

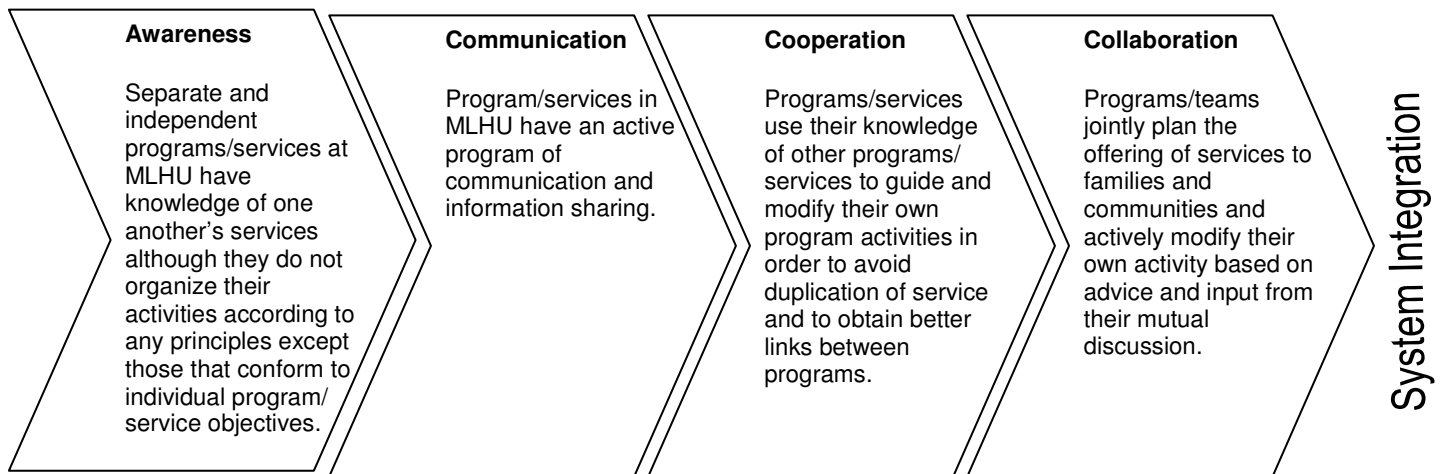
# Middlesex-London Health Unit Integrating Systems

February 24, 2009

## System Integration Definition

“System Integration is an ongoing process whereby MLHU programs and services offered at Middlesex-London Health Unit engage in progressively greater degrees of joint service activity to provide families with better access to services”. Source: Laying the Foundation for London’s Child and Youth Agenda, June 2007. Adapted by D. Bewick, April 2008.

## The Continuum of System Integration



Source: Canada. Ministry of Children and Youth, Building on the Foundation-Moving Forward, Addendum to the Implementation Planning Guidelines for Best Start Networks – System Integration, London, ON: Government of Ontario, November 15, 2006. Adapted by Diane Bewick, April 2008.

## Underlying Beliefs/Values:

- ★ That key Middlesex-London Health Unit stakeholders need to be involved in program assessment, planning, implementation and evaluation of services in order to maximize outcomes.
- ★ Purposeful action is necessary between teams/services in reviewing existing programs and developing new initiative to ensure each program/initiatives is deliberately positioned on the continuum of system integration.
- ★ The focus of programs and services should be on the quality of care provided to the community and not on organizational structure.
- ★ That program integration is about creating significant organizational process changes and effective planned programs requires commitment to the goals.
- ★ Change in processes in and of themselves must continually evolve and adapt.
- ★ We need to understand and accommodate different needs and expectations of clients, teams and service areas.
- ★ Programs, services and the degree of integration should be based on current evidence of best practices and effectiveness.

## Middlesex-London Health Unit Integration Assessment Tool

<b>A. Assessment</b> - The purpose of this assessment is to ensure that MLHU teams/services have the opportunity to discuss the review of current programs which may impact them and to discuss potential new initiatives. At the end of the assessment it is intended that the consensus can be reached regarding the appropriate level on the integration continuum and agreement on the level of involvement of each team/service in planning and implementing.	
<u>Criteria</u>	<u>Comments/Describe</u>
1. Has the identifier Service Area of this new issue or initiative made other teams/services aware of the issue or initiative under consideration? • <i>Describe who, when, how</i>	
2. Has the Service Area bringing forth the issue ensured adequate dialogue regarding shared experiences and knowledge of the issue with stakeholders. Is there agreement that there is a gap (or opportunity) and what the nature of the gap is?	
3. Has the data/information/evidence addressing the issue been presented and understood. • <i>What evidence is informing the thinking?</i> • <i>Is it reliable and valid</i> • <i>Is there conflicting evidence</i> • <i>If there is no document data (why not), what are the implications?</i>	
4. Is there agreement between Services that the initiative has sufficient qualitative and quantitative rationale/evidence to proceed with further discussion and planning?	• <i>yes ____ no ____ Comments</i>
5. a) Where does the initiative fit within the continuum of current services? b) How will it enhance Public Health outcomes?	
6. How does this new initiative fit within the Provincial Program Standards and MLHU priorities/strategic directions?	
7. How does the initiative impact the larger system and other sectors? • <i>other sectors identified</i>	
8. How will this new initiative promote improved access to services or enhance ease of movement through the system. • <i>Access may include physical, economic, communication, cultural, sexual orientation</i> • <i>Has the concept of equal access been considered?</i>	
9. Are there key community stakeholders who should be engaged in the planning of this program/service? • <i>who?</i> • <i>how will you engage them?</i>	

**B. Planning & Evaluation** - The purpose of planning and evaluation is to identify MLHU teams who will take on an active role on an issue or initiative and to establish a process which will make expectations and commitments clear and explicit.

Teams Criteria	Comments/Describe
1. Which are best suited to jointly plan the offering of this (new) service/program and would be placed on the <b>cooperative</b> and <b>collaborative</b> phases of the integration continuum <ul style="list-style-type: none"> <li>• <i>List each team and why they are suited to participate in planning – identify lead person from team.</i></li> </ul>	
2. How will funding and inkind services be distributed? <ul style="list-style-type: none"> <li>• <i>Specific commitments and expectations might be documented as part of the plan.</i></li> </ul> How will lead roles be identified? eg. training, media, agency, communication, budget.	
3. How does this (new) service/initiative involve modifying services currently being offered? <ul style="list-style-type: none"> <li>• <i>Change of location, transportation, age focus, cultural focus</i></li> </ul>	
4. What is the future viability/sustainability of this service? <ul style="list-style-type: none"> <li>• <i>How long are teams committed to provide necessary resources?</i></li> <li>• <i>How will changes in team involvement and/or leadership be determined and managed?</i></li> </ul>	

**C. Continued Stakeholder Engagement** - The purpose of this section is to ensure all MLHU Service Areas remain informed and able to support the process and outcomes of new initiatives. It will also clarify how change processes will proceed.

Teams Criteria	Comments
1. How will teams not directly involved in the planning phase continue to be kept informed regarding the initiative. <ul style="list-style-type: none"> <li>• <i>Plans for ongoing communication to MLHU teams, must be intentional/have a plan.</i></li> </ul>	
2. When shifts occur in the level of integration of cooperative and collaborative teams how will these be negotiated? <ul style="list-style-type: none"> <li>• <i>what is the process for a team to move away/withdraw to another level on the integration continuum</i></li> <li>• <i>How will new teams who want stronger <b>cooperative</b> or <b>collaborative</b> commitment with this initiative be incorporated?</i></li> </ul>	

# Middlesex-London Health Unit

## Integration Model

