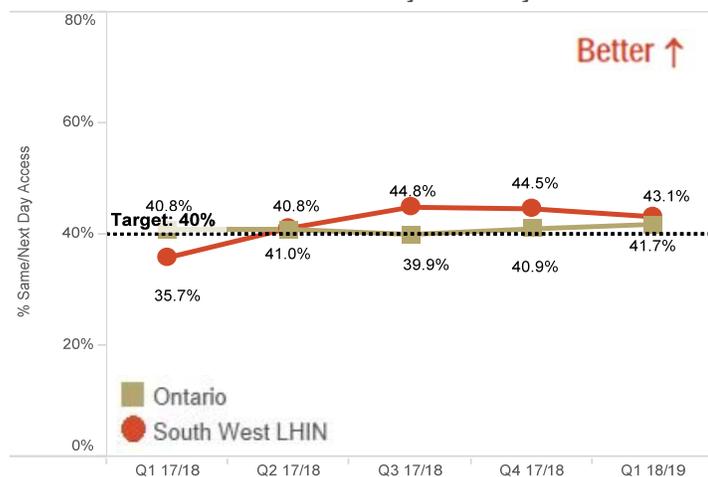


## How Will We Know We Have Been Successful?

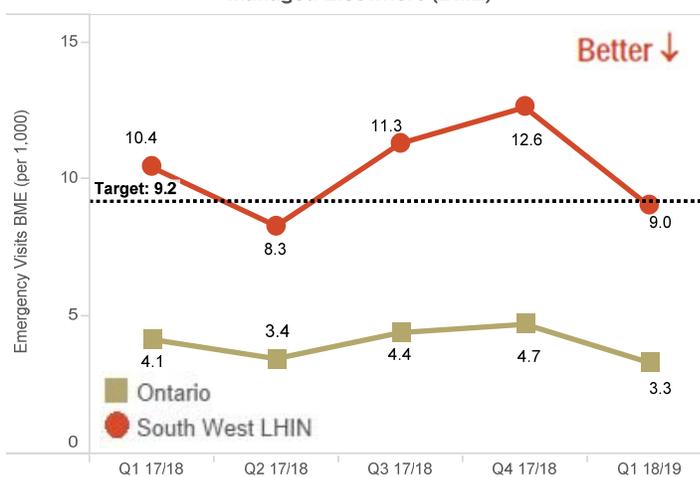
- Faster access to primary care when you are sick
- Fewer visits to the Emergency Department (ED) for conditions that are better managed in primary care
- More people see their primary care provider following discharge from hospital

## 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)



- Although less than half of respondents (43%) reported having same/next day access to primary care services, 74% felt that the wait time they did experience for their appointment felt “about right” (Ontario: 68%).
- The South West LHM continues to have the 2<sup>nd</sup> poorest rate of ED use for conditions best managed in a community setting. Of the South West LHM residents who responded to the Health Care Experience Survey, 57% reported difficulty accessing medical care in the evenings/weekends/holidays without going to the ED (Ontario: 52%).
- Avoidable ED visits are highest in the Grey Bruce sub-region (21 visits per 1,000 residents) and are lowest in the London Middlesex sub-region (3 visits per 1,000 residents).

## What Is Impacting Performance?

### Initiating & Planning

- **Primary Care Alliances** - Launched in Q3 17/18, sub-region representatives from the primary care sector will work to identify local care issues, needs and interests in order to improve patient access, quality and experience of care.
- **Practice Facilitation** - Partnering for Quality is developing a new program suite for practice facilitation, including assistance with Advanced Access.
- **Expanding and Enhancing Interprofessional Primary Care (IPC) Teams** - This initiative is designed to expand and enhance access to IPC teams for individuals experiencing barriers to care in London.

### Executing

- **Targeted Recruitment** - The LHM is working with HealthForce Ontario to recruit family physicians in high-needs communities.

### Monitoring & Closing

- None at this time.

## Potential Future Opportunities and Considerations

- 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.