LONDON MIDDLESEX HEALTH LINK

Q3 2017-2018

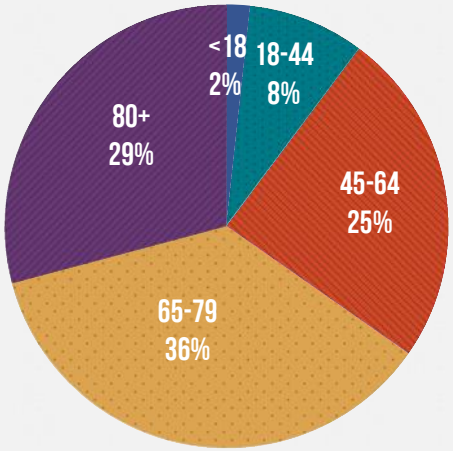
DEMOGRAPHICS

HEALTH LINK TARGET POPULATION (NUMBER OF INDIVIDUALS WITH 4+ CHRONIC CONDITIONS)

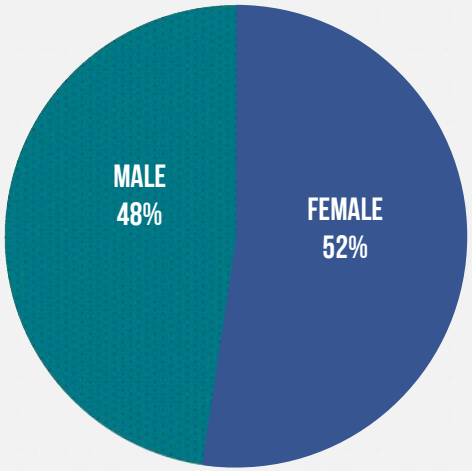
LONDON MIDDLESEX

6105

TARGET POPULATION BY AGE



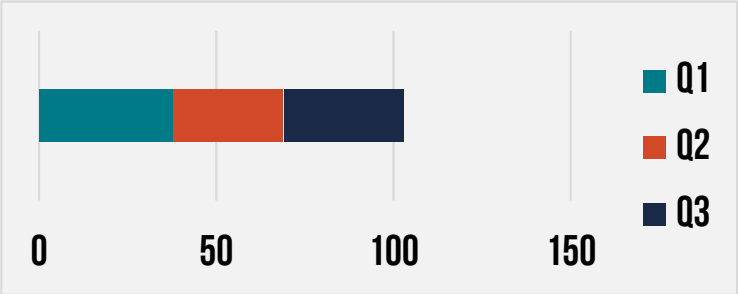
TARGET POPULATION BY GENDER



SOURCE: HEALTH LINKS TARGET POPULATION, MOHLTC 2014/2015

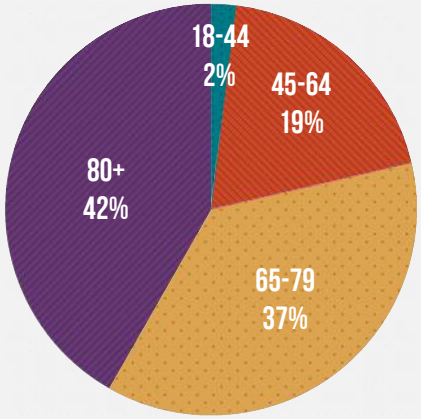
NUMBER OF COMPLETED COORDINATED CARE PLANS (CCPS) BY:

