



# The Connection

Health Service Provider Edition

May 2007

## Community gets rare opportunity in radio call-in show

Chatham-Kent residents had a rare opportunity to take their healthcare questions to three important figures on Saturday, April 21<sup>st</sup> as AM630 CFCO 92.9FM hosted a live, on-location call-in show from the Downtown Chatham Centre.

The one hour show called Healthcare: Today & Tomorrow, featured a panel made up of Ken Tremblay – CEO of Chatham-Kent Health Alliance, Betty Kuchta – Executive Director of the Erie St. Clair Community Care Access Centre and Gary Switzer – CEO of the Erie St. Clair Local Health Integration Network. The panel fielded questions about the new local healthcare system in the tri-county and how as a system the LHIN and Health Service Providers are working together to address the community's needs.

With the CCAC playing a crucial role in the patient's journey from the hospital into various community-based settings, Betty Kuchta recognized the importance of conversation with the public in shaping health services. "We welcome any further opportunities



(left to right) CFCO's Simon Crouch leading discussion with Gary Switzer, Betty Kuchta, and Ken Tremblay

to understand the patient experience through the spectrum of services" said Kuchta. She also noted the additional value of informing the public and health service providers on improvements required to advance health outcomes.

"Most residents in Chatham-Kent have a shared experience in accessing services at CKHA and CCAC" said Gary Switzer. "However, most are still unfamiliar with the LHIN, what our purpose is and how we will impact the services they currently receive from CKHA and CCAC" he added. Switzer went on to say that CKHA and CCAC already have tremendous

partnerships underway and that the LHIN would like to build on these experiences across the system.

Switzer also emphasized the significance of the event, with the public having access to CEO level staff in an open transparent format. "Being truly local can only happen with participation from our community". "We are going to continue to work at creating opportunities like these."

The show was well received from the community as Chatham-Kent residents made their way into the mall or called from their homes to ask questions. Topics ranged from questions around wait times in our hospitals, physician recruitment, licensing of foreign trained physicians, and various questions regarding the new LHIN system. Simon Crouch, CFCO personality, hosted the event and added his signature flair while engaging the panel members on the topics of the day.

## Wait Time Committee improving care across Erie St. Clair

With leadership from the LHIN, Erie St. Clair Health Service Providers have united around the Provincial Wait Time Strategy. The Wait Time Steering Committee was assembled in June '06 to develop a shared understanding of the program and work towards ensuring that residents across the entire LHIN receive timely and appropriate access to priority services.

The Wait Time Strategy was an initiative created by the McGuinty government to increase the number of procedures, reduce wait times and improve the management systems for five priority areas. The five priority areas designated under the strategy are: Cancer, Cataracts, Cardiac, and Hip & Knee procedures, as well as CT and MRI diagnostics. The measurement of wait times is calculated based on when a procedure is formally booked in a hospital until it is carried out. Wait times have become a barometer by which the public assesses the quality of their healthcare.

The committee has received strong support from the healthcare community. In its short life, membership has grown to include 18 healthcare professionals representing all 5 hospitals, CCAC and Windsor Regional Cancer Centre.

Under its mandate, the committee has forged ahead working to achieve its key objectives:

1. Increase capacity to perform the funded services
2. Encourage the development of effective models that decrease wait times and maximize capacity
3. Standardize processes based on best practices
4. Develop tools that provide a consistent method of assigning appropriate clinical urgency of patients

5. Timely, accurate information for reporting on wait times

"The Wait Time Steering committee was one of our first efforts as a LHIN at bringing together a group of providers to discuss opportunities for improvement", said Sharon Pillon, Senior Director of Performance, Allocations and Contracts with the Erie St. Clair LHIN. "I was impressed with their responsiveness and eagerness to improve our performance as a collective."

