

LHIN Touch

CENTRAL LHIN NEWS



DECEMBER 2018

New health care clinic in Keswick

As part of the provincial investment to expand inter-professional care teams across Ontario, the Central Local Health Integrated Network (LHIN) has increased services across York Region and North Toronto.

The new Keswick clinic provides a range of services, including diabetes education, chiropody, nutrition counselling, physiotherapy, smoking cessation, and respiratory therapy, all under one roof.

Located at 716 The Queensway South, the Keswick clinic is open [Monday to Friday](#). Patients can contact the clinic directly at 905-303-8490 ext. 159. Primary care providers are welcome to fax referrals to 905-476-3008.

Enhanced inter-professional care services are also available at:

- Black Creek Community Health Centre – Yorkgate and Sheridan Mall clinics
- Vaughan Community Health Centre – Jane and Rutherford clinic; plus the new Keswick clinic
- Health for All Family Health Team – Markham

Community and hospital partners expand Hospital to Home program

Central LHIN, Markham Stouffville Hospital and York Region Paramedic Services are partnering to help more frail, elderly patients transition safely back home after a hospital visit, and support them in the community so that they have better health outcomes and fewer return trips to the Emergency Department.

With an increasing number of adults being supported to live and age at home, improving coordination of care for complex patients is critical. The *Hospital to Home* program, initially offered to patients with congestive heart failure, is being expanded to eligible patients with complex medical needs.

This collaborative community care model incorporates best practices and holistic care to assist vulnerable seniors with reduced functional ability and complex health issues. These patients often experience gaps in the health system, which lead to Emergency Department visits, hospitalizations or long-term care when their needs are not being met in their home environment.

Hospital to Home patients receive timely in-home assessments, interventions such as bloodwork and antibiotics, and streamlined access to acute care from a multidisciplinary team including a nurse practitioner and nurse navigator from the hospital, a Central LHIN rapid response nurse and care coordinator, and a community paramedic. The team is supported by a medical specialist, and communicates directly with primary care providers regarding their patients.

During the pilot phase, in addition to reducing hospital visits and admissions, patient and family satisfaction rates were very high. *Hospital to Home* is proving to be an effective way to deliver integrated care that helps patients stay independent at home, for as long as possible, with better health and better quality of life.



More care and services for complex patients

The Central LHIN is reinvesting recently realized administrative savings of \$1.5 million into home and community care so more people are supported in caring for their aging family members.

Specifically, these savings will enable patients with complex care needs and their families to have access to medical equipment and respite care to continue living safely in the community.

Put another way, savings of this magnitude are enough to fund 43,000 personal support service hours or 25,000 nursing hours. Either would go a long way in helping the LHIN do an even better job of meeting the needs of our home and community care patients and their families.

With the rapidly increasing and aging population in our region, the need for home and community care is growing. Making the absolute best use of our available resources ensures we can deliver care to more patients and their families.

Aligned with the Ontario government's priorities of hospital overcrowding, mental health and addictions, long-term care, home care and capacity planning, Central LHIN will continue to invest in home and community care to build capacity and sustain supports for patients transitioning home from hospital. This will help more people return home faster, and improve their outcomes and satisfaction with their care experience.

Removing barriers and increasing access to care

Central LHIN is working with the Toronto Central LHIN to make it easier for patients to receive safe, high quality nursing clinic care no matter where they live.

Starting in November, Central LHIN's Humber community nursing clinic has gone "borderless." This means, patients living in either Local Health Integration Network can now access the specialized nursing care provided by the Humber clinic team.

Located at 200 Church Street, close to the border of the two LHINs, the Humber clinic is more convenient for many patients living in the northern part of the Toronto Central LHIN. The clinic also has ample appointment times in its daily schedule, giving patients timely access to care without delay.

Central LHIN's eight community nursing clinics are ideal for people who need wound care, Intravenous (IV) therapy, injections and post-surgical care, but do not need to receive those treatments at home. Total contact casting is also available at all eight clinics. It is considered the 'gold standard' of treatment for diabetic foot ulcers and is being used in conjunction with local wound management quality standards. Clinics are cost-effective, enabling more care for more people – in fact, Central LHIN can provide care to three people in a clinic for the same cost as delivering care to one person in their home. Just as important, the overall clinic patient feedback is very positive.

The idea of opening the Central LHIN Humber clinic to referrals from our neighbouring LHIN stemmed from frontline staff on how we could transform the delivery of cross-boundary care in a way that is more integrated and seamless for patients while improving their overall care experience. It's also a great example of our commitment to working in partnership to get patients the care they need, closer to home.

New streamlined process for hip & knee replacement

Last year, over 4,600 patients received hip and knee surgeries at five different hospitals across the Central LHIN: Humber River Hospital, Mackenzie Health, Markham Stouffville Hospital, North York General Hospital and Southlake Regional Health Centre.

In an effort to decrease wait-times, while also applying a more efficient process to assess diagnostic and surgical needs, the Central LHIN has established Musculoskeletal Rapid Access Clinic assessment sites with these same five hospitals. All primary care providers are asked to use the standard [Rapid Access Clinic \(RAC\) referral form](#) when referring patients with moderate to severe osteoarthritis who may need hip and knee replacement surgery.

Advanced Practice Providers – typically physiotherapists or chiropractors with advanced training – will assess the patient's need for diagnostic imaging, a surgeon consultation and provide the option to refer eligible patients to the first available surgeon or their surgeon of choice. Patients who do not require surgery will be connected to community services to better manage their condition.

Coming up next, we're working with local hospitals to establish a centralized intake process and Rapid Access Clinic assessment sites for lower back pain.

905-948-1872 or 1-888-470-2222

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