QUARTER

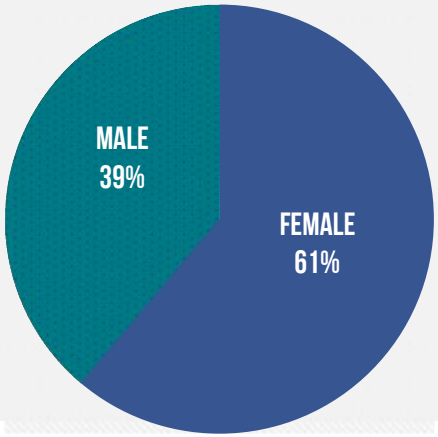


TOTAL: 103
TARGET: 250

AGE

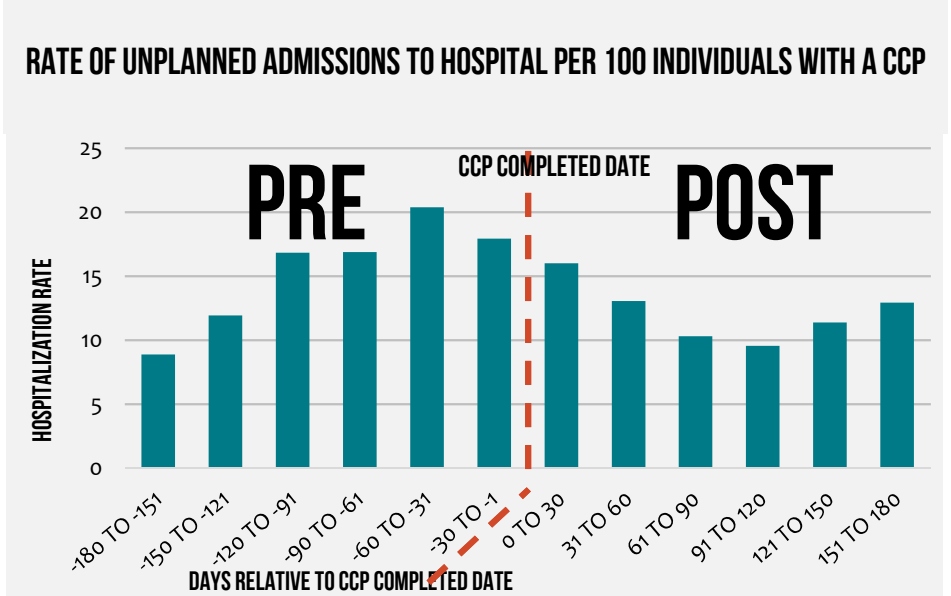


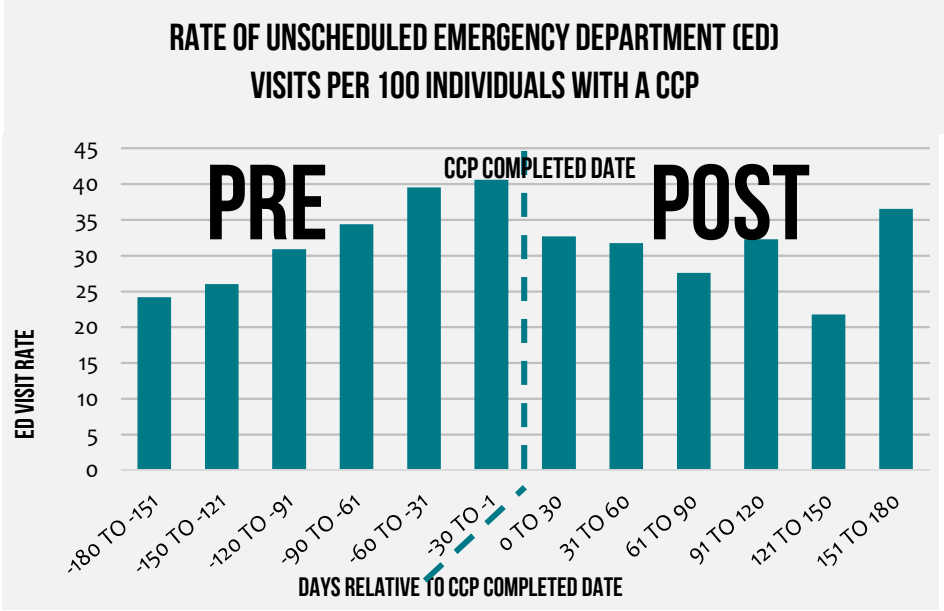
GENDER

