Waterloo Wellington **LHIN**

Briefing Note

September 26, 2018

For Information

Board of Directors Item 14.2– Annual Business Plan (ABP) – Delivering through Innovation Initiatives

---

PURPOSE

To provide the WWLHIN Board of Directors an update on progress made on our Strategic Direction to exponentially impact the patient experience through igniting innovation and creativity.

CORE CONTEXT

- One of the five Strategic Directions of the WWLHIN is to Ignite Innovation and Creativity to exponentially impact the patient experience.
- The WWLHIN leads the province in driving innovation at a LHIN level.
- A number of disruptive innovations have been implemented or are in progress which support meeting outcomes in all five strategic directions.
- The WWLHIN will continue to seek out and support innovations that improve patient outcomes and drive efficiencies across the system.

RECOMMENDATION

No recommendation required at this time.

BACKGROUND INFORMATION

The WWLHIN is committed to seeking and implementing disruptive innovation as a key strategic direction in our continued goal to improve the local health system. Our approach, to date, has been to act as an Innovation Connector, Catalyzer, and Consumer:

- A connector to help agencies find the right solutions with private sector and not-for-profit companies
- A catalyzer to encourage the development of new technologies
- A consumer that leads by example and invests in innovation to help improve our services and health system

The WWLHIN is uniquely positioned to take a leadership role in fostering and developing health innovation for Ontario. Our location in Waterloo Wellington puts us at the heart of Canada's engine of innovation. We have access to and hold partnerships with the tech innovation ecosystem on the western edge of the Toronto-Waterloo Corridor.

At the September 2018 meeting of the Board of Directors, a comprehensive innovation udpate was provided to the Board which can be found here: http://www.wwlhin.on.ca/~/media/sites/ww/files/boardandgovernance/Meetings/2018-2019/08,-d-,0%20G%20BN_20180926_InnovationProgress_Open.pdf?la=en

While the September update serves as a foundation for innovation updates, this briefing note will provide the WWLHIN Board of Directors with an update on specific innovation opportunities and progress on innovation initiatives which align to our Annual Business Plan (ABP) and will provide the Board and Staff further opportunities to disucss ways to advance innovation across the WWLHIN.

Addressing Personal Support Worker (PSW) Capacity Challenges

In September 2018, the WWLHIN launched a partnership with a Waterloo based start-up called Bloom. Bloom created an efficiency and optimization platform for home care, using a unique set of PSWs in specific sub-LHIN regions. As previously reported to the Board, in the first week of utilizing Bloom, 25 of the most complex patients who were waiting in acute care to go home with PSW services were able to go back to the community with Bloom's support, after all the traditional Service Provider Organizations were unable to fulfill the service requests. As of October 21, 2018 almost 2000 units of service have been provided by Bloom, most of which are for Home First Intensive Service patients. Of those units of service, only two episodes of missed care have occurred. We are currently in discussion with Bloom to expand the program and

begin to refer even more patients through their platform and service. The Ministry of Health and Long-Term care has also connected with us and is looking for further testing of the model to determine applicability for spread across the province. An evaluation of the project will demonstrate success and expansion opportunities across our LHIN and the province.

Health Innovation Hub

The WWLHIN committed in the 2018-19 ABP to lead the creation of a Waterloo Wellington Health Innovation Hub. A number of partners and stakeholders came together to ideate and conceptualize different versions of this Hub. In principle, the intent of the Hub is to provide a space for health technology and innovators to co-locate, along with health system leaders such as the WWLHIN and other willing health service providers. While local incubators and accelerators such as Communitech and the Accelerator Centre do an excellent job of mentoring new start-ups and helping them to build their products and companies, local health technology innovators have identified a need to accelerate the pace of change during their scale up phase by better connecting and learning from each other and the actual health system.

WWLHIN staff continue to meet with local stakeholders and partners in the development of the Health Innovation Hub, with the goal of having it open in the summer of 2019. Currently, a number of risks have been identified surrounding the delivery of formal programming at the facility, and WWLHIN staff are facilitating conversations with key partners who will be providing this service. A formal business plan will be developed that articulates and formalizes the programming and delivery of services at the Hub.

Empowering Clinical Leadership

One strategy to improving patient experience and outcomes using innovative processes and solutions is to engage and support clinicians in new and inclusive ways. The WWLHIN has partnered with a virtual innovation ecosystem platform called Colleaga to develop an online platform, structured innovation process, idea management tools and enhances innovation capabilities – the Waterloo Wellington is the first LHIN in Ontario to use this type of platform. The first “challenge”, meant to be agile and nimble, will be launched in mid-November and run until mid-December and will identify challenges and potential solutions in wound care prevention, management and care. A team made up of WWLHIN Care Coordinators, Wound Care nurse, innovation leads and a Primary Care physician will be leading this first challenge.

NEXT STEPS

For information