

HELPING PEOPLE

"I HAVE BEEN UNABLE TO TRY IN-VITRO FERTILIZATION BECAUSE THE COST WAS TOO PROHIBITIVE FOR ME. YOU MAY HAVE JUST CHANGED MY LIFE TODAY. THANK YOU FOR MAKING THIS A POSSIBILITY."

– LOREEN B., TORONTO –

"CHANGE TO HEALTH CARE MUST BE INFORMED BY INPUT FROM PATIENTS AND CAREGIVERS WHO HAVE EXPERIENCED HOME AND COMMUNITY CARE FIRST HAND. I APPRECIATE HAVING THE OPPORTUNITY TO SHARE WHAT WORKED WELL AND OPPORTUNITIES FOR IMPROVEMENT."

– JAN M., THUNDER BAY –

"THIS [CHATHAM-KENT HEALTHY KIDS COMMUNITY CHALLENGE LAUNCH] WAS A REALLY GREAT EVENT TODAY. AS A PARENT, YOU'RE ALWAYS LOOKING FOR WAYS TO GET YOUR CHILDREN OUT INTO THE COMMUNITY AND BE ACTIVE, AND SO IT'S A GREAT INVESTMENT."

– BEN S., CHATHAM-KENT –

"OPACC (ONTARIO PARENTS ADVOCATING FOR CHILDREN WITH CANCER) IS THRILLED THAT OUR CONCERNS AROUND THE HIGH COST OF HOSPITAL PARKING HAVE BEEN ADDRESSED TO HELP DEFRAY THE COST OF HOSPITAL PARKING FOR FAMILIES OF CHILDREN WITH CANCER IN ONTARIO."

– SUSAN KUCZYNSKI, OPACC PARENT LIAISON, TORONTO –

OUR PROGRESS

Over the past 10 years, Ontario's health care system has made great progress in improving the patient experience.

TODAY, 94%
of Ontarians report
having a regular primary
health care provider.

COMPARED TO 2003,
OVER 26,300
more nurses and
6,600
more physicians are providing patient care.

Flu shots are available
in more than
2,500
pharmacies.

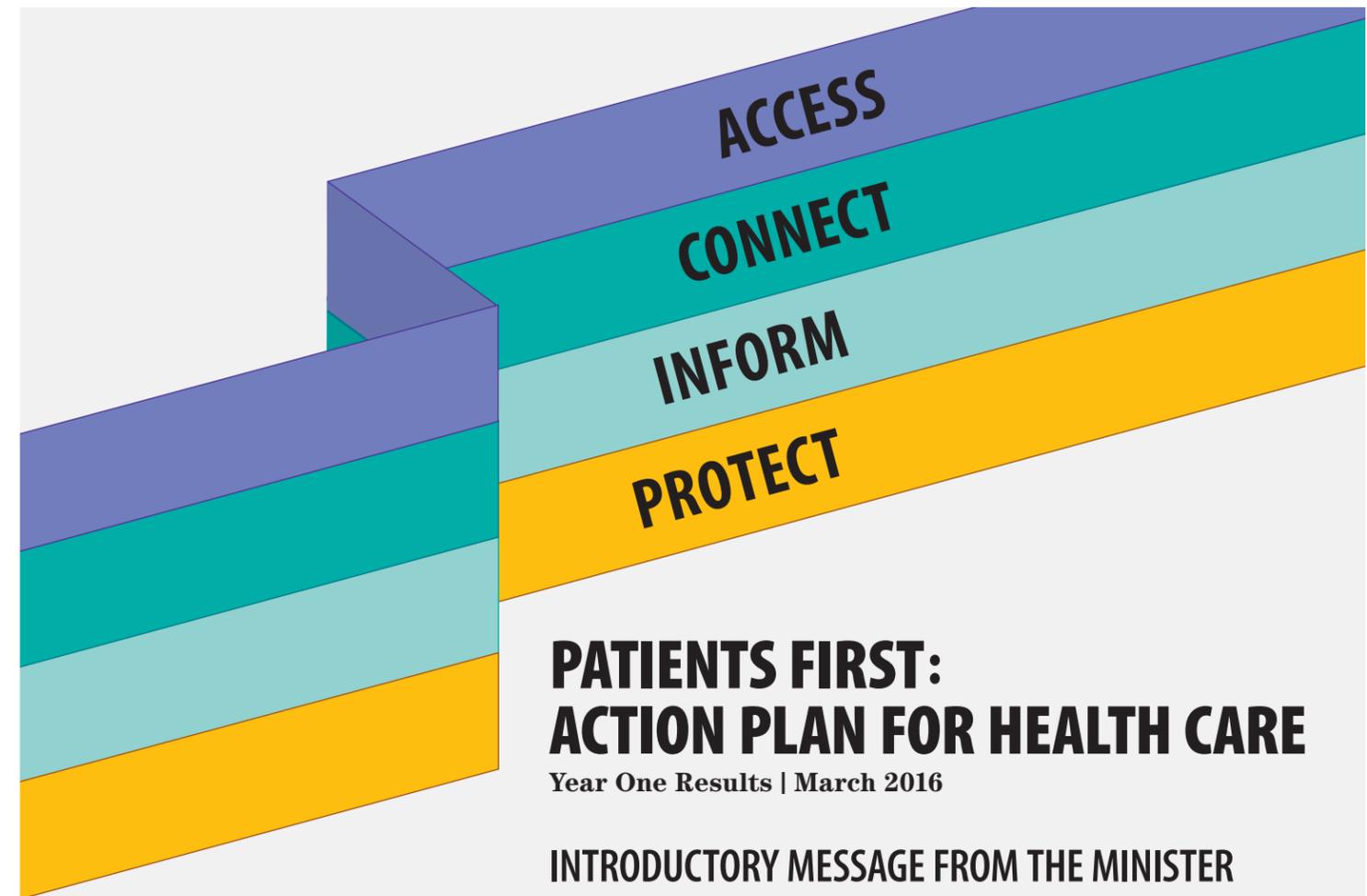
VISION FOR THE FUTURE

In the months and years ahead, we will continue to make progress on our *Patients First: Action Plan for Health Care*. By putting patients first in everything we do, we will provide faster access to the care patients need today and make the necessary investments to ensure our health system will be there for patients for generations to come.



