

Strengthening Connections



Engaged Communities. Healthy Communities.
Central East LHIN Report to the Community
Spring 2018



Message from our Chair and CEO

With the advent of spring come themes of rebirth and renewal and the start of new and exciting opportunities. After a long winter, where we experienced a particularly nasty influenza season, the notion of spring, and all it has to offer, is a welcome one that we embrace with great optimism.

Spring is also a time of reflection. It is an opportunity to look back on our journey so far and the steps we have collectively taken as a health care system to bring us to this stage in our transformation journey. The renewed Central East LHIN is moving forward into a new fiscal year. We are reminded of the incredible work of our staff, our partners, patients, caregivers and clinicians that has occurred over the last year to help deliver on our expanded mandate, as set out in the Patients First Act, 2016 and in the expectations outlined in the Ministry-LHIN Accountability Agreement.

Our spring report to the community highlights some of the key milestones we have achieved that support our overarching goal of leading the advancement of an integrated sustainable health care system that ensures better health, better care, and better value so that local residents are Living Healthier at Home.

Together with our partners, we are improving linkages with population health planning through the ongoing work and relationship building at our seven Sub-region Planning Tables, where members have joint accountability for innovative, integrated system redesign (see page 6).

Through enhanced collaboration with our partners in primary care and through the leadership of our Primary Care Physician Leads, local residents now have improved access to primary and specialty care. The recent announcement of Inter-professional Primary Care Teams (see page 20) in the Central East LHIN will result in improved health equity, quality and patient-centred care for complex and vulnerable populations.



The recent release of the Central East LHIN Opioid Strategy (see page 15), that is now moving to the implementation phase, was a very important milestone in the Central East LHIN Regional Mental Health and Addictions Plan.

And with the addition of new and expanding services that are supporting people with mild to moderate anxiety and depression, including Big White Wall, BounceBack®, and Structured Psychotherapy (see page 18), we are supporting our local residents with more options to seek help in their local communities.

As a Board and a leadership team, we are thankful for the ongoing support and collaboration of all of our partners including patients and caregivers, health service providers, primary care and specialty physicians, nurses, front line providers, community leaders, public health, and many other organizations. We look forward to ongoing collaboration as we continue to meet the current and future needs of patients, caregivers and communities in the Central East LHIN.

- Because of LHINs, the local health care system and its partners are working together to improve access to quality care for Ontario residents.
- Because of LHINs, the health care needs of people in your community are being identified, co-ordinated and addressed as a truly integrated system.
- Because of LHINs, local decisions are being made to respond to local health care needs.
- Because of LHINs, health service providers are being held accountable for the taxpayer dollars they are given.

Central East LHIN System profile

April 1, 2017 - March 31, 2018

FAST FACTS



Serves an area of over **16,673** sq. km. with **1.7** million residents

8 hospitals operating out of **15** sites

121 Total Health Service Providers

Most Home and Community Care patients served provincially **3rd** largest based on budget

9 school boards and **2** Children's Treatment Centres

68 Long-Term Care Homes with **9,957** beds

31 Community Support Service Agencies

2nd largest based on area population
6th largest LHIN based on geography

\$2.002 Billion Health Service Providers Operations Funding for Services

7 Family Health Teams, **6** Community Health Centres

4 Public Health Units

Central East LHIN Home and Community Care services profile

Annual LHIN Operating Budget **\$320 million**

- 93% - Home and Community Care service provider contracts and care coordination
- 3% - general administration
- 2% - information technology
- 2% - facilities costs operations

Supported **19,372** new applications to Long-Term Care Homes and facilitated the placement of **3,401** individuals

Centralized Diabetes Intake Care Coordinators assessed and referred **2,340** patients to Diabetes Education Programs and the Centre for Complex Diabetes Care

Provided **3,441** palliative patients with in-home end of life care

Connected **3,215** patients to a Primary Care Provider through the Health Care Connect Program

65,342 visits were made made to our nursing clinics

Served an average of **44,892** patients each day

Served **92,023** unique patients

Provided **14,069** children with School Health Support Services

54,595 patient transfers were made from hospital to home

LHINs now Deliver Home and Community Care Services

On June 21, 2017, all home care services and staff from the Central East Community Care Access Centre (CCAC) transferred to the Central East Local Health Integration Network (LHIN). This is part of Ontario's Patients First: Action Plan for Health Care which is increasing access to care, reducing wait times and improving the patient experience. If you have questions about Home and Community care services, please visit the Contact Us page to learn more about our branch locations, how to submit your feedback or send in a general inquiry email. You can also call the LHIN by calling 310-2222 (no area code required).

How we provide Home and Community Care Services

Patient

If you are being discharged from hospital or living in the community and are eligible for health and personal support services in your home, the LHIN can help. A referral to the LHIN can be made by your family doctor or other primary care provider, neighbour, family member or you can refer yourself.



LHIN Home and Community Care Coordinators or Direct Clinical Nurses

Once you qualify for LHIN home and community care services, a care coordinator or a direct clinical nurse is assigned to you. LHIN care coordinators and direct clinical nurses are regulated health professionals who work collaboratively with you and your family and your care team, which may include LHIN service providers and community support agencies. They can also provide information and referral and serve as your single point of contact to other community and social services as appropriate. If you are an ambulatory LHIN patient, you will receive your nursing services in a LHIN Home and Community Care Nursing Clinic. Where demand exceeds available resources, you may be waitlisted.



LHIN Home Care Contracted Service Providers

The LHIN has contractual agreements with service provider organizations to provide services to you such as nursing, physiotherapy, occupational therapy, social work and personal support as well as medical supplies and equipment.



Community Support and Social Service Programs

The LHIN can link you with a number of community and social service agencies to provide home, health and support services that may be purchased directly, covered by private insurance plans or publicly funded. Services could include such things as, transportation, Adult Day Programs, mental health services, Assisted Living, Meals on Wheels, supportive housing, housekeeping, snow removal or yard work.



Long-Term Care

When you can no longer manage at home, the LHIN care coordinator facilitates your application and admission into long-term care homes. The care coordinator conducts your assessment and helps determine your eligibility for long-term care.



