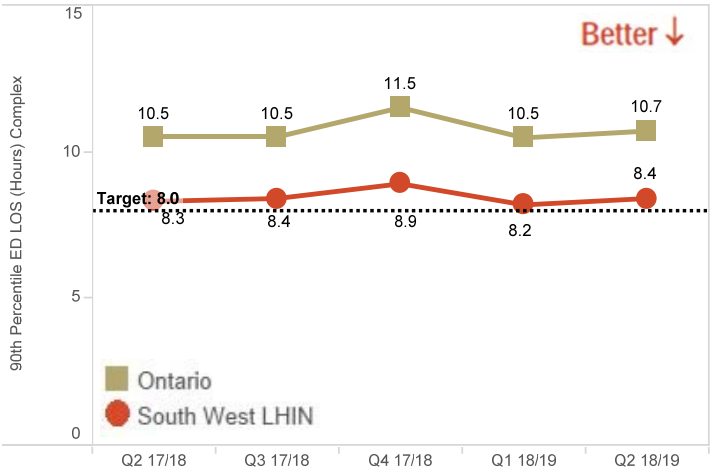
How Will We Know We Have Been Successful?

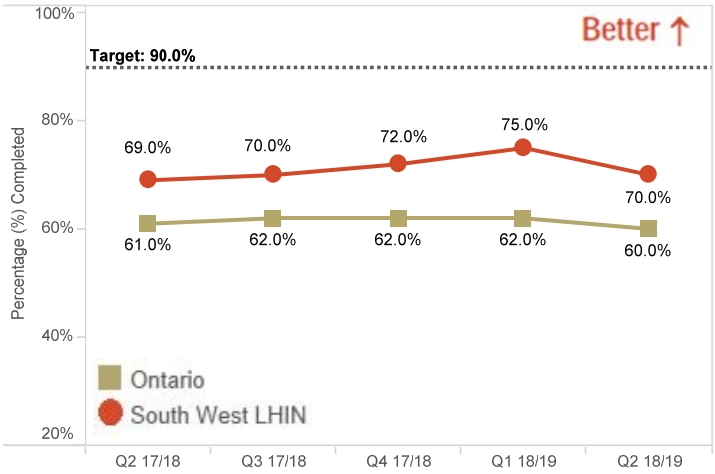
- Faster access to care in Emergency Departments and to surgical and diagnostic procedures
- Fewer people dying in hospital
- Improved cost alignment to provincial standard

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 3rd for minor/uncomplicated waits. All hospitals within the South West LHIN are reporting slightly higher wait times for complex patients than in Q1 18/19 which may be attributed to higher ED visit volumes (+3%).
- The South West LHIN ranks 1st of the 14 LHINs for magnetic resonance imaging (MRI) scans within the access target. All hospitals are preforming better than the provincial target for computerized tomography (CT) priority 2 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.

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.