







## South East LHIN Integrated Health Services Plan 2

Priority	South East LHIN Development
<p><b>Availability of long-term care services</b></p>	<ul style="list-style-type: none"> <li>• Service maximums and improved flexibility for CCAC services was introduced to better support people so they may remain in their homes.</li> <li>• A nurse practitioner team that provides urgent care in four long-term care homes and prevents transfers of residents to hospital emergency rooms was developed.</li> <li>• The waiting list for long-term care was completely renewed. Premature eligibility designation for long-term care was ended.</li> <li>• One hundred and ninety-two new long-term beds, including one new long term care home, have been built and opened for admissions in Quinte West and Tweed.</li> <li>• A new long-term care home has been approved for development in Kingston.</li> <li>• A first-of-its-kind approach to providing supported living supports was introduced and an evaluation of the results begun (the SMILE program). This program offers individualized care plans and budgets to address the needs of each senior admitted to the program and of the caregivers who support them in their instrumental activities of daily living.</li> </ul>
<p><b>Engagement with Aboriginal communities</b></p>	<ul style="list-style-type: none"> <li>• Relationship development moved strongly forward with Métis Nation &amp; off reserve Aboriginal populations.</li> <li>• Proposals by Aboriginal communities to the federal Aboriginal Transition Fund were supported and one proposal received partial funding.</li> <li>• Board members and LHIN staff participated in cultural learning provided by the Mohawks of the Bay of Quinte.</li> <li>• A strategic plan for health developed by the Mohawks of the Bay of Quinte was shared with the LHIN.</li> </ul>
<p><b>Ensuring French language services</b></p>	<ul style="list-style-type: none"> <li>• The LHIN and 14 health care providers were identified as possible French language service (FLS) providers in the Kingston area. All identified agencies are working towards FLS designation.</li> <li>• The Ontario Commissioner has recommended the province provide for the appointment of a regional French language coordinator for the South East and all other LHINs.</li> </ul>
<p><b>Integration of e-Health</b></p>	<ul style="list-style-type: none"> <li>• Some family health teams and hospitals electronically linked their patient records, improving patient safety and speeding up the sharing of clinical information.</li> <li>• All community support services, mental health services and addiction services agencies received a full upgrading of computer hardware.</li> <li>• The Inter-RAI Community Health Assessment was introduced as the standard assessment for all community support services.</li> <li>• A comprehensive Regional Capacity Assessment &amp; Projection analyses of population, health service utilization and health sector capacity was completed.</li> <li>• Access to drug history profile for patients receiving Ontario Drug benefits was made available in the ERs of all hospital sites in the LHIN.</li> <li>• All hospitals in the LHIN are now "film-less" through the implementation of a diagnostic imaging repository.</li> <li>• A Client Health Record Information System was implemented at CCAC.</li> </ul>



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	<ul style="list-style-type: none"><li>• 68 health service providers in LHIN have access to secure email.</li></ul>
<b>Regional health human resources plan</b>	<ul style="list-style-type: none"><li>• A partnership position with Health Force Ontario Recruitment Agency was developed to share leadership for physician and other health human resource planning.</li></ul>