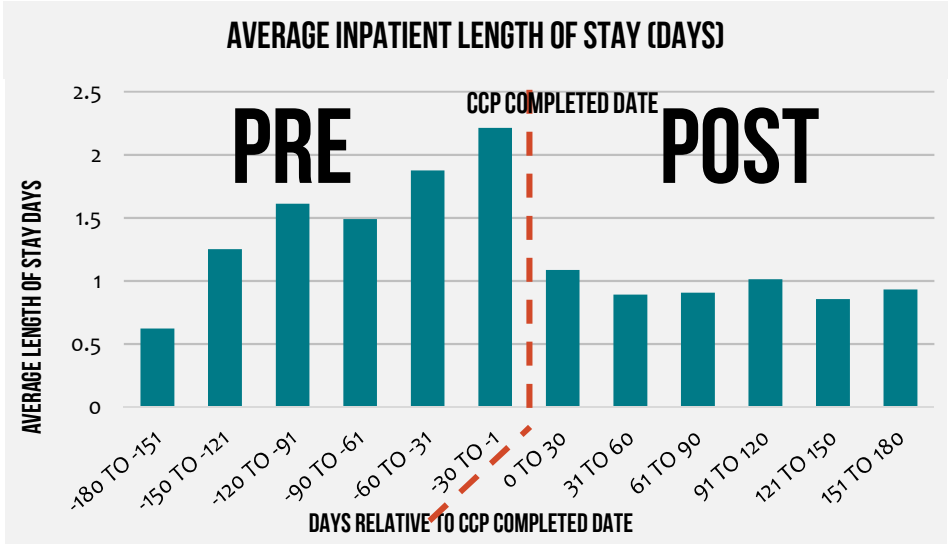


SOURCE: CHRIS (Q3, 17/18)

OUTCOME MEASURES







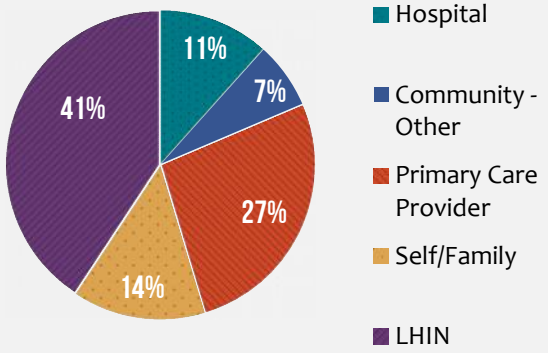
SOURCE: CHRIS, DAD, NACRS (DEC 31, 2017)