A critical component of the Wait Time Strategy has been the specialized funding issued to the hospitals to address wait times. Since 2004, Erie St. Clair has received over 15 million dollars in additional funding. These investments have filtered primarily into the direct financing of the five classes of procedures, but also into programs and systems to improve overall processes. The Wait Time Steering Committee has carved a niche in this regard, working as a collective to identify opportunities for project funding. The committee has developed a number of successful business cases to support requests to the Ministry of Health & Long-Term Care. To date, Erie St. Clair has been approved for the following programs:

### **Hotel Dieu Grace/Windsor Regional Hospital**

*Physio Assessment Project* – a program based on Hotel Dieu Grace's L.E.A.N. process that follows Hip & Knee replacement patients from a pre-admit

assessment through to post op and CCAC consultation. The focus of the project is on removing barriers to early discharge.

### **Chatham-Kent Health Alliance/ Bluewater Health/CCAC** *Pre-Op Assessment & Clinical*



Gary Switzer, LHIN CEO and Assistant Deputy Minister Hugh McLeod on a recent visit to report on Wait Times

*Pathway Development for Dementia Patients for Total Joint Surgery* – a collaborative project between CKHA, Bluewater Health and CCAC to decrease barriers to early discharge.

**Chatham-Kent Health Alliance**  
*Added Capacity of Total Joint Replacement Program* – funding to support additional joint replacement surgery across 2006/07 and 2007/08 fiscal year. Capacity is being gained by relocating Arthroscopy procedures to the Sydenham Site.

### **Bluewater Health**

*Eye Clinic (Petrolia Site)* – capital funding to support the building of a dedicated cataract suite that would allow for a potential increase of 150% to cataract surgery capacity for Sarnia-Lambton residents.

In a recent report delivered to Erie St. Clair hospitals by Assistant  
...continued on pg 3

## Our Vision

A healthcare system that helps people stay healthy, delivers good care to them when they are sick and will be there for their children and grandchildren.

### Coming Events

#### May 7 - Photo Contest Results

Winners of the Your Images, Your Community, Your LHIN: Photo Contest will be selected and posted on the Erie St. Clair LHIN web site

#### May 22 - LHIN Public Board Meeting

A Public Board Meeting will be held at Lambton College (Rm A223) in Sarnia at 6:30PM. For more information contact: ruth.augi@lhins.on.ca

### Submit Events

To post your events in the Erie St. Clair LHIN Connection newsletter send information by email to: ron.sheppard@lhins.on.ca

Please detail - organization name, event title, date/time, location, description and contact information. Submissions must be received by the 2<sup>nd</sup> last Friday of each month.

## Wait Time Committee, cont...

Deputy Minister Hugh McLeod, he noted that there has been great success in decreasing wait times in Cancer, Cataracts, Hip, CT and MRI procedures within the Erie St. Clair LHIN. Sharon Pillon commented, "this has come with great effort from the staff and administration of our hospitals throughout the tri-county."

The Wait Time Steering Committee is one example of the system-wide partnerships that the LHIN will utilize when implementing the Integrated Health Service Plan. The plan identifies Timely Access to Care among its' eight strategic directions.



*Brad Keeler is a Data Analyst with the Erie St. Clair LHIN, providing decision support and working with Health Service Providers to implement e-Health strategies.*

### Cancer in Erie St. Clair

Cancer incidence is heavily driven by population growth, aging and risk. Over the next 15 years, between 2001 and 2016 in Ontario, 90% of the incidence growth is expected to be driven by population growth and aging. Only 10% will be attributable to changing risk.

In Erie St. Clair, our expected annual incidence of cancer will increase 35% over the 15 year period to over 4,100 cases in 2016.

In Erie St. Clair, by 2012 (five years from now) we can expect to see:  
3,733 people are expected to be newly diagnosed with cancer  
almost 700 new cases of Prostate Cancer - 27% increase from '07  
over 480 new cases of Colon & Rectum Cancer - 12% increase from '07

#### Mortality:

216 people are expected to die of Cancer - 2% increase from '07  
52 people will die from Lung & Bronchus Cancer - 1% increase from '07  
15 people will die from Colon & Rectum Cancer - 1% increase from '07

Although we have high rates of Colorectal Cancer in Erie St. Clair, regular FOBT screening has been shown to reduce the risk of mortality by a minimum of 16%. There is a 90% chance of curing Colorectal Cancer if detected early.

\*This information was collected from the CCO iPort website.

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