



PRIORITY PROJECT MANAGERS ANNOUNCED *Central East LHIN projects improving access and quality of care*

NEWS

May 14, 2008

Priority projects in the Central East LHIN have taken a major step forward with the announcement that project managers and co-ordinators are now in place to lead these projects.

These thirteen projects, which will lead to improved access and quality of care over the next three years, are aligned with the LHIN's Integrated Health Service Plan (IHSP) priority areas which include Mental Health and Addictions; Seamless Care for Seniors; Chronic Disease Prevention and Management; and, Wait Times and Critical Care.

QUOTES

"Funding provided by the Ministry of Health and Long-Term Care gave us the financial support we needed to begin implementing these IHSP priority projects," said Deborah Hammons, CEO, Central East LHIN.

"The project managers and co-ordinators are beginning to create implementation teams from across the Central East region," said James Meloche, Senior Director of Planning, Integration and Community Engagement, Central East LHIN.

QUICK FACTS

- Over \$5 million in LHIN Urgent Priority Funding will be allocated by the Central East LHIN to support the thirteen projects
- Hundreds of volunteers from across the Central East region, including community residents and health care service providers, participated in developing the priority project charters

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LEARN MORE

Read the [Project Charters](#)

Attend the opening night of the CE LHIN's [June 2008 Symposium](#) and meet the project managers

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BACKGROUNDER

Diabetes Clinical Practice Guidelines Rollout – Project Manager: Chris Braney

This project will allow the recently formed Central East LHIN Diabetes Network to educate and inform health care providers, physicians and patients about the upcoming Canadian Diabetes Association 2008 Clinical Practice Guidelines. The Network, which is comprised of health care professionals who specialize in diabetic education and care, will also work together to ensure that the general public and health service providers are aware of what diabetes resources are available to them and their patients in their local community. Diabetes is a growing chronic disease in Canada. In 2005 over 2 million Canadians had diabetes and this is projected to grow to over 3 million by 2010, with Type 2 diabetes, caused by an ageing population, increasing obesity and physical inactivity, accounting for over 90% of diabetes cases.

Self Management Training for Consumers and Caregivers – Project Manager: Margery Konan

This project is expected to target over 3000 people over the next three years as training and education is provided to patients and their caregivers on how to manage their chronic condition including information on exercise, appropriate use of medications, communication with caregivers, family and friends and evaluating new treatments. This Chronic Disease Self-Management Model (CDSM) will be introduced as the standard across the Central East region and will be delivered in community and health care settings.

Early Intervention Strategy for Youth with Mental Health and/or Addiction Needs – Project Manager: Dan Roy

This project was identified by the Durham West Collaborative, a local advisory group created by the Central East LHIN organization, as a significant need to deal with the current challenges in transitioning youth between adolescent mental health and adult mental health services. These systems often operate in a fragmented manner that creates barriers to smooth transitions. Unnecessary delays in early identification, treatment, continuous care planning and the “hand-off” of care from one provider to the next can be the result of service providers being unable to efficiently respond to transitioning. Moving services and interventions to an earlier point in the system will enable broader public knowledge, potential clients to be identified sooner, and earlier access to service prior to crises

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or worsening of a mental illness. The program will be applied across the entire Central East Region but, with the highly diverse demographic profile within CE LHIN, including Scarborough and Durham West, special attention will be given to youth from diverse communities, who face numerous challenges in migration, language, values and identity.

The New Face of Disordered Eating – Active Prevention and Recovery – Project Manager: Shelley Hermer

This project will include a LHIN-wide cross sector advisory team to provide guidance for future investments in disordered eating and eating disordered programming within the Central East LHIN. With participation from the Peterborough Regional Health Centre, Lakeridge Health, CMHA Durham, the Whitby Mental Health Centre, the Heart and Stroke Foundation and the Durham East Collaborative, the project will focus on implementing education and awareness programs to help identify people with disordered eating challenges and allow for earlier intervention by family and health care providers; provide more transition in the community for individuals moving from a hospital setting to home based care and provide more programming and support for caregivers and families who are caring for an individual with disordered eating.

Home at Last (HAL) Program – Project Manager: Kim Kinder

This project will assist frail seniors and other vulnerable, isolated individuals in safe and supported transition from hospital to community. This service, geared to the specific needs of the individual and family, may include transportation home, having a Personal Support Worker assist with picking up medications at the pharmacy, getting the individual settled at home, preparation of light meals, light housekeeping, an initial home safety check as well as a follow-up telephone call within 1 week. Recognized as a need by Central East hospitals, community care agencies and the Central East Community Care Access Centre, a project team is working to design and deliver a plan for rolling out the HAL program at most hospital sites in the Central East region. By learning from the existing HAL program in Scarborough (collaboratively run by The Scarborough Hospital, the Centenary site of the Rouge Valley Health System, St. Paul L'Amoreaux Centre, Carefirst Seniors and Community Services, VHA Home Health Care, Scarborough Support Services and West Hill Community Services) this co-ordinated approach will benefit the system and ensure the success of the program.

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Timely Discharge Information System Pilot – Project Manager: Dexter Jones

This is a project developed by the physicians and primary care providers who are involved in the Central East LHIN's Primary Care Working Group and is further supported by the LHIN's e-Health Steering Committee. As a demonstration project it will involve the timely delivery of admission and discharge information from the hospital to a patient's primary care practitioner. This will improve the current delays which can create many problems in the seamless continuity of patient care. Lessons learned from the pilot, to be implemented in both the Scarborough and Peterborough communities first, will be used as the project is rolled out to other communities in the Central East region.

