

WWLHIN*news*

Significantly More Community-based Health Services Being Provided for Local Residents

Waterloo Wellington Local Health Integration Network updates accountability contracts with community-based Health Service Providers to reflect additional service levels

April 18, 2013 Kitchener, ON – Recovering from health issues and staying well and healthy depends, for many local residents, on getting assistance from health service providers within our community. With increased funding provided by the Waterloo Wellington Local Health Integration Network (WWLHIN), over the past two years local providers have been able to commit to delivering more than 138,000 additional service encounters for residents. This means more care in the right place, at the right time.

Community support services are a lifeline for many people who need some level of health-related assistance to improve their quality of life but do not need to be in a hospital or long-term care facility. This help can include in-home services for a frail resident who may need practical help in order to stay comfortably in their home, such as receiving meal deliveries or homemaking visits.

Families can also receive community support to take care of loved ones with health challenges by offering: safe places for them to spend time and receive therapeutic help, like day programs for people with Alzheimer's; or overnight respite care to provide assistance for caregivers.

For those living with mental illness there is counseling and treatment, supportive housing and peer support programs, amongst many other options, to allow people to get the help they need while living their daily lives.

Prevention and chronic disease management is another support available in the community in order to keep people more healthy. Provided by community health centres, services include: cancer screening, diabetes care and influenza vaccination.

The work done by these community health service providers is set out in an agreement between each provider and the Waterloo Wellington Local Health Integration Network (WWLHIN). These legally binding agreements, called M-SAA's, outline firm accountabilities for the provider in terms of expected quality and performance levels in exchange for the funding they receive. They are service commitments that are reviewed and updated regularly. In the latest updates for 2013-14 it is clear that providers have answered the call to reduce their administrative costs and increase resources to direct care services for our residents. Going forward the refreshed service agreements are reflective of these increased service levels and the ongoing efforts to provide better quality, better service and better value for the people of Waterloo Wellington.

“Community based care is important because it allows people to continue living their lives on their own terms, while they get the healthcare they need” says Bruce Lauckner, CEO of the Waterloo Wellington Local Health Integration Network. “With people who need health services in the community getting more service than before, we know that our efforts, and those of our providers to challenge the status quo in order to best serve our residents, are working. “

Fast Facts:

- **Service Accountability Agreements (SAA)**
The SAA enables the LHIN to provide funding to the health service provider (HSP) for the provision of services. It supports a collaborative relationship between the LHIN and the HSP to improve the health of residents through better access to high quality health services, to co-ordinate healthcare in local health systems and to manage the health system at the local level effectively and efficiently.
- M-SAA stands for Multi-Sectoral Service Accountability Agreement. It is the type of agreement the WWLHIN has with community health service providers.
- As of March 2013, 37 contracts were approved by the WWLHIN Board. These providers offer a broad range of services to the community, such as transportation, hospice care, counseling, supportive housing, services for the homeless and more.
- **Health System Investments governed by 2011-14 M-SAA:**
 - \$112M Waterloo Wellington Community Care Access Centre (WWCCAC)
 - \$27M invested in Community Support Services (CSS)
 - \$17M invested in Community Health Centres
 - \$42M Community Mental Health and Addictions (CMHA)
- **Examples of some of the recent community investments made by the WWLHIN to increase service for our residents in 2012-13:**
 - Specialized Medical and Mental Health Outreach Program – Canadian Mental Health Association, Grand River Branch
 - Enhanced Mobile Crisis Unit – Canadian Mental Health Association, Grand River Branch
 - Opioid Treatment Program – Stonehenge Therapeutic Community
 - Regional Addictions Day Treatment Program – House of Friendship
 - Intensive Support for Individuals with Mental Health Issues – Provider to be determined
 - French/Multilingual Telemedicine Mental Health Service – Trellis Mental Health and Developmental Services
 - Expanded Adult Day Program for High Acuity Individuals in Cambridge – Region of Waterloo
 - Specialized Geriatric Services System Integration Implementation – Trellis Mental Health and Developmental Services
 - Additional Personal Support Workers – Waterloo Wellington CCAC
 - Expansion of Service Volumes to Address the Needs of Complex Individuals - Waterloo Wellington CCAC
- The Waterloo Wellington Local Health Integration Network is responsible for planning, integrating, coordinating and providing funding to 78 health service providers including hospitals, long-term care homes, community support services, community health centres, the Community Care Access Centre and community mental health and addictions agencies in Waterloo Region, Wellington County and South Grey.

Learn More:

- Read more about the Waterloo Wellington LHIN at www.wwlhin.on.ca . Learn more about Ontario's Action Plan at www.ontario.ca/health

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