

Media Release

Health Care Transformation Making Progress in Sudbury

North East LHIN Reports Back to Community

April 30, 2013 – Sudbury’s health care system is witnessing a patient-focused transformation through the work of the North East Local Health Integration Network (LHIN) to invest in more community care, bring health care partners together, and oversee the implementation of Health Sciences North (HSN) Peer Review recommendations.

“Coordinated efforts to increase patient care are seen in many corners of Greater Sudbury, notably for our frail elderly,” said Louise Paquette, CEO of the North East LHIN. “Through local decision making, more support for community care is evident across the city – more assisted living services, home care services and quality care away from busy institutional settings.”

“I am very pleased with the transformation we are seeing in our community thanks to our government’s ongoing investments in health care,” said Sudbury MPP Rick Bartolucci. “We ask the NE LHIN to continue its collaboration with all health care partners to ensure success as we move forward with this transition.”

HSN Peer Review Bringing Partners Together

Last July, the NE LHIN called for a peer review to address the high rate of ALC patients at the hospital, ongoing challenges in the emergency room, and the overall impact of hospital operations on the community.

Murray Martin, the Peer Reviewer, released his findings with 55 [recommendations](#) in October 2012 and stressed the importance of partnership.

“We’re seeing progress but there’s still work to do, particularly in regards to the ED wait times. Yes, the wait time for admitted patients has been shortened by two hours – however, it remains one of the highest in the province,” Paquette said. “I promised fellow Sudburians that this report would not sit on a shelf. Our health care providers are beginning to work as a system centred on the needs of the patient. We are encouraged by the results but will remain steadfast in our efforts.”

The partnership between the hospital and the CCAC is also key, particularly in discharge planning as people go home following their hospital stay. In addition, the Peer Review has prompted increased collaboration with the **Sudbury Manitoulin Community Support Services Network** – the helping hands who support seniors and others live independently through meal delivery, assisted living, assistive devices, transportation, and adult day programs – and the hospital to strengthen the discharge process.

The Community Support Services Network has also started work on creating a simplified process to get help for Sudburians such as a single point of access so that only one call or referral form is needed.

More Care in Community

Sudburians like Margaret Conibear couldn't agree more about the need to offer services from home which help people better manage their chronic conditions and ailments. A volunteer of more than 50 years with the Memorial Hospital Auxiliary, she wrote the NE LHIN supporting the draft plan for the Sudbury Outpatient Centre. "Programs and services (housed at the Outpatient Centre) assist people to stay in the community rather than being admitted to hospital," explained Mrs. Conibear.

The North East LHIN Board voted March 28 to keep open the Sudbury Outpatient Centre (formerly known as the Memorial Hospital). This overturned the 1996 decision of the Health System Restructuring Commission to close the site. The Board made its decision after hearing from Northerners, including Mrs. Conibear, who were in favour of the plan to offer ambulatory care clinics at the centre. People cited a number of reasons for supporting this transformational decision, including: overcrowding at the Ramsay site, an appreciation of the services offered at the centre, and closer parking.

NE LHIN Investments in Coordinating Care

North East LHIN investments made over the past year are helping to increase community programs and ease congestion at the hospital. Since October of last year, the number of alternate level of care (ALC) patients in hospital beds dropped from a high of 140 to a low of 66 this April.

This month, the LHIN announced funding for two new nursing programs dedicated to helping vulnerable patients, particularly older adults, manage their chronic conditions and receive timely post-acute care in their own homes. A **Telehomecare** nurse employed with the NE CCAC has already started working with Sudburians with COPD and heart failure to manage their chronic conditions through in-home monitoring equipment provided by the Ontario Telemedicine Network (OTN). **Five Rapid Response Nurses**, employed with the NE CCAC, have also been added to help patients, particularly the frail elderly, to ease the transition from hospital to home in those critical first days after discharge.

Other NE LHIN investments in Sudbury made over the past year **include 80 new assisted living** spots for high risk seniors, the creation of a **new Community Crisis Model** on Cedar Street, and **20 new specialized Behavioural Supports Ontario (BSO) positions** to help care for seniors with responsive behaviours caused by dementia, mental illness and neurological conditions.

Facts:

- Every year, the NE LHIN provides close to \$300 million to HSN to operate 454 beds (429 at the Ramsey site and 25 at the Kirkwood Site). HSN ended 2012 with a deficit of \$3.3 million and is currently operating under a NE LHIN approved Hospital Improvement plan.
- In July 2012, the NE LHIN appointed Murray Martin, President and CEO of Hamilton Health Sciences, as Peer Reviewer of Health Sciences North (HSN). His report was released October 9, 2012.

In Sudbury, 28 providers receive \$428 million from the NE LHIN:

- 2 Hospitals: HSN \$283 M (66%) and St Joseph's Continuing Care Centre \$10 M (2%)
- NE CCAC: \$37 M (9%)
- 6 Long-term Care Homes: \$53 M (13%)
- 7 Addiction & Mental Health providers: \$22 M (5%)
- 11 Community Support Service providers: \$19 M (4%)
- Community Health Centre: \$4 M (1%)

In the past year, community care investments in Sudbury include:

- **Assisted Living** for 80 Seniors – at residences (Finlandia, ICAN) and by mobile delivery to their homes (Red Cross, VON, ICAN)
- **Behavioural Supports Ontario (BSO)** – 20 specialized positions to help seniors who have responsive behaviours caused by dementia, mental illness and neurological conditions. Hundreds of others working in long term care, hospital and community organizations have also received additional training.
- **Mental Health Community Crisis Centre** – a partnership between HSN, CMHA – Sudbury/Manitoulin, and Greater Sudbury Police Service available at 127 Cedar Street.
- **Expansion of Iris Addiction Workers** in the HSN's emergency department.
- **Opiate addiction workers** to do more client visits in their homes and work with mothers.
- **Mushkiki-gamik Outreach Support Team (MOST)** worker – helping elders navigate the system.
- **CCAC Case Manager** in City of Lakes Family Health Team.
- **More Meals on Wheels.**
- **Telemedicine Nursing Expansion** – 5 organizations received full or partial nursing positions in Sudbury.
- **PATH** (Priority Assistance to Transition Home) program – Canadian Red Cross has recently set up an office at HSN (Ramsey site) for the delivery of the PATH to seniors who need help transitioning home.
- **A Telehomecare Nurse** to support seniors in managing their chronic diseases at home.
- **Five Rapid Response Nurses** to ease the transition from hospital to home.

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