Central East LHIN Sub-regions Create a Foundation for Local Health Planning

As one of the fastest growing geographic regions in the Province, and home to over 11 per cent of Ontario's population, the Central East LHIN boasts a rich diversity of community values, ethnicity, language and socio-demographic characteristics. There are 97 neighbourhoods within the Central East LHIN featuring a mixture of densely populated urban cities, suburban towns, rural farm communities, cottage country villages and remote settlements. In the Central East LHIN, seven sub-regions provide a geographic foundation for the development of local integrated systems of care.

What is a Sub-region?

A sub-region is a smaller geographic planning region within the Central East LHIN that helps us to better understand and address patient needs at the local level. By looking at care patterns through a smaller, more local lens, the Central East LHIN is able to better identify and respond to community needs and ensure that patients across the entire LHIN have access to the care they need, when and where they need it. This includes the needs of Francophone Ontarians, Indigenous communities, newcomers and other individuals and groups within the Central East LHIN whose health care needs are unique and who often experience challenges accessing and navigating the health care system.

Why were Sub-regions established?

Central East LHIN sub-regions were established based on existing care patterns in order to achieve a more local approach that will better serve Ontarians by ensuring that services reflect the unique needs of patients and their communities. In formalizing our sub-regions, the Central East LHIN used the best available evidence - including patient referral patterns and insights gleaned from local engagement with patients, providers and community members - to ensure that sub-regions align with local needs.

Sub-region planning builds on the Central East LHIN's strong foundation of local engagement and planning and will also advance the strategic aims and direct care priorities of the Central East LHIN's current Integrated Health Service Plan 4 (IHSP4) – Living Healthier at Home. Sub-region planning will also form the basis of IHSP 5, which will guide the local health system from 2019-2022.

To that end, the Central East LHIN has established, using existing resources, Sub-region Planning Tables to support this important work.

What are Sub-region Planning Tables?

Central East LHIN Sub-region Planning Tables bring together stakeholders, including patients and caregivers, from diverse sectors to engage in collaborative planning for a local population within a defined geography. This approach drives improvements which are meaningful to the local community and reflective of its needs.

The Central East LHIN Sub-region Planning Tables are mandated to:

- Foster joint accountability for innovative, integrated system redesign;
- Address health and service gaps;
- Advance quality; and
- Improve patient experience and outcomes.

Specific sub-region priorities are informed by the patient and caregiver perspective and local health system data.

Who is involved?

Physicians, nurses, other clinicians, community partners, as well as patients, caregivers and their families are playing a role in planning, priority setting and implementing improvement activities at the Central East LHIN sub-region level to ensure the needs of patients and their communities are being met.



Sub-Region Planning Tables Expression of Interest (EOI)

The Central East LHIN continues to seek health system stakeholders to participate in Sub-region Planning Tables. We encourage individuals within the Central East LHIN's geographic region to complete and submit an **Expression of Interest** for consideration as a member of the Central East LHIN Sub-region Planning Tables.

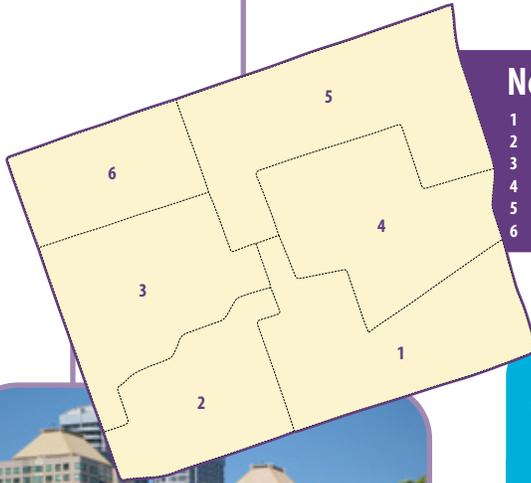
As of March 20, 2018, the LHIN is seeking individuals for the following vacancies:

- **Scarborough North**
Primary Care physician, Municipal Services representative
- **Durham West**
Municipal Services representative, Long Term Care sector representative, Addictions sector representative
- **Northumberland County**
Francophone representative, New Immigrant representative
- **Peterborough City and County**
Caregiver representative
- **Scarborough South**
New Immigrant representative, Addictions sector representative, Hospital sector representative
- **Durham North East**
Patient, Indigenous representative, New Immigrant representative, Specialist, Long Term Care sector representative, Addictions sector representative
- **Haliburton County and the City of Kawartha Lakes**
Patient, Francophone representative, New Immigrant representative

For more information and to submit a Sub-region Planning Table EOI, please [click here](#).

Scarborough North

The Scarborough North Sub-region is located in the south-western part of the Central East LHIN. The sub-region covers an area of approximately 42 square kilometres with a total population of 176,615 people residing in six neighbourhoods.



Neighbourhoods

- 1 Agincourt South - Malvern West
- 2 Tam O'Shanter-Sullivan
- 3 L'Amoreaux
- 4 Agincourt North
- 5 Miliken
- 6 Steeles



LHIN-funded Health Service Providers

- 1** Hospital operating out of 1 site
- 5** Long-Term Care Homes
With a total of 1,071 beds
- 0** Community Health Centres
- 6** Community Support Services agencies
- 1** Community Mental Health and Addiction agencies
- 0** Central East LHIN branches



Primary Care (Non LHIN-funded)

148 FAMILY PHYSICIANS
Practicing out of 41 offices



2 FAMILY HEALTH TEAMS

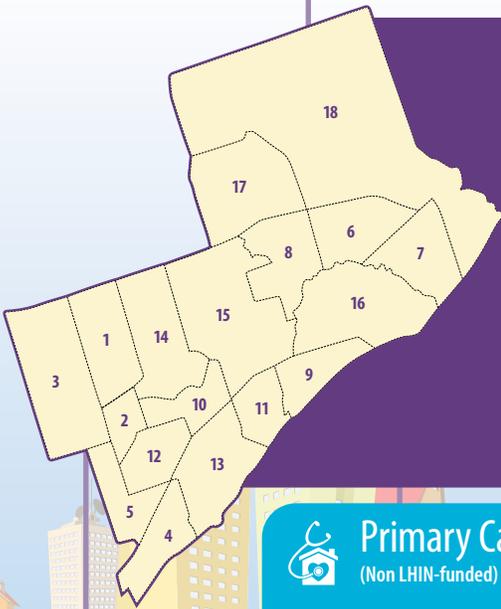
1 NURSE PRACTITIONER LED CLINIC



10 WALK-IN CLINICS

Scarborough South

The Scarborough South Sub-region is located in the south-western part of the Central East LHIN. The sub-region covers an area of approximately 140 square kilometres with a total population of 417,060 people residing in 18 neighbourhoods.



