South West LHIN

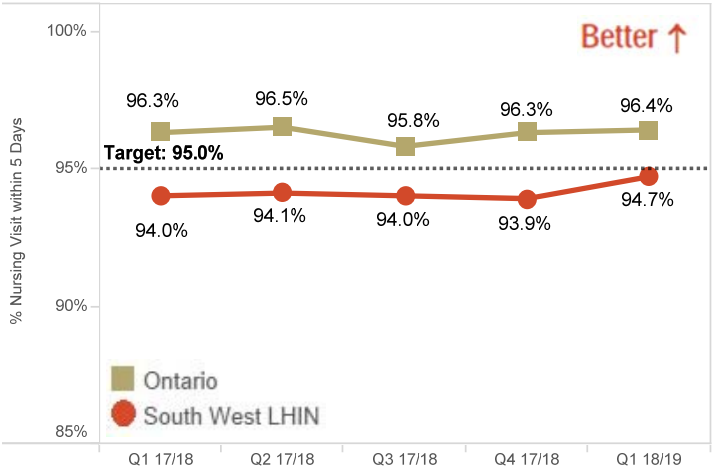
# Home, Long-Term Care, and Community Care

## How Will We Know We Have Been Successful?

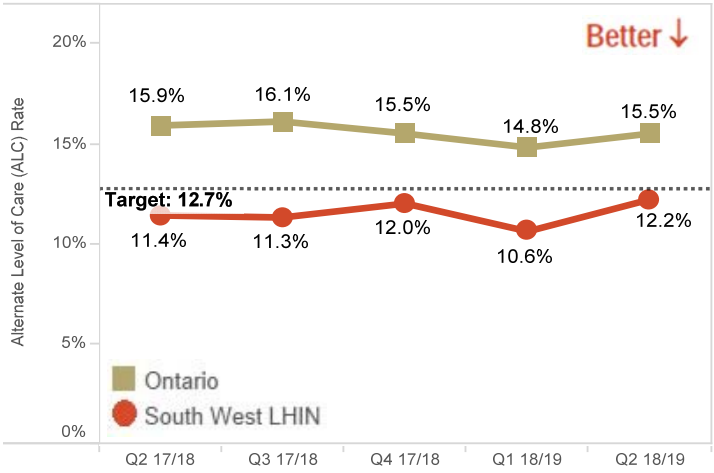
- Faster access to care provided by personal support workers and nursing in the community
- Fewer people waiting in the hospital for care in the community

## How Are We Doing?

**#5. Percentage of Home Care Clients Who Received Their First Nursing Visit Within 5 Days**




**#9. Alternate Level of Care Rate**




- Performance for nursing visits within five days has improved slightly in Q1 18/19. Though this represents the best position in five quarters, it is still just below the provincial target of 95%.
- The South West LHIN is the third best-performing LHIN for alternate level of care (ALC) rate in the province.
- While the ALC rate remains below the provincial target, 79% of the individuals designated ALC are waiting for long-term care (LTC) beds which has led to declining performance in Q2 18/19.

## What Is Impacting Performance?

### Initiating & Planning

- **Behavioural Support Unit -** Additional units in LTC homes will offer discharge options for patients with mental health and behavioural challenges.

### Executing

- **Coordinated Access –** Tools and processes are being developed and implemented to optimize coordinated access.
- **Home First Refresh -** The South West LHIN hospitals are implementing a Home First Refresh.
- **Transitional Care Program (TCP) -** TCP has been implemented in participating hospitals to create alternative discharge options for target clients.

### Monitoring & Closing

- **Level of Care and Caregiver Respite Funding -** Respite service provision is expanding to home care clients with complex care needs and their caregivers.
- **Behavioural Supports Ontario (BSO) –** BSO coordinates prevention, care, and educational strategies across sectors.

## Potential Future Opportunities and Considerations

- The South West LHIN plans to quantify capacity needs of home and community care and long-term care to support proactive plans to enhance services and supports.