

May 31, 2012

A note from Louise Paquette, CEO, North East LHIN:

JUN 12 2012

I am pleased to enclose a copy of our inaugural *Report to Our Communities* for your reading pleasure. The stories and people you will meet on its pages provide real examples of how our collective work is making healthy change happen across Northeastern Ontario.

Over the past several years, the NE LHIN has spoken with thousands of Northerners in an effort to realign the health care system and ensure a more people-focused system of care. Fellow Northerners understand that change is here - not just on the horizon and that it is change for the better.

We have received hundreds of comments and essentially people have told us they want: more community and home-based care, less fragmentation in the delivery of health care programs and services, and more focus of care on people, families and patients.

The report reflects our work that is aligned with the voices we have heard in our many engagements. In keeping with aligning our work to the comments received from fellow Northerners, also enclosed is a one page summary of our 2012-13 operational plan. The matrix outlines our priorities for this year, including:

- Increasing primary care coordination
- Enhancing coordination and transitions of care
- Facilitating realignment and system transformation
- Making mental health and addition programs and services more accessible

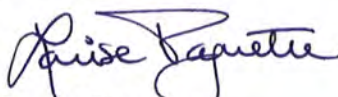
With the enablers of:

- Enhancing access to care for special population groups such as Francophone and Aboriginals
- Expanding eHealth and the use of technology
- Enabling the recruitment and retention of health care professionals.

This month, we will begin work on our 2013-2016 Integrated Health Service Plan (IHSP). IHSP's are essentially a three year strategic plan of all LHINs. Our IHSP work will involve having our current priorities validated to ensure we are focusing on the needs of Northerners both this year and over the next three years. Once again, we will be reaching out to people in your area to ask them for their thoughts.

I welcome your ideas for positive health care change any time.

Sincerely,



Louise Paquette
Chief Executive Officer

NORTH EAST LHIN OPERATIONAL PLAN, 2012-2013

Ontario's Action Plan For Health Care

Better Patient Care Through Better Value From Our Health Care Dollars
With a focus on: Keeping Ontario Healthy; Faster Access and a Stronger Link to Family



North East LHIN Overarching Goal

To Realign Northeastern Ontario health care providers in an effort to increase access to quality care for Northerners and ensure a more patient-centred and community based system.

2012-2013 Priorities

- Increase Primary Care Coordination
- Enhance Coordination and Transitions of Care
- Facilitate Realignment and System Transformation
- Make Mental Health and Addiction Programs and Services More Accessible

Enablers

- Targeting the needs of special population groups
 - Francophone Northerners
 - Aboriginal/First Nation/Métis Northerners
- Expanding eHealth Opportunities
- Enabling Recruitment and Retention of Health Care Professionals
- Accountability Agreements with health service providers
- Local Health System Integration Act (LHSIA)



Outcomes/Metrics

Performance Indicators of the Ministry/LHIN Performance Agreement