Neighbourhoods

- 1 Dorset Park
- 2 Ionview
- 3 Wexford/Maryvale
- 4 Birchcliffe-Cliffside
- 5 Clairlea-Birchmount
- 6 Highland Creek
- 7 Centennial Scarborough
- 8 Morningside
- 9 Guildwood
- 10 Eglinton East
- 11 Scarborough Village
- 12 Kennedy Park
- 13 Cliffcrest
- 14 Bendale
- 15 Woburn
- 16 West Hill
- 17 Malvern
- 18 Rouge



LHIN-funded Health Service Providers

- 1** Hospital operating out of 2 sites
- 17** Long-Term Care Homes
With a total of 3,161 beds
- 2** Community Health Centres
- 3** Community Support Services agencies
- 2** Community Mental Health and Addiction agencies
- 1** Central East LHIN branch



Primary Care (Non LHIN-funded)

459 FAMILY PHYSICIANS
Practicing out of 81 offices



2 FAMILY HEALTH TEAMS

0 NURSE PRACTITIONER LED CLINICS



26 WALK-IN CLINICS

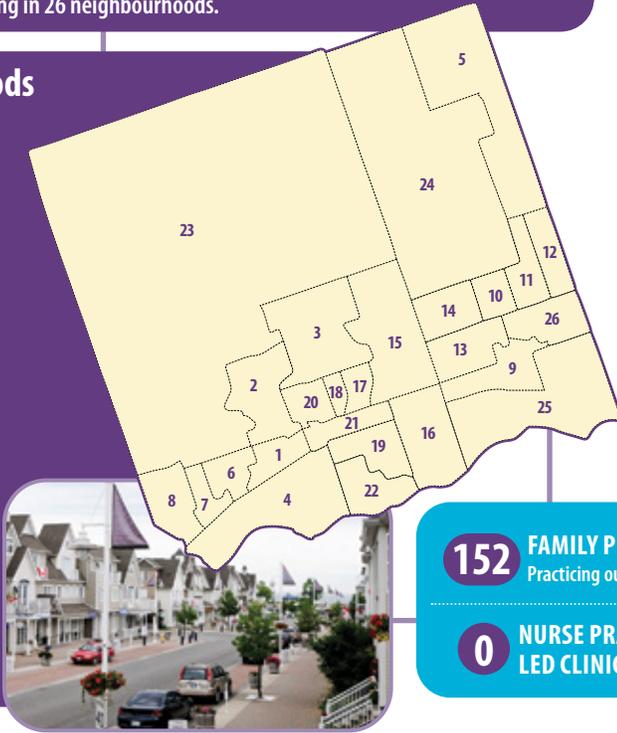


Durham West

The Durham West Sub-region is located in the western part of the Central East LHIN. The sub-region covers an area of approximately 450 square kilometres with a total population of 320,400 people residing in 26 neighbourhoods.

Neighbourhoods

- 1 Pickering City Centre
- 2 Brock Ridge Pickering
- 3 Ajax Northwest
- 4 Frenchmans Bay
- 5 Brooklin East
- 6 Dunbarton
- 7 Amberlee
- 8 West Rouge
- 9 Downtown Whitby
- 10 Whitby Brock North
- 11 Dryden Anderson
- 12 Dryden East
- 13 Cochrane South
- 14 Williamsburg
- 15 Ajax Northeast
- 16 Carruthers
- 17 Applecroft
- 18 Westney Heights
- 19 Downtown Ajax
- 20 Riverside-Hermitage
- 21 Central Ajax
- 22 Ajax Waterfront
- 23 Pickering North
- 24 Brooklin West
- 25 Whitby South
- 26 Manning



LHIN-funded Health Service Providers

- 2** Hospital operating out of 3 sites
- 7** Long-Term Care Homes
With a total of 1,021 beds
- 1** Community Health Centre
- 4** Community Support Services agencies
- 2** Community Mental Health and Addiction agencies
- 2** Central East LHIN branches



Primary Care (Non LHIN-funded)

152

FAMILY PHYSICIANS
Practicing out of 40 offices



1 **FAMILY HEALTH TEAM**

0

NURSE PRACTITIONER LED CLINICS



21

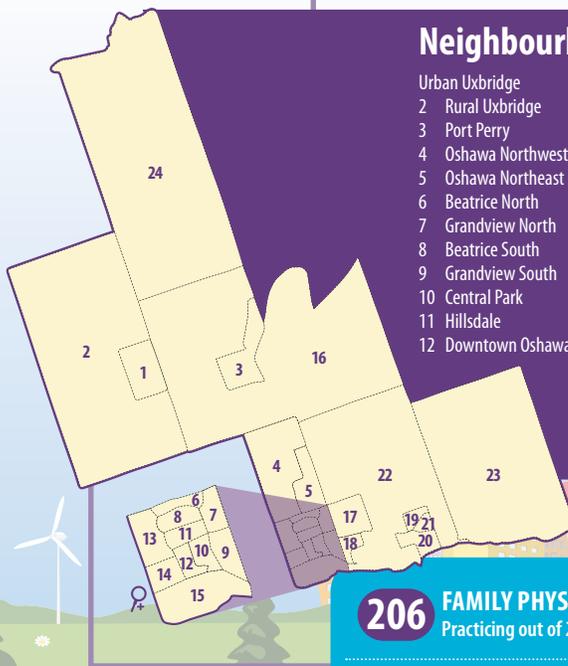
WALK-IN CLINICS

Durham North East

The Durham North East Sub-region is located in the western part of the Central East LHIN. The sub-region covers an area of approximately 2,200 square kilometres with a total population of 287,800 people residing in 24 neighbourhoods.

