



**THE FUTURE  
OF HEALTH CARE  
IS LOCAL**

# What is the Toronto Central LHIN?

## WE PLAN, FUND, COORDINATE AND DELIVER SERVICES TO CITIZENS ACROSS THE CITY, INCLUDING:

services delivered by a large number of providers, including:



17

HOSPITALS



59

COMMUNITY SUPPORT SERVICE AGENCIES



36

LONG-TERM CARE HOMES



22

SERVICES PROVIDERS ORGANIZATIONS (SPOS)



17

COMMUNITY HEALTH CENTRES



75

COMMUNITY MENTAL HEALTH AND ADDICTIONS AGENCIES

## WE PARTNER

with many organizations that may not be considered part of the health care system, but nonetheless have a significant impact on a person's health and well-being.



### TOGETHER WE:

- Support you and your family in your community to be as healthy as possible
- Improve your experience in the health care system; and,
- Ensure that we are using our health care dollars wisely so our system is strong for many generations to come

# Why a whole system approach?



Limited shared accountability across providers or sectors



Specialists  
Diagnostics  
Independent Health Facilities  
**1300+**  
Family Practice / General Physicians

**17**  
Service  
Providers

**16**  
Community  
Health  
Centres

**18**  
Hospitals

**50**  
Community  
Support Service  
Agencies

**59**  
Community  
Mental Health  
Agencies

**36**  
Long-Term  
Care Homes

**13**  
Family  
Health Teams



**1.3 M Toronto Central Citizens navigating sectors of care**  
*\*over 60% of the care delivered in the Toronto Central LHIN is for the people outside our catchment area*

**We have a system of service-based sectors and individual providers**

This results in a fragmented experience for many individuals, families, caregivers, and providers



## Citizens have told us what they need and expect ...

### ACCESS

*“Want to be at home and healthy”*



### NAVIGATION /

### COORDINATION

*“Searching is stressful”*



### COMMUNICATION

*“Act as one team”*



*I don't care how you organize my health care or about the rules –*

*I just want care when I need it, where I can get to it, and to feel confident that it is going to make me better.*

*Toronto Central LHIN Resident*

# Focusing on health outcomes and experiences that matter to people

## Forming local teams focused on quality improvement

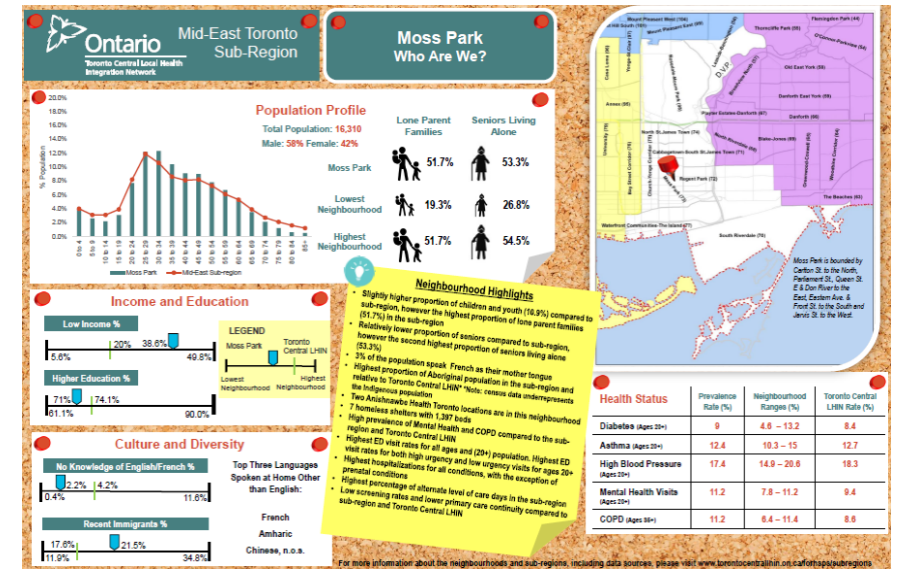
1.3M Citizens (2016)



Sub-Region Approach



Hyperlocal Planning



- Strengthening local partnerships
- Understanding local need

- Quality improvement
- Service alignment and integration

Access starting close to / at home and scaling up when needed

### Local Services

- Available consistently and equitably across communities
- Based on local population health needs (meet volume of need)
- Expertise and equipment readily available locally

### Regional Services

- More specialized in nature (typically lower volumes)
- Not available in each community (e.g. sub-region), but accessible to anybody in Toronto Central LHIN, GTA, and Ontario

### Provincial Services

- Highly specialized tertiary and quaternary services accessible to all Ontarians
- Local / regional programming would be cost and quality prohibitive