Rehabilitation – Project Manager: Amanda Tassie

Across the health care system, there is a need for a greater understanding of the role that rehabilitation services can play in helping to achieve and maintain health and well-being. Such an understanding can also support integration amongst other parts of the continuum (e.g. home and community-based care, long-term care homes, etc.). This project will focus on developing an inventory of rehabilitation services across the Central East region and implementing region wide standards of practices so that patients, regardless of where they live, will be assessed and treated using common criteria, definitions and practice guidelines.

Culture, Diversity and Equity – Project Manager: Sharmini Fernando

This project recognizes that the Central East Local Health Integration Network encompasses a geographically vast area, and houses a diverse population variably concentrated in urban, suburban, and rural community contexts. New immigrants, visible minorities, First Nation communities, and French language resident groups are found in varying concentration in different parts of the region translating into challenges for service providers to meet their health care needs. Similarly, diversity related to mental and physical capacities, gender, sexual orientation, and other dimensions also presents challenges. This project, which was recognized as a need by the Central East LHIN's local advisory teams or collaboratives in Scarborough and Durham West, will help to document the barriers that are encountered by people with diverse backgrounds when they are trying to access health care services and will begin to develop measures to address these barriers. The project team will also develop and publicize a list of services available to those people who don't have health insurance and an inventory of existing culturally appropriate services for specific population groups.

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Supportive Housing – Project Co-ordinator: Sue Marincak

Ontario's Ministry of Health and Long-Term Care defines supportive housing by the 24 hour availability of personal support and homemaking services. Rather than emphasizing discrete services, alternate definitions see supportive housing as integrating housing with access to a comprehensive and coordinated package of services and programs necessary to support individuals to maintain their optimal level of health and well-being. Supportive housing is said to promote mental and physical health by encouraging independence, providing opportunities for socialization and friendship, ensuring a secure living environment and providing regular contact with staff and other residents who would be aware of changes in a resident's well-being. This project, which was developed by the Seamless Care for Seniors Network and the Peterborough Collaborative will result in an on-line inventory of supportive housing services in Central East. The project team will research, explore and recommend best practice models/approaches to supportive housing and develop a fair, transparent and supportable basis for determining where supportive housing should be available/ enhanced in Central East.

Community Support Services (CSS) Review – Project Co-ordinator: David Ross

Community Support Services are an integral part of a sustainable health system and play a critical role in enabling individuals to remain in their homes and within their communities, contributing to an enhanced quality of life. It was not surprising then, with most people's preference being to age at home, that the extensive community engagement process undertaken by the Central East LHIN in 2006 identified the need for a review of the Community Support Service system. The intent of the review is to unearth the pressures and opportunities to the Community Support Service sector remaining a sustainable and more equitable component of the health and support system across Central East. Further, the review is aimed at improving system capacity in the CSS sector and enhancing integration both within the CSS sector and with the broader systems of health and human services. The review will also contribute to the work being done in all three LHIN priority areas including Seamless Care for Seniors, Chronic Disease Prevention and Management and Mental Health and Addictions.

Caregiver Supports – Project Co-ordinator: Susan Locke

In recognition that Caregivers are an essential part of the health care continuum, this project's purpose is to ensure that caregivers are provided the right support, at the right time in the right place. The project aim is to support caregivers more effectively and to build the capacity of individuals and

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families to be caregivers. The project will acknowledge and validate issues and needs specific to caregivers, enhance and improve access to a variety of services, improve the consistency and coordination of existing supports and introduce new services as required. Providing improved care and support to caregivers will ease demand on the health care system by enabling caregivers to provide support in a manner which prevents “caregiver burnout” and chronic illness due to stress and fatigue. The project will identify best practices and opportunities for integration of caregiver supports through examination of what exists and what is not currently in place. The project will delineate the system of Caregiver support required for Central East LHIN.

Clinical Services Planning – Project Manager: Susan Plewes

The Central East LHIN is embarking upon a Clinical Services Planning Project, in partnership with Central East LHIN hospitals and the Central East Community Care Access Centre. A completed clinical services plan, which will be developed in partnership with stakeholders from across the Central East region, will significantly advance the strategic directions of CE LHIN. By promoting improved quality and safety of the health care system, accelerating system integration in the hospital system, improving the hospitals’ interface with other community services, ensuring fiscal responsibility of our health system and ensuring that the hospital system is appropriately resourced the transformational leadership and innovation that is required within the entire LHIN can be demonstrated. This initiative will prepare health service providers from across the CE LHIN for the proposed LHIN funding formula or Health-Based Allocation Model (HBAM).

Virtual Project Management Office – Project Manager: Barry Hyde

This project will establish a Project Management Office (PMO) within the Central East region and will bring together the combined resources of LHIN staff, Planning Partners, Health Service Providers’ Project Management Offices, PM experts within the LHIN and expert resources from the Project Management Centre of Excellence (PMCOE) and others as appropriate. The PMO will rely heavily on its “virtual” component to be provided through the CE LHIN web site and the leveraging of resources and expertise with the LHIN. The PMO will not be designed to “do” or “lead” projects but, rather, to lead the identification and uptake of correct Project Management methods, provide access and linkage to appropriate resources wherever they exist and provide leadership to the LHIN project planning system.