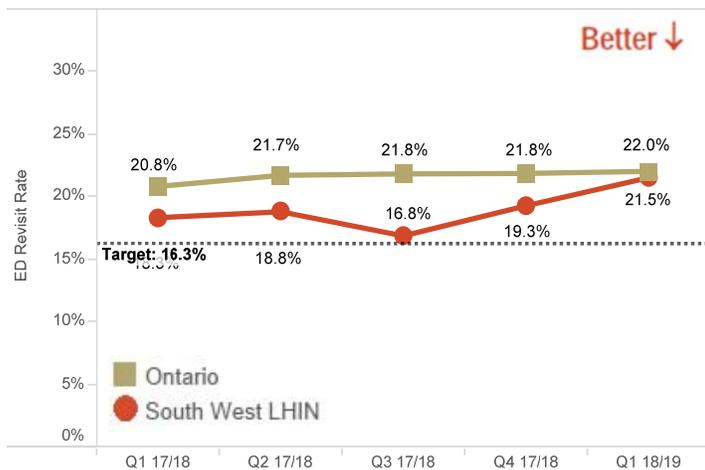


How Will We Know We Have Been Successful?

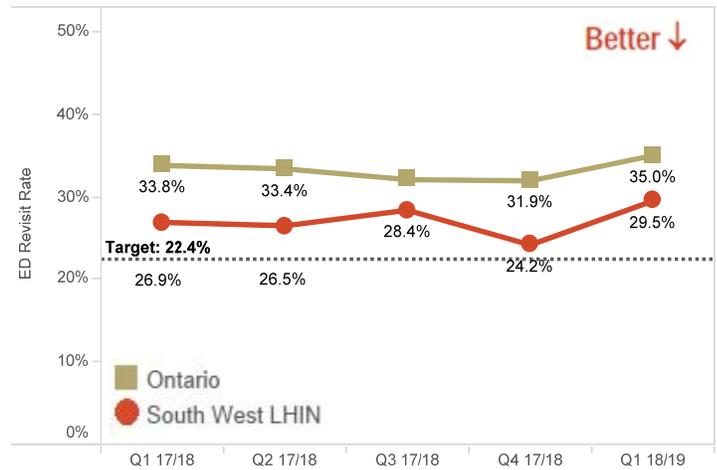
- Fewer people returning to the Emergency Department (ED) due to better connections to community supports
- Fewer people needing to be hospitalized for mental health conditions
- Fast access to mental health care in the community

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



- Although South West LHIN performance for both mental health and substance abuse revisits remains better than provincial performance, the Q1 18/19 results are the worst the LHIN has seen for the past five years.
- In Q1 18/19, the volume of index cases for mental health increased by 5.6% as compared to Q4 17/18, while the volume of revisits increased by 22.8% over the same time period. Similarly, index case volume for substance abuse increased by 5.9% from Q4 17/18 to Q1 18/19 and revisits increased by 45.3%.

What Is Impacting Performance?

Initiating & Planning

- **Capacity Planning** - The South West LHIN released the Mental Health and Addictions Capacity Planning Report.
- **Supportive Housing** - Planning is underway for investment in supportive housing for people with mental health and addiction conditions.

Executing

- **Acute Bed Planning** - 24 additional mental health beds were operationalized in Q4 17/18 at London Health Sciences Centre (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

- **Crisis Centre** - CMHA Middlesex co-located five additional stabilization beds to the Crisis Centre.
- **Reach Out** - Reach Out is currently receiving upwards of 1,000 calls per month.
- **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.