LONDON MIDDLESEX HEALTH LINK

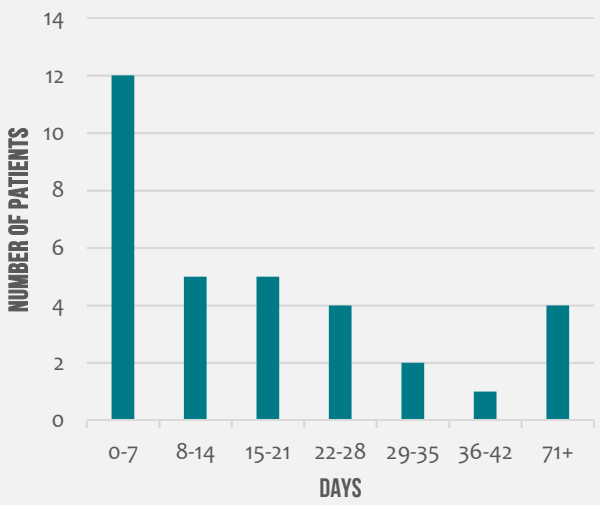
Q3 2017-2018

PROCESS MEASURES

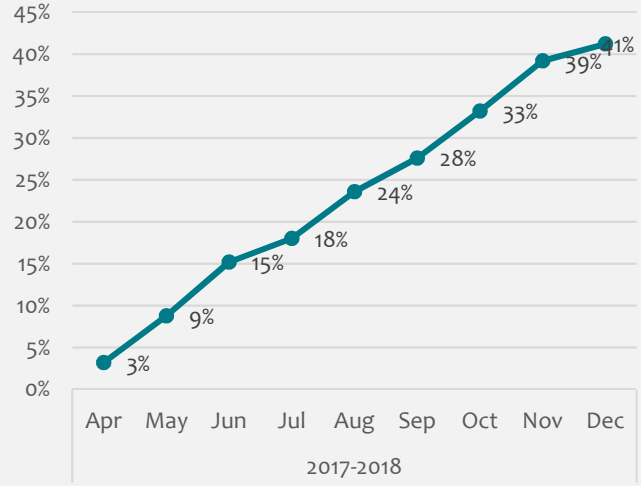
REFERRAL SOURCE BY SECTOR, Q3 17/18



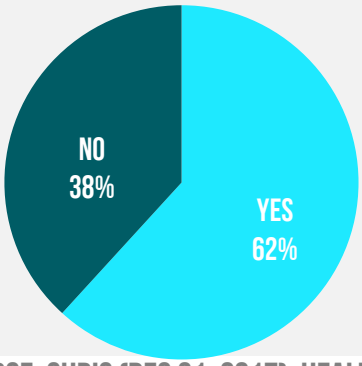
DAYS FROM HL REFERRAL TO CCP COMPLETED DATE, Q3 17/18



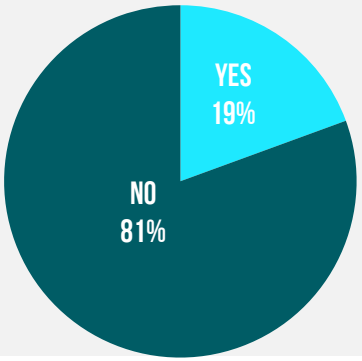
PERCENT OF CCP TARGET MET THIS FISCAL YEAR, BY MONTH



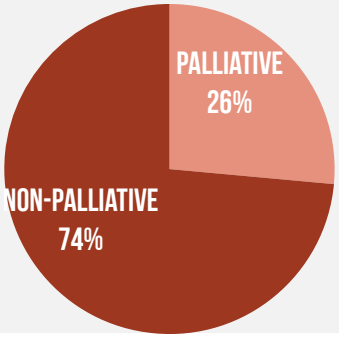
PERCENT OF CCPS COMPLETED FOR CHRONIC OR COMPLEX SENIORS, Q3 17/18



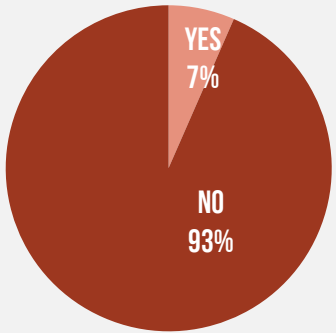
PERCENT OF CCPS COMPLETED FOR THOSE WITH A MENTAL HEALTH/ADDICTIONS DIAGNOSIS IN HOSPITAL 2 YEARS PRIOR TO CCP REFERRAL, Q3 17/18



PERCENT OF INDIVIDUALS WHO WERE PALLIATIVE AT CCP COMPLETED DATE, Q3 17/18



PERCENT OF PALLIATIVE PATIENTS SUPPORTED BY LHIN HOME CARE, WHO HAD COMPLETED A CCP, Q3 17/18

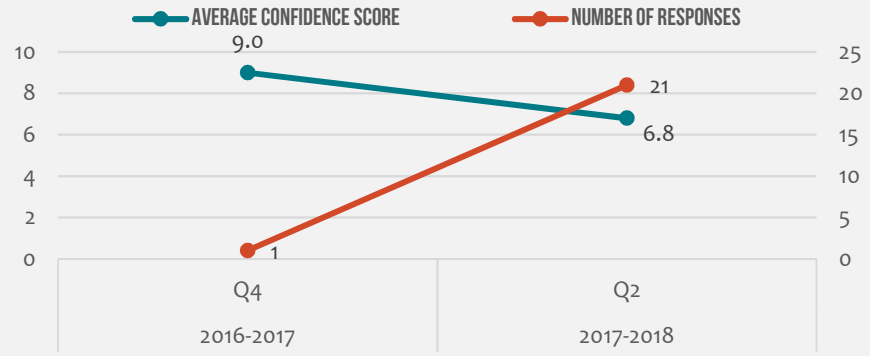


SOURCE: CHRIS (DEC 31, 2017), HEALTH LINKS REPORT (HQO, Q4)