Neighbourhoods¹

- | | |
|--------------------|------------------------|
| 1 Urban Uxbridge | 13 Stevenson North |
| 2 Rural Uxbridge | 14 Gibb West |
| 3 Port Perry | 15 Lakeview |
| 4 Oshawa Northwest | 16 Rural Scugog |
| 5 Oshawa Northeast | 17 Courtice North |
| 6 Beatrice North | 18 Courtice South |
| 7 Grandview North | 19 Bowmanville North |
| 8 Beatrice South | 20 Bowmanville South |
| 9 Grandview South | 21 Bowmanville Central |
| 10 Central Park | 22 Darlington |
| 11 Hillsdale | 23 Clarke |
| 12 Downtown Oshawa | 24 Brock |



LHIN-funded Health Service Providers

- 1** Hospital operating out of 3 sites
- 12** Long-Term Care Homes
With a total of 1,770 beds
- 2** Community Health Centres
- 7** Community Support Services agencies
- 2** Community Mental Health and Addiction agencies
- 0** Central East LHIN branches



Primary Care (Non LHIN-funded)

206

FAMILY PHYSICIANS
Practicing out of 27 offices



1 **FAMILY HEALTH TEAM**

1

NURSE PRACTITIONER LED CLINIC



15

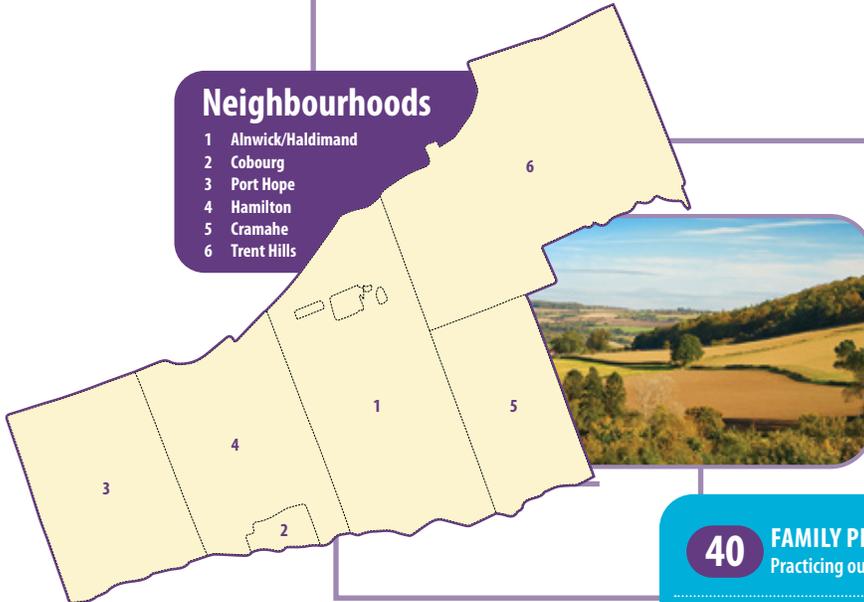
WALK-IN CLINICS

Northumberland County

The Northumberland County Sub-region is located in the south-eastern part of the Central East LHIN. The sub-region covers an area of approximately 1,776 square kilometres with a total population of 71,200 people residing in six neighbourhoods.

Neighbourhoods

- 1 Alnwick/Haldimand
- 2 Cobourg
- 3 Port Hope
- 4 Hamilton
- 5 Cramahe
- 6 Trent Hills



LHIN-funded Health Service Providers

- 2** Hospitals operating out of 2 sites
- 8** Long-Term Care Homes
With a total of 667 beds
- 1** Community Health Centre
- 3** Community Support Services agencies
- 2** Community Mental Health and Addiction agencies
- 2** Central East LHIN branches



Primary Care (Non LHIN-funded)

40

FAMILY PHYSICIANS
Practicing out of 14 offices



2

FAMILY HEALTH TEAMS

0

NURSE PRACTITIONER LED CLINICS



1

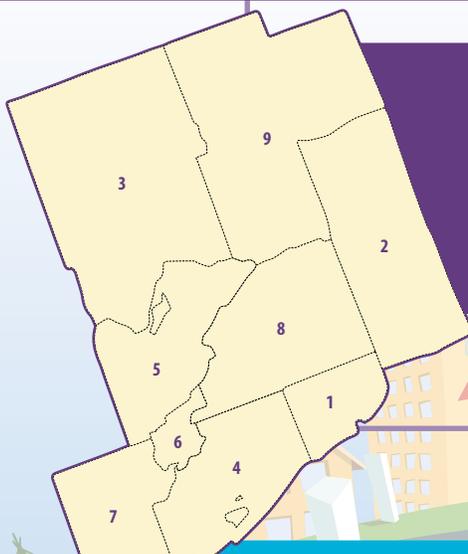
WALK-IN CLINIC

Peterborough City and County

The Peterborough City and County Sub-region is located in the eastern part of the Central East LHIN. The sub-region covers an area of approximately 4,215 square kilometres with a total population of 134,920 people residing in nine neighbourhoods.

Neighbourhoods

- 1 Asphodel-Norwood
- 2 Havelock-Belmont-Methuen
- 3 Galway-Cavendish and Harvey
- 4 Otonabee-South Monaghan
- 5 Smith-Ennismore-Lakefield
- 6 Peterborough
- 7 Cavan-Monaghan
- 8 Douro-Dummer
- 9 North Kawartha



LHIN-funded Health Service Providers

- 1** Hospital operating out of 1 site
- 8** Long-Term Care Homes
With a total of 1,111 beds
- 0** Community Health Centres
- 14** Community Support Services agencies
- 1** Community Mental Health and Addiction agencies
- 1** Central East LHIN branch



Primary Care (Non LHIN-funded)

107

FAMILY PHYSICIANS
Practicing out of 21 offices



1

FAMILY HEALTH TEAM

1

NURSE PRACTITIONER LED CLINIC



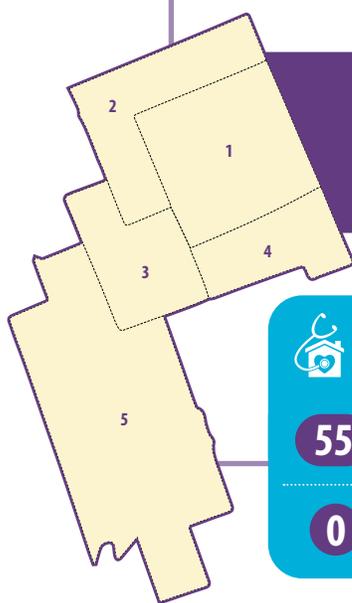
2

WALK-IN CLINICS



Haliburton County and City of Kawartha Lakes

The Haliburton County and City of Kawartha Lakes Sub-region is located in the North East part of the Central East LHIN. The sub-region covers an area of approximately 7,890 square kilometres with a total population of 90,260 people residing in five neighbourhoods.



