Deborah Hammons, CEO, Central East LHIN. “Ensuring that local communities have input into local decision making is one of the ways LHINs bring value to the health care system. I hope as many people as possible take advantage of this opportunity.”

### QUICK FACTS

- Ensuring that Haliburton County residents have timely access to health services across its large, geographically remote area presents a number of challenges that will be addressed during the integration process.
- As a year-round tourism destination, Haliburton County health service providers have to respond to fluctuating volumes of patients and clients.
- The County of Haliburton has one of the largest seniors populations in the Province based on percentage of total population. In addition, Haliburton County has the highest percentage of Seniors 65+ (24.6%) versus the rest of the Central East LHIN (13.7%).
- With an aging population, it is expected that there will be an increasing demand for chronic disease, mental illness/dementia related services and palliative care.

### LEARN MORE

To access the surveys, please visit the Central East LHIN website – [www.centraleastlhin.on.ca](http://www.centraleastlhin.on.ca) – and click on [“Resource Documents – Integration – Haliburton County Integration Process.”](#)

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