BALANCING MEASURES

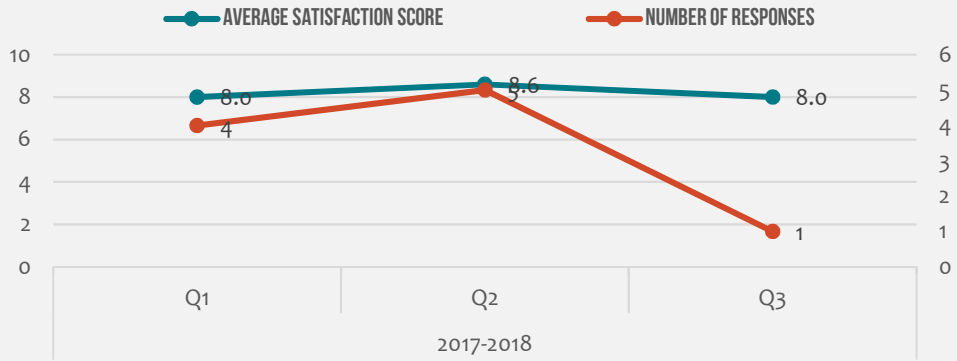
AVERAGE PATIENT CONFIDENCE LEVEL IN REACHING CCP GOALS

QUESTION: HOW SURE ARE YOU THAT YOU WILL BE ABLE TO REACH THE GOALS ON THE CARE PLAN? (1 = NOT AT ALL SURE; 10 = VERY SURE).



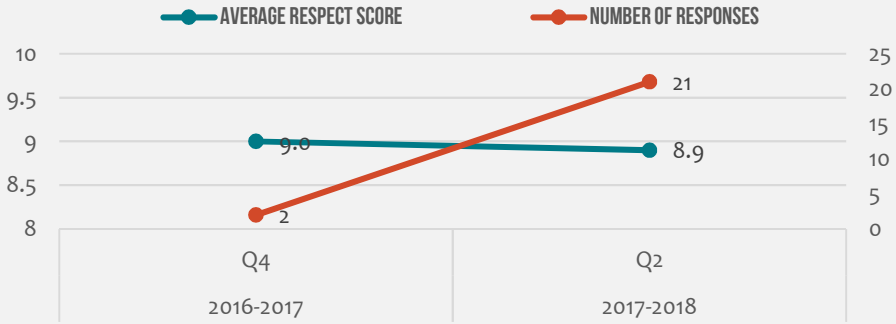
AVERAGE PROVIDER SATISFACTION SCORE WITH THE CCP PROCESS

QUESTION: PLEASE RATE YOUR OVERALL SATISFACTION WITH THE COORDINATED CARE PLANNING PROCESS. (1 = NOT AT ALL SATISFIED; 10 = COMPLETELY SATISFIED)

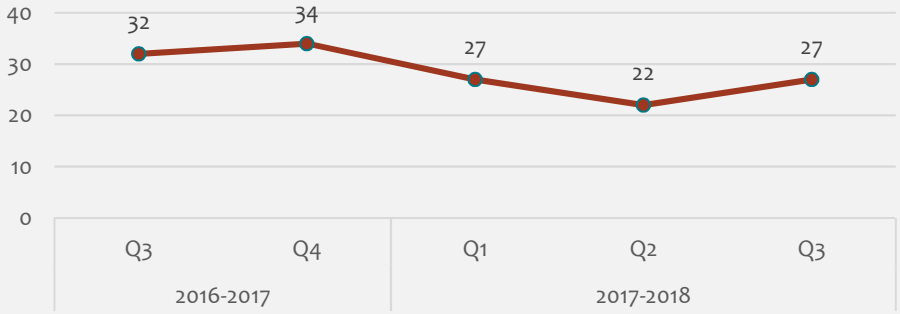


AVERAGE PATIENT RESPECT SCORES

QUESTION: I FELT RESPECTED DURING THE CARE TEAM MEETING:



PRIMARY HEALTH CARE PROVIDERS WHO HAVE ONE OR MORE PATIENTS WITH A CCP



> It was good, and it was helpful. Everyone is one the same page now, so that is good.

- Patient

> I thought it was really helpful , as a caregiver was feeling overwhelmed and needed more respite time, I was getting burned out and it was addressed.

- Caregiver

> Valuable process for information sharing for both client and caregivers/providers. Ensures all those involved are aware of goals.

- Provider