Neighbourhoods

- 1 Dysart and Others
- 2 Algonquin Highlands
- 3 Minden Hills
- 4 Highlands East
- 5 Kawartha Lakes



Primary Care (Non LHIN-funded)

55

FAMILY PHYSICIANS
Practicing out of 11 offices



3

FAMILY HEALTH TEAMS

0

NURSE PRACTITIONER LED CLINICS



1

WALK-IN CLINIC



LHIN-funded Health Service Providers

2

Hospital operating out of 3 sites

11

Long-Term Care Homes
With a total of 892 beds

1

Community Health Centre

4

Community Support Services agencies

2

Community Mental Health and Addiction agencies

2

Central East LHIN branches



“As a member of the Central East LHIN Sub-region Steering Committee, I have the opportunity to bring the patient and caregiver perspective using my extensive experience as a volunteer on various community advisory groups, including the Co-Chair of the Central East LHIN Patient and Family Advisory Committee. My role on the Steering Committee provides strategic direction and oversight to the Sub-region Planning Tables and supports their work by reviewing, supporting and advancing the voice of the patient and caregiver representatives from the Planning Tables recommendations to the Central East LHIN, this approach will drive improvements which are meaningful to our local communities reflective of their needs and assist in providing a broader systemic view of healthcare improvements.”

- Randy Filinski, patient member of the Sub-region Steering Committee

“I got involved in health advocacy after a personal caregiving experience where I faced many challenges with the health care system. As an active volunteer I hear the stories of many people who experience problems with the system. As a caregiver representative on the Scarborough South Sub-region Planning Table I am able to share these stories and perspectives with the stakeholders around the table. There are benefits of serving on this team as I am able to get to know the problems experienced by the organizations that are providing the services, including primary care providers, and at the same time inform the other Planning Table members about the challenges faced by patients and caregivers in the community.”

- Renate Crizzle, caregiver member of the Scarborough South Sub-region Planning Table

“I joined the Haliburton County and City of Kawartha Lakes Sub-region Planning Table because I want the transformation of health care in our region to reflect the diverse needs of the people living in this large rural area. I think that my personal experience, professional background and community involvement will help me to bring the patient’s perspective to the Planning Table.”

- Nancy Newton, caregiver member of the Haliburton County and City of Kawartha Lakes Sub-region Planning Table



What resources do Planning Table members access to support their planning discussions?

To support the Sub-region Planning Table members to deliver on their mandate, access to population health data is vital. Through a variety of resources, the Sub-region Planning Tables are able to develop an understanding of the current situation as it relates to population health and health system access in their communities and allows them to identify gaps and opportunities for improvement. Population health data and analysis are a key component to support local health system planning. Below are a few examples of the resources that support the work of the Sub-region Planning Tables:

Central East LHIN Web-enabled Sub-region Profiles Tool

To support enhanced collaboration amongst the network of health service providers and other stakeholders, this interactive tool provides an environmental scan of demographics, population health, social determinants of health and health system information at the LHIN sub-region level, to support decision-making. To learn more, and to access the Web-enabled Sub-region Profiles Tool visit the [Central East LHIN website and click on Priorities – Sub-regions](#)

Please note that the Central East LHIN Web-enabled Sub-region Profiles Tool will be updated with 2016 census data in the fall of 2018.

Public Health Ontario: Population Health Indicators and the Snapshots tool

Snapshots is a collection of interactive map-based dashboards showing both geographic and temporal trends for key public health indicators by Public Health Unit (PHU), LHIN, LHIN sub-region, and Ontario overall. It provides dynamically linked tables, graphs, and maps with pre-calculated statistics. Available snapshots include, chronic disease, health behaviours, infectious disease, injury and substance misuse, and more. Visit www.publichealthontario.ca to learn more about and explore the Snapshots tool.

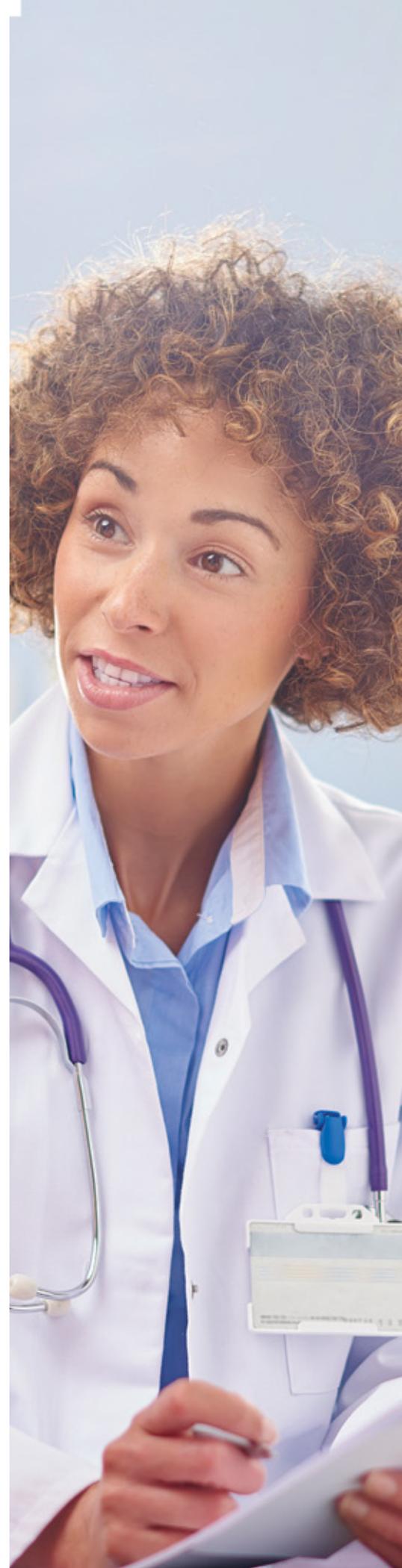
Health Quality Ontario: Quality Standards, reports and other resources

