South West LHIN

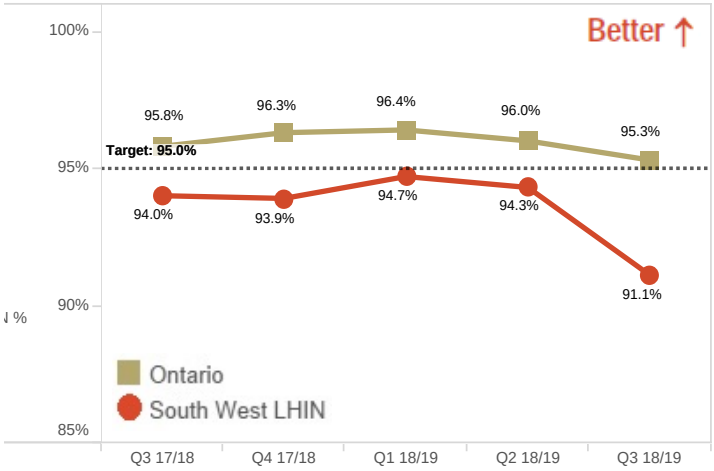
Home, Long-Term Care, and Community Care

How Will We Know We Have Been Successful?

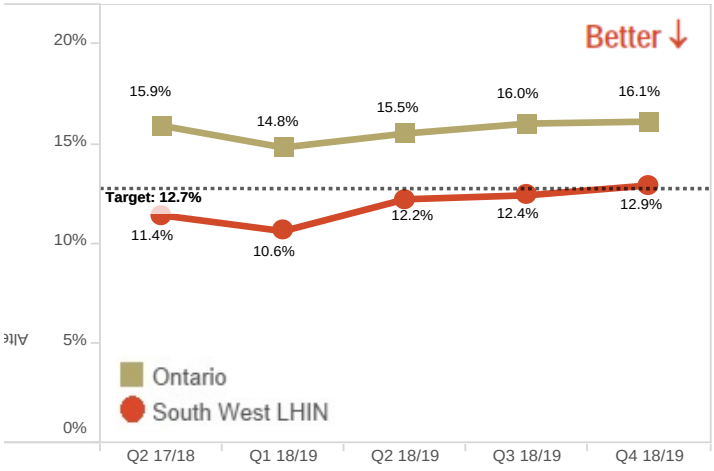
- Faster access to care provided by personal support workers and nursing in the community
- Fewer people waiting in the hospital for care in the community

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



- In Q3, the South West LHIN experienced a 3.2% decline in performance in the percentage of home care clients who received nursing visits within 5 days. Nursing staff shortages, particularly in rural areas, are contributing to this decline; referral refusal rates for nursing services in the South West have increased by 5% since last quarter.
- The South West LHIN is one of the top three LHINs for alternate level of care (ALC) rate in the province.
- While the ALC rate remains below the provincial target, 72% of the individuals designated ALC in post-acute setting are waiting for long-term care (LTC) beds which has contributed to declining performance in Q3 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.
- **Service Initiation Process Redesign -** This redesign is scheduled to be implemented in Q1-Q2 as indicated in the 19/20 Quality Improvement Plan (QIP).

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.
- **Personal Support Worker (PSW) and Nursing Service Prioritization Huddles -** Home and Community Care (HCC) is developing and implementing strategies to mitigate the PSW and nursing staff shortages within the South West LHIN.

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.

Potential Future Opportunities and Considerations

- The LHIN has increased focus on data integrity regarding patient readiness for HCC supports. In March 2019, the LHIN plans to deploy documented procedures to support HCC staff to accurately capture patient readiness dates, which in turn supports service scheduling (i.e. patient available date).