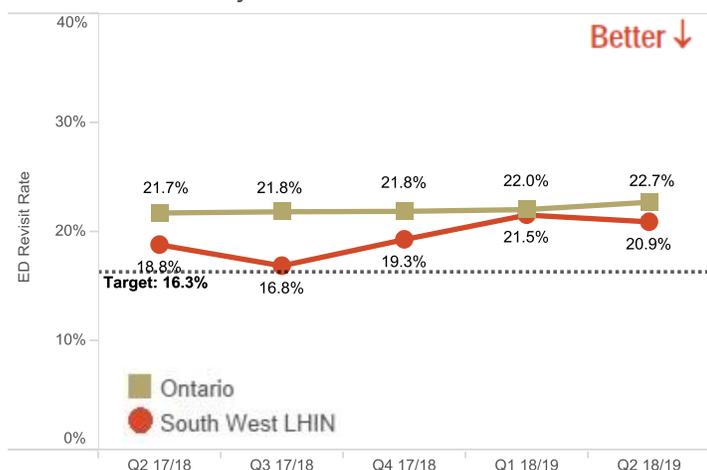


How Will We Know We Have Been Successful?

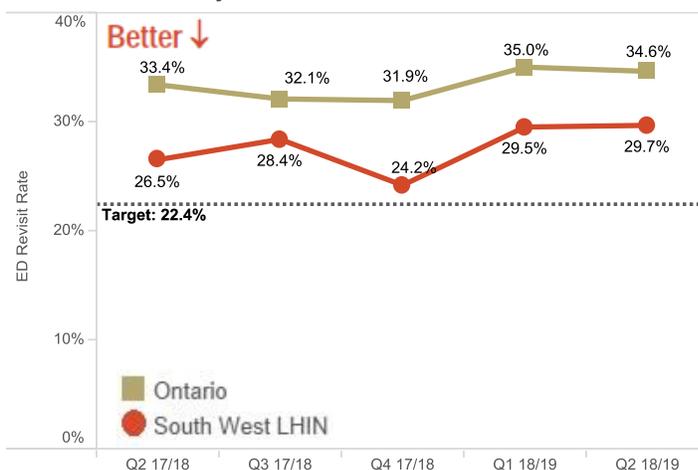
- Fewer people returning to the Emergency Department (ED) due to better connections to community supports
- Fewer people needing to be hospitalized for mental health conditions
- Fast access to mental health care in the community

How Are We Doing?

#13. Repeat Unscheduled Emergency Visits Within 30 Days for Mental Health Conditions



#14. Repeat Unscheduled Emergency Visits Within 30 Days for Substance Abuse Conditions



- South West LHIN performance on mental health revisits improved slightly from Q1 to Q2 18/19, however the total number of ED visits for mental health has increased by 51% over the past seven years.
- The substance abuse revisit rate in the South West LHIN remains better than the provincial rate and improved slightly from Q1 to Q2 18/19. Within the South West LHIN, 42% of substance abuse visits and revisits are due to substances other than alcohol. Provincially, 31% of total visits for substance abuse are for substances other than alcohol.

What Is Impacting Performance?

Initiating & Planning

- **Capacity Planning** - The South West LHIN released the Mental Health and Addictions Capacity Planning Report and hired a Program Lead and a Clinical Lead for Mental Health and Addictions to implement the recommendations.
- **Supportive Housing** - Planning is underway for investment in supportive housing for people with mental health and addiction conditions. The LHIN is initiating a Service Accountability Agreement with Indwell Community Housing in 2019/20 to serve an additional 108 individuals per year.
- **Short Term Transitional Care Model (STTCM)** - This model aims to support the transition of appropriate patients from Schedule 1 mental health beds at London Health Sciences Centre (LHSC) to either a STTCM house or the community.
- **Reach Out Refresh** - Reach Out will be realigned to streamline service provision and improve the client experience.

Executing

- **Acute Bed Planning** - 24 additional mental health beds were operationalized in Q4 17/18 at LHSC.
- **Rapid Access Addiction Medicine (RAAM) Clinic** - The London Middlesex RAAM clinic physician is meeting regularly with key partners and the LHIN to identify challenges and opportunities.
- **Crisis Centre** - Canadian Mental Health Association (CMHA) Middlesex has opened a temporary satellite site next to the LHSC ED to allow Middlesex-London EMS to divert appropriate clients from the ED to the temporary site for more appropriate care.

Monitoring & Closing

- **Peer Support Strategy** - Partner integrations were completed in Q1 18/19.

Potential Future Opportunities and Considerations

- Enhance cross-sector partnerships to provide preventative services and transitional/urgent supports to divert ED visits.
- Work with cross-sector partners to develop strategies to respond to increasing drug-induced psychoses and opioid crises.