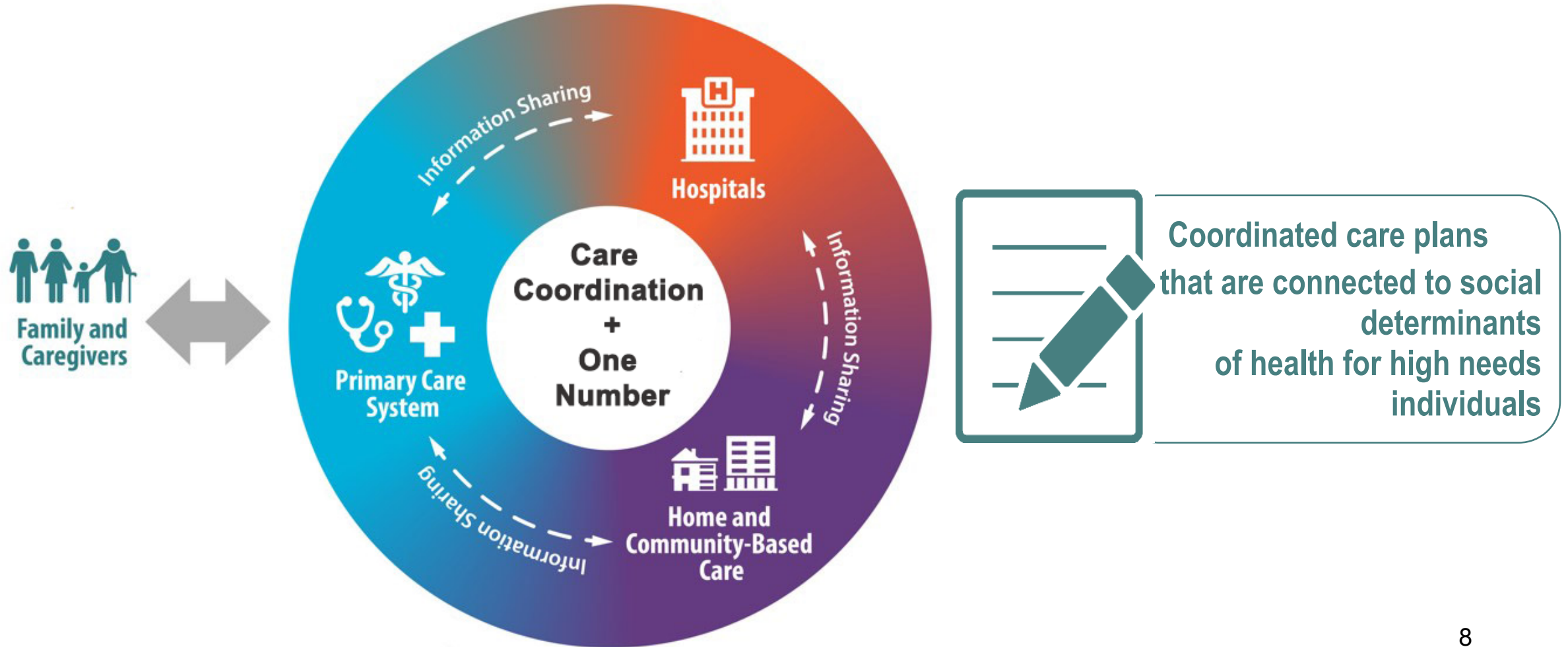
Accessing highly specialized care, if necessary, and get patients home as soon as possible

From individual access points facilitated through information and referral...

To local networks of primary and community-based care ...

With timely access to specialized care

From care coordination *within sectors* of care, to the **LHIN as a service provider** of home care, to a **coordinated system** of care





# Home & Community Care

- Provide care and health supports so people can continue to live safely at home
- Assess clients and listen to what's most important to them
- First point of contact for long-term care homes and government-funded home and community care
- *Patients First Act*: services and staff of Toronto Central CCAC will be transferred to Toronto Central LHIN in May/June 2017
- Continuity of care



# Toronto Central LHIN – Our Programs



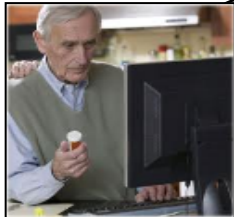
## PALLIATIVE CARE

Supporting over **2,363** clients to die in the place of their choice with dignity



## ACUTE, REHAB & TRANSITION

Providing **13,500** clients with post acute and rehab care



## ADULT SUPPORTIVE CARE

Supporting **1,200** adults & their caregivers to manage their long term conditions



## URBAN HEALTH

Unique to TC CCAC, helping **1,700** marginalized clients with mental health issues, or homeless to access services & be supported in their community



## SENIORS CARE

Intensive support to **20,750** seniors and their caregivers to remain at home with dignity



## HOSPITAL TRANSITIONS

Supporting over **74,000** transitions from hospital and over **2,000** transitions to long-term care



## CHILD AND FAMILY

Helping **7,000** kids get the right support in schools; 300 children who have complex medical needs, and 1,100 children with post acute needs

# As a service provider we provide home and community care to over 73,000 people across Toronto

This includes:

- Seniors who want to stay in their homes independently
- Younger adults and children with health-care issues or injuries, including people with chronic diseases and students who need health care at school
- Patients needing a family physician or nurse practitioner
- Patients whose needs are better met by community care than in hospital or long-term care



