

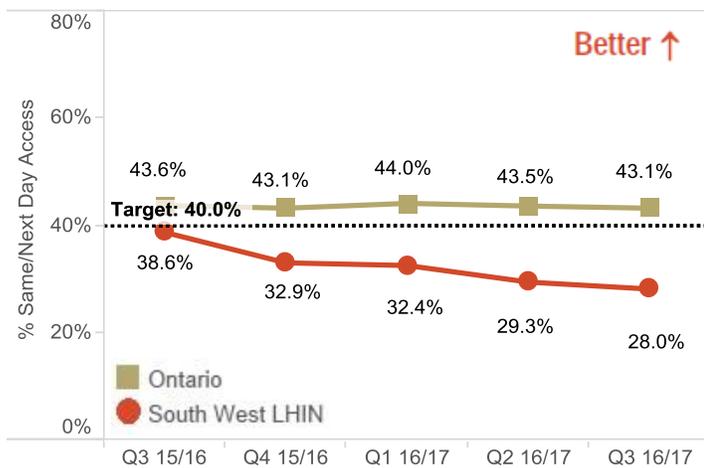


How Will We Know We Have Been Successful?

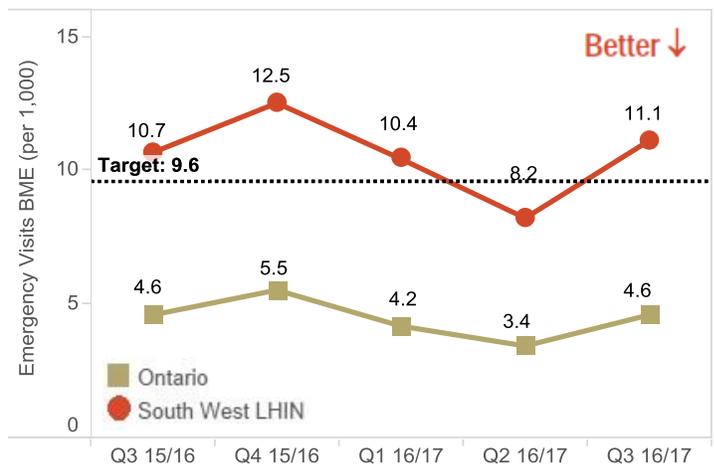
- Faster access to primary care when you are sick
- Fewer visits to the Emergency Department (ED) for conditions that are better managed in primary care
- More people see their primary care provider following discharge from hospital

How Are We Doing?

#1. Percentage of Adults Able to See a Primary Care Provider on the Same or Next Day When They Were Sick



#2 Rate of Emergency Visits for Conditions Best Managed Elsewhere (BME)



- Over the past year, 28% of residents across the South West LHIN reported they were able to see a primary provider on the same or next day when they were sick. This result is 35% below the provincial average and shows a continued decline in access to primary care across the region, ranking 13th of the 14 LHINs.
- The South West LHIN continues to have the 2nd highest rate of avoidable ED use in the province, now 4 times higher than rates reported in six urban LHINs. 66% of residents living in the South West LHIN who responded to the Health Care Experience Survey over the past year reported difficulty accessing medical care in the evenings/weekends and on holidays without going to the ED (Ontario: 54%).
- Avoidable ED visits are highest in the Grey Bruce sub-region. This sub-region has the highest proportion of the population without access to a consistent primary care provider (13.5%).

What Is Impacting Performance?

Initiating & Planning: None at this time.

Executing: **a) Primary Care Capacity Planning** - Several recommendations from the *Understanding Health Inequities and Access to Primary Care in the South West LHIN* report were actioned in Q4 16/17 relating to targeted recruitment, new physician orientation and managed entry processes. **b) Targeted Recruitment** - The South West LHIN is actively working with Health Force Ontario to recruit new family physicians in targeted high-needs communities. In Q4 16/17, six new family physicians were recruited to high-need communities in Elgin.

Monitoring & Closing: None at this time.

Potential Future Opportunities and Considerations

- Enhancement of interprofessional health team resources.
- Formation of the sub-region integration tables and a regionalized approach to primary care planning.
- Validation of sub-region primary care data and assessment of local primary care service capacity.
- Prioritize and act on the recommendations found in the *Understanding Health Inequities and Access to Primary Care* report.
- Engage with hospitals, family physicians and residents to understand when and why patients are seen in the ED for visits that could be treated in primary care settings; understand ED coding standards, practices and incentives for these visits.