



IHSP 2016-2019: YOUR HEALTH, YOUR SYSTEM, YOUR PLAN

VISION - Better Health – Better Futures

A local health care system where Waterloo Wellington residents can confidently say...



Better Health – Better Futures Means...

- An improved patient experience
- Better population health and health equity for all residents
- Partnerships with other sectors
- Delivering Integrated Care

PRIORITIES & OBJECTIVES – Focus areas for health system improvement over the coming 3 years



ACCESS

Providing faster access to the right care

- Ensure timely, accessible, supportive primary health care for all, including enhancing access for specific populations
- Provide seamless, high quality service delivery in the four sub-LHIN geographies
- Improve access to timely mental health and addictions services
- Transform palliative and end-of-life care

CONNECT

Delivering better coordinated and integrated care in the community, closer to home

- Integrate hospital care to deliver consistent, evidence-based best practice as a specialized resource on the health journey
- Strengthen home and community care
- Modernize the provision of long-term care through infrastructure renewal and quality improvement
- Support caregivers' health and well-being

INFORM

Support people and patients – providing the education, information and transparency they need to make the right decisions about their health

- Increase access to linguistically and culturally appropriate service and care that is welcoming for all
- Enhance transparent access to information to support professional, patient and caregiver decision-making and transitions of care
- Promote access to information to support self-management and illness prevention

PROTECT

Protect our universal public health care system – making evidence-based decisions on value and quality, to sustain the system for generations to come

- Engage patients, caregivers and community stakeholders in the design and implementation of health system improvement
- Reduce duplication in testing, assessment and service delivery to create a sustainable system of care
- Integrate services and pursue new models of care to reduce inefficiencies and redirect funding to front-line care