Dr. Eric Hoskins meets with a home care client.

For more information visit Ontario.ca/patientsfirst



PATIENTS FIRST: ACTION PLAN FOR HEALTH CARE

Year One Results | March 2016

INTRODUCTORY MESSAGE FROM THE MINISTER

The *Patients First: Action Plan for Health Care* renewed our government's commitment to transform our health care system into one that puts the needs of patients at its centre by focusing on four key objectives: increasing access, connecting services, informing patients and protecting our health care system.

Since launching *Patients First: Action Plan for Health Care* in February 2015, we've made progress in all four areas, including beginning to implement the *Roadmap to Strengthen Home and Community Care*, expanding access to fertility services, releasing *Immunization 2020*, reducing hospital parking fees, and consulting on and appointing our first-ever *Patient Ombudsman*.

By focusing on patients first, we continue to make our health care system more accessible, equitable and integrated.

Sincerely,

Original signed by
Dr. Eric Hoskins
Minister

ACCESS

Results:

Expanded the number of community Health Links from 69 to 82 across the province, providing better coordinated care for patients with multiple, complex conditions.

Increased access to fertility services at 52 clinics across the province. Ontario will now fund one in-vitro fertilization cycle per eligible patient.

Additional \$83 million invested in mental health and addictions services, supporting more than 200 community initiatives.

In 2015-16, close to \$1.4 billion was invested to expand, renew and modernize hospitals with approximately 40 major hospital projects under construction or in various stages of planning.

Making hospital parking more affordable by requiring hospitals that are charging more than \$10 a day to provide 5-, 10- and 30-day parking passes at 50% the daily rate or less starting October 1, 2016. All hospitals will also cap their daily rates for three years.

Helping more than

5,000

people per year grow their families by expanding access to in-vitro fertilization.



Invested more than \$1.9 billion since 2003-2004 to help reduce wait times for surgical procedures and diagnostic imaging, reducing wait times for key services areas by 282 million days as of November 2015.

30

new nurse practitioners providing care in long-term care homes.

INFORM

Results:

Launched the Healthy Kids Community Challenge which takes a community-wide approach to healthy eating, physical activity and healthy behaviours for children.

Passed The Healthy Menu Choices Act, 2015 requiring food service premises with 20 or more locations in Ontario to post calorie information for standard food and beverage items on their menus as of January 1, 2017. This will help Ontarians make more informed decisions about healthier food choices.

Released Immunization 2020, Ontario's five year strategy to strengthen the immunization system to better protect all Ontarians from vaccine preventable diseases, including a public education campaign and strengthening the rules for those who choose not to vaccinate their school-aged children..

Helping to reduce smoking rates by making it harder for youth to obtain tobacco products, banning the sale of flavoured tobacco and banning the sale of e-cigarettes to anyone under the age of 19.

Launched the Healthy Kids Community Challenge in

45

communities, including six aboriginal communities.



Banned the sale of e-cigarettes to anyone under the age of 19.



More than half a million visits to MyCancerIQ – an online cancer risk assessment tool – within 13 months of launching.

CONNECT

Results:

Expanding home and community care in Ontario by implementing Patients First: A Roadmap to Strengthen Home and Community Care — a 10-step plan to improve and expand home and community care over the next two years.

Consulting with stakeholders and the public on primary care and home care changes to improve the connections and communications between health care providers, hospitals, and home and community care.

Six teams in Ontario are now implementing bundled care to help patients transition more smoothly from hospital to home, enabling care providers to work as a team to ensure a better patient experience.

Allowing more in-home care for patients, though 30 community paramedicine programs.

Increasing investment in home and community care by 5% annually – an increase of

\$750 m

over three years.

27%

increase in patient video visits with clinicians through Ontario Telemedicine Network.



Increasing the hourly wages and setting a new minimum base wage of \$16.50 per hour for publicly funded personal support workers in the home and community care sector by April 1, 2016.

80,000

additional nursing hours for patients with complex needs.

PROTECT

Results:

Making prescription refills more convenient for people with chronic conditions and making changes to ensure Ontarians get good value when it comes to drug costs now and in the future.

Selected Ontario's first-ever Patient Ombudsman following a recruitment process that included input from nearly 1,000 individuals from across Ontario.

Introduced the Health Information Protection Act to ensure the protection of patients' personal health information and increase transparency in Ontario's health care system.

Recruited a Chief Health Innovation Strategist to make sure Ontario is taking the most innovative approach to delivering health care and championing the province as a leading centre for new health technology.

Established a new **\$20 m**

Health Technology Innovation Evaluation Fund to support made-in-Ontario technologies that improve patient care.

Nearly **1,000**

Ontarians provided feedback on what qualifications were most important in a Patient Ombudsman.



Continuing to engage the public on important health care issues, such as physician assisted dying, where over 12,500 people completed an online survey sharing their feedback on the issue.