Health Quality Ontario (HQP) is the provincial advisor on the quality of health care. HQO works in partnership with health care providers and organizations across the system to help initiate substantial and sustainable change to the province's complex health system by providing strategic advice so all the parts of the system can improve. HQO produces Quality Standards that outline for clinicians and patients what quality care looks like. They also produce reports on a variety of topics of interest in the health care system, including surgical quality, emergency department performance, and opioid prescribing in Ontario. Measuring Up, is HQO's comprehensive yearly report that looks at the health of people living in Ontario and how the provincial health system is performing. These resources are available to the public at www.hqontario.ca

Ontario MD Quarterly LHIN Reports

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD works closely, and in partnership, with other health care organizations across the province, including the 14 LHINs. OntarioMD products and services are provincial digital health assets aligned to provincial priorities such as the Patients First Action Plan. Their quarterly LHIN reports provide stakeholders with a monthly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified Electronic Medical Records (EMR) and other digital health services integrated with certified EMRs. For more information and to view these reports, please visit the publications page on the OntarioMD website www.ontariomd.ca

Based on the Year 1 work of the Sub-region Planning Tables, local initiatives are being developed and implemented to better meet the identified health needs of residents in each sub-region community. This work represents innovative tests of change across local health systems, aiming to improve population health outcomes and disparities.



CentralEastHealthline.ca

The centraleasthealthline.ca is an innovative web portal that puts accurate and up-to-date information about health and community services at the fingertips of patients, doctors, and health care providers across the Central East region of Ontario. Over 4,000 service listings describe organizations and programs serving people who live in Scarborough North, Scarborough South, Durham West, Durham North East, Northumberland County, Peterborough City and County and Haliburton County and City of Kawartha Lakes. Events, News and Careers sections provide other avenues to much needed health and social services information.

Visit centraleasthealthline.ca for more information.

Centraleasthealthline.ca

Patient Stories

Since its inception, the Central East LHIN has recognized the value of listening to the voice of patients and their family caregivers. Patients and family caregiver input, when combined with the perspectives of health service providers, portrays a more accurate picture of the quality of health care services. These insights help system planners and service providers to improve care. By taking action on the lived experience of patients and their caregivers, new programs have been established, improvements have been made to existing services and when warranted, accountability for services has been re-designed or re-assigned. A selection of patient stories have been embedded directly into the [Central East LHIN Web-enabled Sub-region Profiles Tool](#), supporting Sub-region Planning Table members to ensure the patient/caregiver voice is considered in their planning discussions.

For more information on Central East LHIN Sub-regions and the Sub-region Planning Tables, visit the [Sub-regions page](#) on the Central East LHIN website located under the Priorities tab.

Patient and Family Advisory Committee (PFAC) Expression of Interest

The Central East LHIN is seeking additional community members to participate in its [Patient and Family Advisory Committee \(PFAC\)](#). This is being done to help ensure the committee reflects the diversity of the people and communities within the Central East LHIN geography. A diverse committee will ensure that discussions will reflect and respond to a broad range of lived experiences. PFAC membership is extended to all Central East LHIN community residents and will reflect the diversity of our communities. At present, the PFAC includes geographic representation from a number of the LHIN's sub-regions with individuals with a variety of lived and professional experiences.

With this Expression of Interest (EOI), we are currently encouraging patients and their family/caregivers who live within the Central East LHIN's **Haliburton County sub-region** and/or people who self-identify as a member of the **francophone, indigenous, new immigrant and/or LGBTQ communities** to complete and submit an EOI for consideration as a member of the Central East LHIN Patient and Family Advisory Committee.

[Click here](#) for more information and to submit an EOI.

Central East LHIN Opioid Strategy



Ontario's Opioid Crisis

Overdoses and deaths associated with opioid use, and misuse, have been on the rise in Ontario. There were 1,053 opioid-related deaths in Ontario from January to October 2017, compared with 694 during the same time period in 2016 – this represents a 52% increase. From January to December 2017, there were 7,658 emergency department visits related to opioid overdoses, compared with 4,453 during the same time period in 2016 – this represents a 72% increase.

As such, understanding and addressing opioid use disorder and the incidence of morbidity and mortality associated with opioid use and misuse is an important public health priority.

Ontario's Strategy to Prevent Opioid Addiction and Overdose

Announced in fall 2016, Ontario's comprehensive Strategy to Prevent Opioid Addiction and Overdose is supporting people in pain to receive appropriate treatment, increasing access to holistic treatment for those with opioid use disorder, and improving the safety and health of people who use opioids through access to harm reduction services, including the life-saving drug Naloxone. Naloxone kits are currently provided at local Ontario pharmacies on-site, at no cost, with no prescription required. However, individuals must show their Ontario Health Card. The Strategy is also working to enhance data collection, modernize prescribing and dispensing practices, and connect patients with high-quality addiction services.





Central East LHIN Response to Opioid Crisis

In response to Ontario's Strategy to Prevent Opioid Addiction and Overdose, and the Ministry of Health and Long-Term Care's commitment to invest more than \$222 million over three years to support efforts to combat the opioid crisis in Ontario, the Central East LHIN made **immediate targeted investments** in regional supports to help people impacted by opioid addiction and overdose, including by:

- Expanding Rapid Access Addiction Medicine (RAAM) clinics, which provide people with immediate and ongoing addiction treatment, counseling and other mental health supports
- Boosting access to community-based withdrawal management services (CWMS) and addictions programs

In partnership with Lakeridge Health and under the guidance of the Central East LHIN Regional Mental Health and Addictions Plan Executive Committee, an Opioid Strategy Action Group was established to support the development and implementation of the Central East LHIN Opioid Strategy.

On March 28th, the Opioid Strategy Action Group, co-chaired by Paul McGary from Lakeridge Health and Dr. Rosana Salvaterra from Peterborough Public Health, presented the Central East LHIN Opioid Strategy to the Central East LHIN Board.

The Action Group's Central East LHIN Opioid Strategy, based on the Four Pillars model of Prevention; Treatment; Harm Reduction; and, Enforcement, contains recommendations that build on the recent targeted investments by the Central East LHIN described above to help people impacted by opioid addiction and overdose. The Strategy also highlights the need for collaborative, coordinated, comprehensive and evidence-based responses involving integrated teams of people with lived experience, primary care and other health care providers and partners.