# Our Approach to Care Coordination

Conduct comprehensive assessment to determine the client's health & social services needs



Develop care plans *with* clients



Coordinate care & services, help clients navigate system



Communicate care plan to other providers



Evaluate benefits of the services provided



Remain involved throughout care process

# Our Role in Long-Term Care Placement

- Carry out the requirements of the legislation as it pertains to ensuring the client's fair and equitable access to long-term care
- Provide applicants, families and caregivers with information about placement
- Assist with the placement application process
- Prioritize admission into Long-Term Care
- Manage and monitor wait lists including length of wait and bed availability
- Authorize admissions for Long-Term Care Homes
- Provide education and support for hospital & community coordinators in placement related questions
- Provide counselling on difficult placements
- Extensive knowledge of homes and their special needs accommodation



# Nursing Clinics

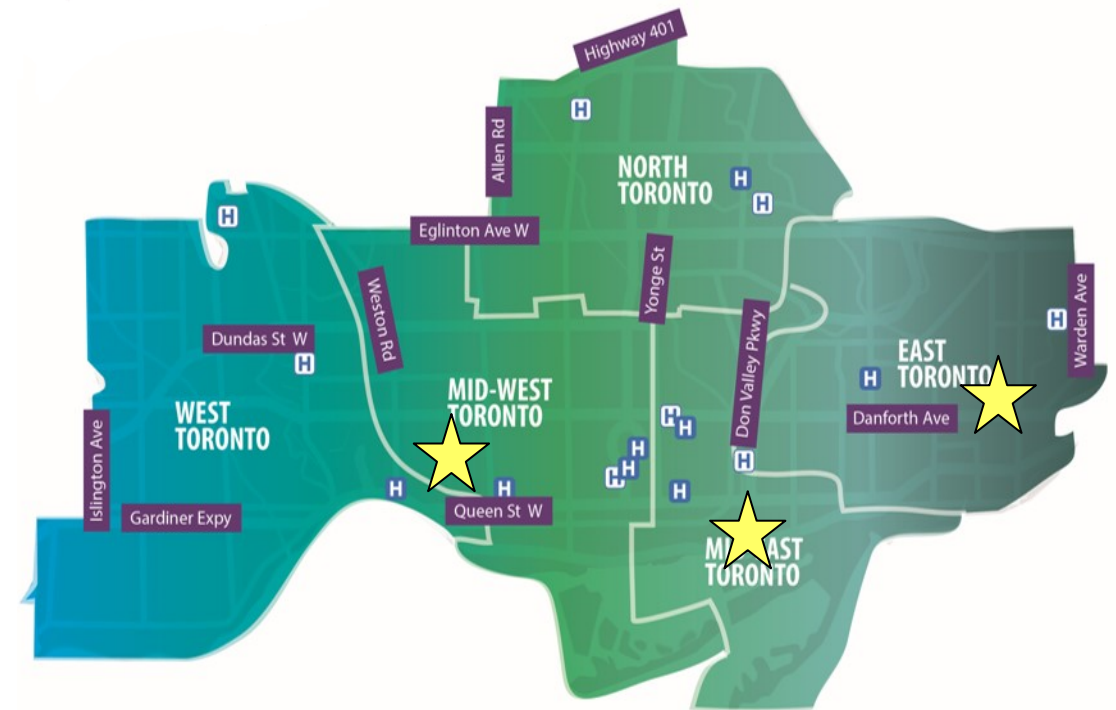
Toronto Central LHIN has three Nursing Clinics within the City of Toronto. These clinics provide quick and easy access to specialized nursing services for Home and Community Care clients who require nursing services. The clinics operate seven days a week, allowing for flexible scheduling.

## Services provided:

- IV therapy, including chemotherapy disconnects
- Advanced wound care, including negative pressure wound therapy, wound therapy, wound consultation
- Injections
- Ostomy and catheter care General nursing and teaching

### Toronto Central LHIN Nursing Clinics locations and hours:

<b>West Toronto Nursing Clinic</b> 1709 Bloor St. West, Toronto	Monday-Friday & Holidays: 8 a.m. – 8 p.m. Saturday/Sunday: 8 a.m. – 4 p.m.
<b>East Office Nursing Clinic</b> 2494 Danforth Ave., Unit 101, Toronto	Monday-Friday & Holidays: 8 a.m. – 8 p.m. Saturday/Sunday: 8 a.m. – 4 p.m.
<b>Sherbourne Toronto Central Nursing Clinic</b> 410 Sherbourne Street, 4th Floor, Toronto	Monday-Friday & Holidays: 8 a.m. – 8 p.m. Saturday/Sunday: 8 a.m. – 4 p.m.



# Thank you

**Kim Thornhill**

Registered Physiotherapist, Care Coordinator TC LHIN

[kim.thornhill@tc.lhins.on.ca](mailto:kim.thornhill@tc.lhins.on.ca)

[www.torontocentrallhin.on.ca](http://www.torontocentrallhin.on.ca)

