

"There is so much **inconsistency** with regard to the information, **medical treatment** and **patient support** that is provided, both from location to location and from care provider to care provider within a single location."

— Regional Patient Advisory Council member

What's next?

As we continue into the next phase of the project, working groups will develop detailed business cases around the opportunities explored in the *Phase 1 Recommendations Report*. We are committed to ongoing community engagement including our academic, Francophone and Aboriginal communities, and to having the voices of patients and families embedded throughout the planning process. We hope you will participate and help us shape the future of hospital services in southeastern Ontario.

Stay connected.

Help us shape the future

For more information, to read the *Health Care Tomorrow Phase 1 Recommendations Report*, and to learn about upcoming engagement opportunities visit www.healthcaretomorrow.ca



Improving access to high quality care by developing a sustainable system of integrated care





What are the members working on?

Working groups from across our regional hospital system are exploring opportunities to share hospital services and expand on existing collaborations in three key areas:

- Business functions: Delivering high-performing, cost-effective, integrated business support services – financial services, human resources, information technology and facilities management
- Diagnostics and therapeutics: Providing accessible, patient-centred and cost-effective diagnostic imaging, laboratory and pharmacy services
- Clinical services: Creating an integrated system of high-quality clinical services for a seamless, excellent patient experience

We're also engaging citizens in our communities for input on the future of hospital services in our region

- Regional Patient Advisory Council: **24 participants, 84 sessions** including participation in working groups
- Community open houses: **12 sessions, 351 participants**
- Online survey: More than **1,700 responses**
- Working groups from regional hospitals: Over **250 participants** – leaders, staff, physicians, patient experience advisors
- Elected officials – MPPs and Mayors from across the region
- External experts from innovative health systems in the United Kingdom and the Netherlands

What is Health Care Tomorrow – Hospital Services?

It's a dynamic collaboration between southeastern Ontario's seven hospital organizations, Community Care Access Centre, Queen's University Faculty of Health Sciences and the South East Local Health Integration Network. We are working together to make it easier for patients to get care, when they need it, here in our region, while responding to the financial challenges facing our health care system.

Why now?

Quite simply, our current system of hospital care was not designed to meet the needs of today's patients and families. They are telling us that we can do a better job of delivering access to high quality care and making their hospital experience seamless, integrated and excellent.

Our Phase 1 Recommendations Report identifies exciting opportunities to do just that. It's about how we can start to reimagine a better hospital care system for patients by finding savings, eliminating inefficiencies and focusing scarce health care dollars where they're needed most – on the front lines of care. You can read the report at www.healthcaretomorrow.ca



*"It's not about whether the hospital is a good hospital, or the physician is a good physician, **it's about the experience.**"*

— Regional Patient Advisory Council member