The Action Group included members with lived experience, physicians, hospital representatives, Public Health, paramedic services, social housing, harm reduction services, police services and community health centres.

The 21 recommendations in the Strategy are based on the Action Group's shared commitment toward improved processes, targeted education, upstream prevention and intervention, and a dedication toward improving service quality for better outcomes.

Central East LHIN staff will return to the Board in June with an Action Plan on how the recommendations will be implemented.

Additional Resources

- [Where to Get Naloxone Kits and How to Use Them](#)
- [Ontario's Strategy to Prevent Opioid Addiction and Overdose](#)
- [Download a copy of the Central East LHIN Opioid Strategy](#)
- [Learn more about Understanding Opioids](#)
- [How to Apply for an Overdose Prevention Site](#)
- [Interactive Opioid Tool](#)

On March 7, Health Quality Ontario released three quality standards on:

- [Opioid Use Disorder](#)
- [Opioid Prescribing for Chronic Pain](#)
- [Opioid Prescribing for Acute Pain](#)



Supporting people with mild to moderate anxiety or depression

The Central East LHIN is committed to ensuring that high quality and equitable health care is available to those who are affected by mental health and addictions issues. With approximately 20% of Canadians experiencing a mental illness during their lifetime and the remaining 80% affected by an illness in family members, friends or colleagues, the Central East LHIN has continued to focus on supporting people to achieve an optimal level of mental health and live healthier at home. We would like to draw your attention to the following new and expanding services that are better supporting people with mild to moderate anxiety and depression.

Big White Wall is an online mental health support network for those 16+ that helps people to better manage stress and anxiety. Initially a pilot project, this free platform is now being rolled out in the Central East LHIN by Ontario Shores Centre for Mental Health Sciences and the Ontario Telemedicine Network. Monitored by professionals 24/7 and supported by clinical analytics, Big White Wall provides immediate access and support for individuals experiencing mild to moderate mood and anxiety disorder symptoms. Various online treatments are available including online peer to peer support and online self-directed education/webinars. No referral is required. People can visit www.otn.ca/bigwhitewall to learn more about how they can connect with others and share how they're feeling as they learn new ways to take on life's challenges.

**24/7
ONLINE
SUPPORT
FOR
YOUR
MENTAL
HEALTH**

Depression makes me feel isolated from the world, but on Big White Wall I don't feel alone anymore.

Free in Ontario
Register today to get support,
take control and feel better.

AGE
16+

Ontario | otn. | Big White Wall

otn.ca/bigwhitewall



BounceBack®: Reclaim your health is a free skill-building program, offered through the Canadian Mental Health Association (CMHA) Ontario and CMHA York and South Simcoe to help adults and youth 15+ and their families, across the province, manage mild to moderate depression and anxiety. Through one-on-one telephone coaching and workbooks that participants can do from the comfort of their home, clients learn skills to help manage worry and anxiety, combat unhelpful thinking, and become more active and assertive. Access to the telephone coaching program is by referral through a primary care provider (family doctor, nurse practitioner) or client self-referral. Clients can also watch a series of BounceBack Today online videos any time at: bouncebackvideo.ca (using access code: `bbtodayon`). The videos are available in multiple languages and offer practical tips on managing mood, sleeping better, problem solving, and more. For additional information or to access the referral form, please visit bouncebackontario.ca



Increasing access to **Structured Psychotherapy** or Cognitive Behaviour Therapy Access is being co-ordinated through a provincial partnership that includes Ontario Shores Centre for Mental Health Sciences. In the Central East LHIN this has resulted in clinicians being embedded in primary care teams located in Peterborough and Durham Region including the Peterborough Family Health Team, Durham College, the North Durham Family Health Team, the CMHA-Durham Nurse Practitioner-led clinic, the North Oshawa Medical Centre and the Brooklin Medical Centre. Ontario Shores is currently working with their partners to expand this program across the rest of the Central East LHIN.

Launch of Inter-professional Primary Care Teams

The Central East LHIN was pleased to welcome the Honourable Dr. Helena Jaczek, Minister of Health and Long-Term Care to our region on April 4th as she made an important announcement regarding access to inter-professional primary care (IPC) teams.

In Scarborough, while visiting the Canadian Centre for Refugee and Immigrant Health Care (CCRIHC), Minister Jaczek announced new funding to support the expansion of inter-professional primary care (IPC) teams in the Scarborough North and Scarborough South sub-regions of the Central East LHIN.

The CCRIHC has received funding to provide comprehensive primary care and support the transition of recent newcomer clients within the health system, in collaboration with the Scarborough family physician community.

Scarborough Centre for Healthy Communities, on behalf of a partnership which includes the Scarborough Academic Family Health Team, East GTA Family Health Team, TAIBU Community Health Centre, Hong Fook Mental Health Association and Providence Healthcare, received \$804,300 to enhance access to comprehensive primary care for complex and vulnerable clients in the area.

At the beginning of May we were also pleased to announce that Scarborough Centre for Healthy Communities, as the lead agency for a collaboration of primary care providers that will include the above organizations as well as leadership from other primary care groups, received an additional \$1,950,000 to further strengthen the delivery of collaborative IPC across an expanded group of



inter-professional primary care providers. Guided by a vision of advancing equitable access to the benefits of inter-professional team-based care for all patients in Scarborough, the collaborative will be creating a primary care community of practice with the goal of being inclusive of all primary care providers and practice types in Scarborough North and Scarborough South sub-regions. In partnership with the Central East LHIN, this primary care community of practice will not only guide the implementation of the new inter-professional teams and the associated programs, but will help design and develop a strong, organized and integrated primary care system in the Scarborough area.

Similarly, we also announced that Carea Community Health Centre will receive \$500,000 to further enhance inter-professional team-based care in the Durham West sub-region. Carea will work with the Central East LHIN and other primary care providers in Durham West to develop a similar primary care community of practice to advance the transformative objective of building an integrated primary care system in Durham West.

These announcements regarding the expansion of IPC Teams in the Scarborough and Durham West sub-regions will further enhance health equity, quality, and patient-centered care and reduce barriers for complex and vulnerable populations while helping provide access to patients without a regular primary care provider.

