South West LHIN

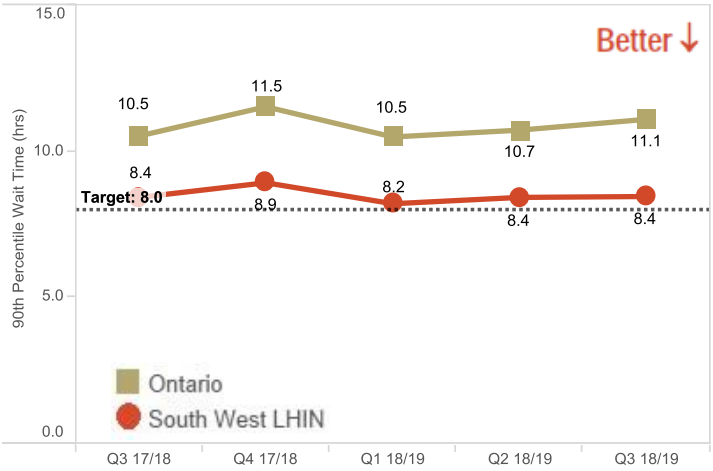
Hospital-Based Care

How Will We Know We Have Been Successful?

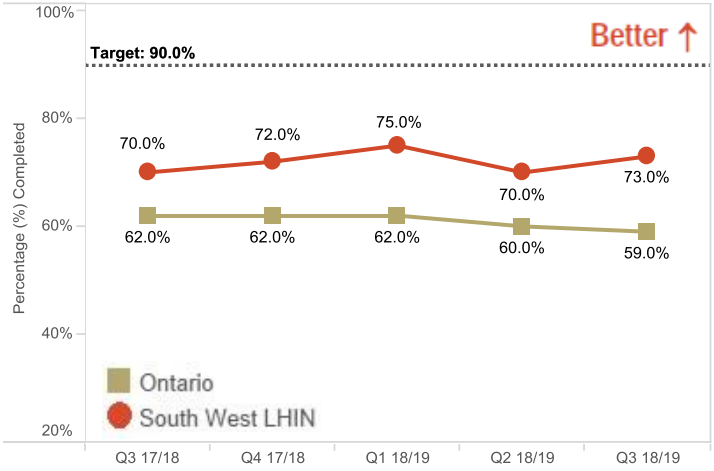
- Faster access to care in Emergency Departments and to surgical and diagnostic procedures
- Fewer people dying in hospital
- Improved cost alignment to provincial standard

How Are We Doing?

#16. 90th Percentile Emergency Department (ED) Length of Stay for Complex Patients



#18, #19. Percentage of Priority 2,3 and 4 Cases Completed within Access Target for MRI and CT Scans



- The South West LHIN ranks 1st among the 14 LHINs for ED wait times for complex patients and 2nd for minor/uncomplicated waits. Many hospitals within the South West LHIN are reporting slightly higher wait times for complex patients than in Q2 18/19 which may be attributed to higher ED visit volumes (+2%) as a result of holiday surge.
- The South West LHIN ranks 1st of the 14 LHINs for magnetic resonance imaging (MRI) scans within the access target. 80% of hospitals are performing better than the provincial target for computerized tomography (CT) priority 2-4 cases.

What Is Impacting Performance?

Initiating & Planning

- **Regional Medical Imaging Integrated Care Project -** Strategies are being implemented to standardize quality, appropriateness, and access through integrating medical imaging services.
- **Alternate Level of Care (ALC) Avoidance and Patient Flow -** A Chief Nursing Executive-sponsored Home First Refresh is underway to address ALC and discharge planning, leveraging provincial best practices and a learning collaborative format.
- **Development of Regional Access and Flow Memorandum of Understanding -** This is inclusive of year-round surge and escalation plans. Both Chief Nursing Executives and Hospital CEOs are committed to Access and Flow initiatives.

Executing

- **Pay for Results and Knowledge Transfer Learning Collaborative -** Hospital sites are progressing their fiscal 18/19 action plans targeting improvement in patient flow opportunities.

Monitoring & Closing

- **Regional OneNumber Access and Flow Protocol -** The protocol was updated by the Chief Nursing Executives to strengthen the language and commitment to ensure timely repatriations/transfers supporting care close to home and regional patient flow.

Potential Future Opportunities and Considerations

- Regional Medical Imaging Project to identify centralized intake opportunities and provide recommendations for future phases.