

Access to Care | Right Care | Right Time | Right Place

What is Access to Care?

Access to Care is a province-wide strategy to help people move out of acute hospitals and into other care settings as quickly, smoothly and safely as possible. Access to Care empowers patients/clients to participate in their own care and ensures that they get the right care at the right time and place. It calls for collaboration and integration across the health system.

What does Access to Care involve in the South West?

Access to Care involves three main streams:

- **Home First:** The central idea of Home First is that when a person enters hospital, physicians, the hospital and South West Community Care Access Centre (CCAC) staff members, family members and others work together to get him or her home upon discharge, if at all possible. In addition to improving patient/client care, Home First helps ensure that acute care hospital beds are available for those who need them, reduces the overall demand for long-term care, and helps people stay home as long as possible.
- **Assisted Living/Supportive Housing/Adult Day Program:** The goal of this program is to ensure that these specialized service needs are provided consistently and can be easily accessed across the LHIN. After careful study, the existing services will be re-aligned to better meet client needs and provided through a single point of access, the South West CCAC.
- **Complex Continuing Care and Rehabilitation:** The goal of this stream is to ensure that these specialized services for frail seniors and adults with special needs are provided consistently and can be easily accessed across the LHIN. After careful study, the existing services will be re-aligned to better meet client needs and provided through a single point of access, the South West CCAC.

Professionals across the healthcare spectrum are working together to achieve the goals of Access to Care.

What are the benefits of Access to Care?

Research shows that seniors 65+ account for 73% of hospital days, 82% of ALC days, 20% of emergency department visits and 61% of readmissions within 30 days. Through *Access to Care*, we will:

- Provide clients/patients with a more seamless, safe and comfortable experience of care
- Improve health and functional outcomes for clients/patients
- Help more clients/patients stay at home
- Reduce ALC days
- Reduce Emergency Department visits and readmissions
- Reduce demand for long-term care
- Provide services more equitably and consistently across the LHIN
- Ensure that scarce healthcare resources are used as wisely as possible

For more information, contact the Project Sponsors:

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