The valuable learnings from this implementation will also benefit patients and primary care communities of practice in other sub-regions within the Central East LHIN.





Calendar of Events/Learning Opportunities

On the Road with OntarioMD

May 9, 2018 (Niagara Falls), May 16, 2018 (Oakville)

OntarioMD is offering clinicians an opportunity to attend an interactive evening session to learn how an Electronic Medical Record (EMR) can provide their practice with additional, immediate clinical value. On the Road with OntarioMD gives clinicians a chance to meet with OntarioMD Peer Leaders who will share their EMR expertise and advice to help manage today's health care system challenges using an EMR. Clinicians can also network with other physicians and share and compare your experiences with an EMR to care their patients and make office administration easier.

Visit www.ontariomd.ca/pages/on-the-road-with-ontariomd-.aspx for more information.

EMR Every Step Conference

– September 27, 2018 (Toronto)

The EMR: Every Step Conference is an interactive day where clinicians learn about what's new in certified Electronic Medical Records (EMRs), participate in EMR training workshops, network with their peers and visit the vendor showcase. This is Canada's largest EMR conference series and is an ideal venue to get inspired on how to get more benefits from an EMR!

Visit www.ontariomd.ca/pages/emr-every-step-conference---toronto-2018.aspx for more information

OTN Professional Development

Clinicians are invited to discover an extensive library of resources, archived learning videos, peer-reviewed papers and other clinical information that may be relevant to their practice.

Visit www.otnhub.ca/professional-development for more information and to view the various events and resources available.

IHSP 5

Over the coming months, the Central East LHIN will be working with its partners on the development of our Integrated Health Service Plan (IHSP) 2019-2022. The IHSP is a strategic planning document which identifies system-level goals for the Central East LHIN. The IHSP acts as a 'road map' for the pursuit of better health, better care and better value for money for residents. It is aligned with provincial and pan-LHIN priorities and guides identification of priorities and funding decisions for a three-year time period. The IHSP charts the course for the Central East LHIN and provides direction for all LHIN Accountable Health Service Providers.

As with the development of previous IHSPs, a robust community engagement strategy that will include planning meetings, presentations and feedback gathered from patients, families, caregivers, allied health professionals, administrators, nurses, physicians and broader system partner organizations including municipal governments, housing providers and public health will be essential.

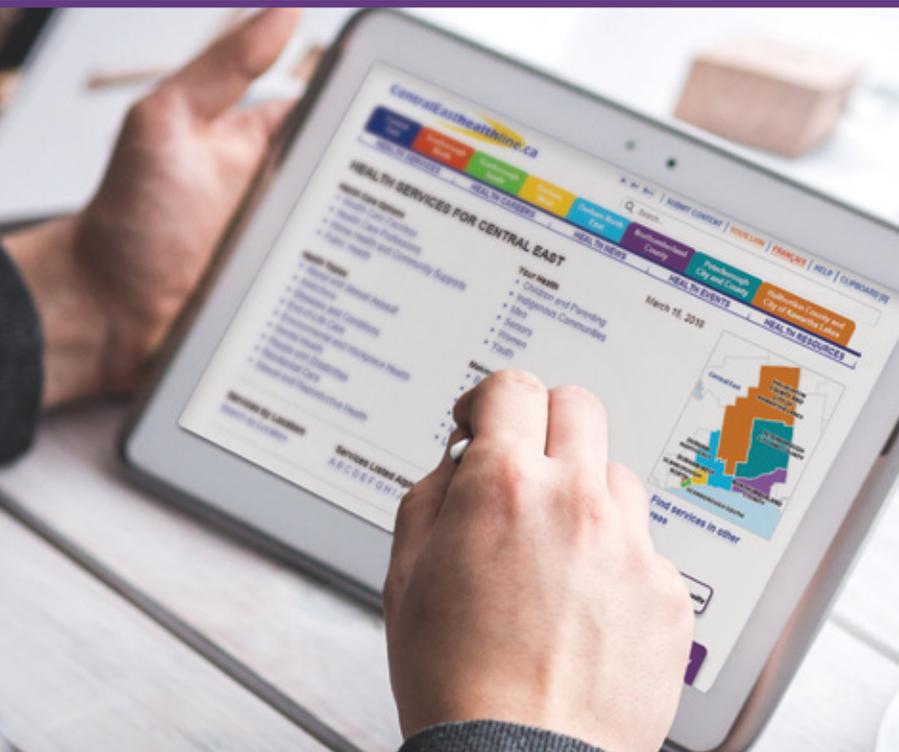
IHSP 5 will build upon the strategies and improvements in the four preceding [IHSPs](#) that, since 2006, have engaged providers and patients in the shared creation of an integrated system.

To ensure you are kept up to date about upcoming IHSP 5 engagement opportunities:

Subscribe to the Central East LHIN website

[Click here](#) to be added to the Central East LHIN Stakeholder and Engagement database to be alerted when new content is posted on the website.

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Healthline.ca offers listings of
Healthcare Services

Centraleasthealthline.ca

With accurate and up-to-date
information at your fingertips, we
help you find the regional health
and social services you need.
For more information on Health
Services in the Central East LHIN's
seven sub-regions, visit
www.centraleasthealthline.ca.

To learn more about the Central East LHIN or how you can access our programs and services, please call...

Ajax • Campbellford • Haliburton • Lindsay
Peterborough • Port Hope • Scarborough • Whitby

Toll-free

1-800-263-3877 • 310-2222

Local

905-430-3308

TTY

1-877-743-7939

Fax

905-427-9659

Email

centraleast@lhins.on.ca

Website

www.centraleastlhins.on.ca

www.healthcareathome.ca/centraleast

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Subscribe to the Central East LHIN website to be added to our Central East LHIN Stakeholder and Engagement database.

Click [here](#) to subscribe and receive alerts when new content, including our quarterly Report to the Community, is posted on the website.

Si vous avez besoin d'accéder à ces renseignements en français, veuillez communiquer avec Lisa Gotell, Planificatrice, stratégie du système de santé, intégration, planification et performance du RLISS du Centre-Est, à LisaA.Gotell@lhins.on.ca.

If you need access to this information in French, please contact Lisa Gotell, Central East LHIN Planner, Health System Strategy, Integration, Planning and Performance at LisaA.Gotell@lhins.on.ca.