

LHIN Touch

CENTRAL LHIN NEWS



FEBRUARY 2019

Connecting Thousands of Patients with Primary Care

Research shows that having a primary care provider is good for you. Over time, patients and the primary care develop a relationship that helps people manage existing health issues, prevent new ones, and generally stay as healthy as possible.

The Central LHIN is thrilled with the success of its Health Care Connect program that helps people find a family doctor or nurse practitioner accepting new patients.

Since this provincial program began in 2009, Central LHIN Care Connectors have connected over 30,000 patients with primary care –98.6 per cent of the people who registered. The Central LHIN has the second-highest overall connection rate of all LHINs.

Health Care Connect has also helped many primary care providers build robust and balanced rosters by matching patients with providers' needs and expertise.

Care Connectors act as the main point of contact and work with patients to find the right health care provider, ideally within their community. The Central LHIN recently expanded its team to four full-time Care Connectors to help more people.

Taking advantage of this great program is easy: patients can visit [Health Care Connect](#) online, or call 1-800-445-1822, weekdays from 9 a.m. – 5 p.m. Primary care providers can call 1-888-470-2222, ext. 6181, or email HealthCareConnect@lhins.on.ca.

Second Reactivation Care Centre Builds on Central LHIN's First-of-its Kind in Ontario Model

An innovative restorative care model that improves access to acute care

The Central Local Health Integration Network (LHIN) in collaboration with hospital partners is doing its part to end hospital overcrowding through the opening of a second innovative Reactivation Care Centre.

The Reactivation Care Centre - Church site began admitting patients on December 16, 2018. Located at 200 Church Street, Toronto (Highway 401 and Jane Street), the site opened with 92 new beds. In the months ahead, this site will operate with over 200 beds across seven units.

In December 2017, in collaboration with five local hospitals, the Central LHIN launched a first-of-its kind Reactivation Care Centre at 2111 Finch Avenue West, Toronto (Highways 400 and 407), at Humber River Hospital - Finch site, adding 150 beds to deliver restorative care and support to patients transitioning out of hospital. Since that time over 700 patients have transitioned from the Finch Reactivation Care Centre. Over 400 patients regained and optimized their functional independence and were able to return home with home and community care services, and an additional 300 patients have transitioned to convalescent or long-term care.

For one 90-year old patient, after a fall took away his mobility, a stay at the Finch Reactivation Care Centre meant he could recover at his own pace and return to an independent life in the community. Another patient left the Finch Reactivation Care Centre with newly regained strength and functional ability, ready for a fresh start in her new long-term care home.



New Rapid Access Addiction Medicine Clinics Offer Faster Access to Specialized Addictions Treatment

In response to the growing opioid crisis across the province, the Central LHIN has continued to support critical service delivery of comprehensive addictions treatment programming.

This includes new health and social service professionals, as well as continued expansion of Rapid Access Addiction Medicine Clinics aimed at providing faster access to specialized addictions treatment. These clinics, operated by Addiction Services for York Region in partnership with Central LHIN hospitals, provide low barrier access for any substance use disorder.

In December 2018, a new Rapid Access Addiction Medicine Clinic opened at Stevenson Memorial Hospital. With the opening of this new clinic, there are now five Rapid Access Addiction Medicine Clinics in operation in the Central LHIN region:

- Markham Stouffville Hospital (Markham)
- Southlake Regional Health Centre (Newmarket)
- Humber River Hospital (North York)
- Mackenzie Health (Richmond Hill)
- Stevenson Memorial Hospital (Alliston)

Plans are underway to open a sixth clinic in the North York area.

For further information, including location details and hours, please call Addiction Services for York Region at 289-221-4839 or 1-888-399-8342, or visit their [website](http://asyr.ca) at asyr.ca.

The Reactivation Care Centre model enables Greater Toronto Area hospitals to provide the right care in the most appropriate setting and improve patient outcomes and experience. The benefits of receiving care at the Reactivation Care Centres include:

- High quality restorative care seven days a week from a consistent and dedicated team of health care professionals
- Access to new and updated equipment that reduces risk of falls and hospital-acquired wounds
- Updated space in a repurposed facility

The Finch and Church Reactivation Care Centres are helping to address some of the pressures that are challenging the region's hospitals: a rapidly growing and aging population with increasingly complex care needs and limited care alternatives in the community, such as long-term care and convalescent care beds.

The Church Reactivation Care Centre will serve hospitals in the Greater Toronto Area, including Humber River Hospital and Sunnybrook Health Sciences Centre. These two Reactivation Care centres receive funding support from the Government of Ontario, which has announced investments to address hospital overcrowding.

The Central LHIN will continue to work with the Ministry of Health and Long-Term Care and system partners to find new and innovative ways to address system capacity.

For more information about patient eligibility, participating hospitals and location details, please visit the [Reactivation Care Centre website](#).

Increasing Specialist Access and Advice to Primary Care Providers

The Ontario eConsult Program virtually connects primary care providers to specialists to inform clinical decision making and reduce patient wait times. Using a secure, web-based portal, physicians and nurse practitioners can receive timely access to specialist advice for their patients, often eliminating the need for face-to-face consultation.

Since the program launched in the Central LHIN in early 2016, and up until May 2018, 67 per cent of patient cases did not require a face-to-face specialist visit, saving unnecessary travel resulting in significant time and cost savings.

Last year, primary care providers in the Central LHIN requested 880 eConsults, while specialists in the Central LHIN provided 2,577 eConsult responses to requestors all over Ontario. The most in demand specialist consultations by Central LHIN providers included hematology, endocrinology and gastroenterology.

Patients and providers benefit from this patient-centred program with timely access to specialists, flexible options for seeking specialist advice and improved clinical decision-making.

If you are a primary care provider or specialist interested in enrolling in eConsult, please email us at CLHIN.DigitalHealth@lhins.on.ca.

For more information on the eConsult program, please visit: otnhub.ca/patient-care/#econsult.

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

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