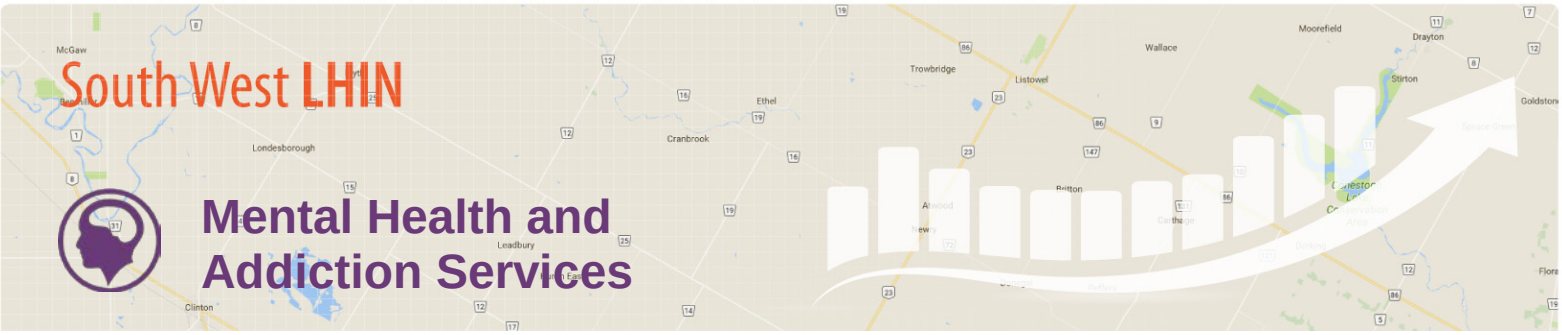
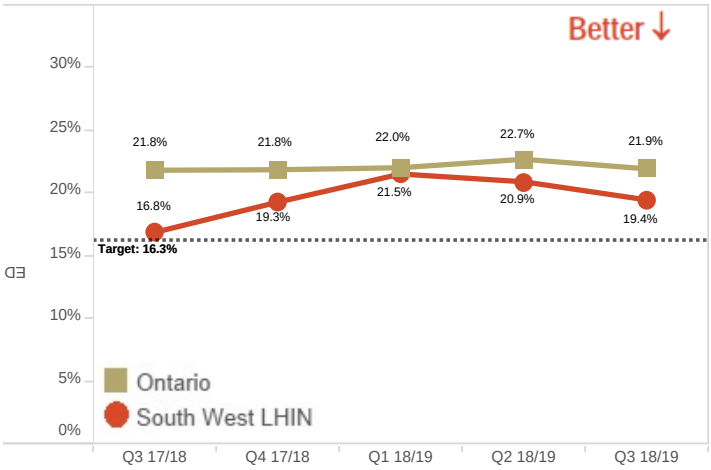


How Will We Know We Have Been Successful?

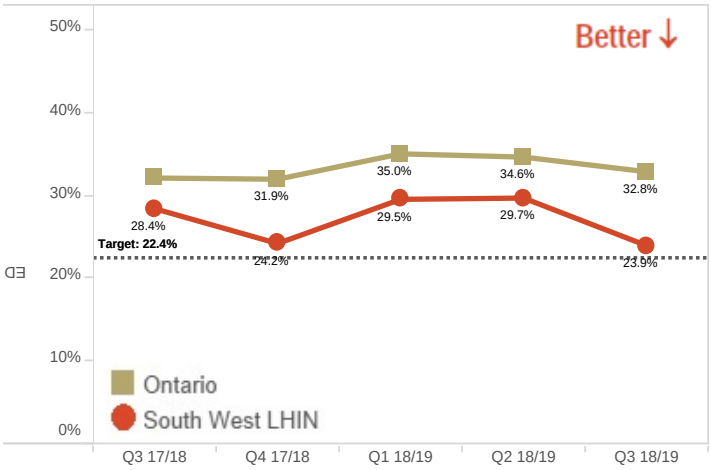
- Fewer people returning to the Emergency Department (ED) due to better connections to community supports
- Fewer people needing to be hospitalized for mental health conditions
- Fast access to mental health care in the community

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



- South West LHIN performance on mental health revisits has improved over the past two quarters, decreasing from 21.5% in Q1 18/19 to 19.4% in Q3 18/19. Although performance is improving, the results over the last four quarters are the worst the South West LHIN has experienced in the past six years.
- The substance abuse revisit rate in the South West LHIN remains better than the provincial rate and decreased from highs near 30% in Q1 18/19 to 23.9% in Q3 18/19. 67% of the drop in revisits was due to improvements at London Health Sciences Centre.

What Is Impacting Performance?

Initiating & Planning

- **Supportive Housing -** The LHIN is initiating a Service Accountability Agreement with Indwell Community Housing in 2019/20, which when open, will serve an additional 108 individuals per year.
- **Short Term Transitional Care Model (STTCM) -** This model aims to support the transition of appropriate patients from Schedule 1 mental health beds at London Health Sciences Centre (LHSC) to either a STTCM house or the community.
- **Rapid Access Addiction Medicine (RAAM) Clinic (Woodstock) -** Staff for the new RAAM clinic has been hired and the clinic is due to open in Q2 19/20.

Executing

- **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.
- **Capacity Planning -** The South West LHIN has hired a Program Lead and a Clinical Lead to implement the recommendations from the Mental Health and Addictions Capacity Planning Report.

Monitoring & Closing

- **Acute Bed Planning -** 24 additional mental health beds were operationalized in Q4 17/18 at LHSC.
- **Peer Support Strategy -** Partner integrations were completed in Q1 18/19.

Potential Future Opportunities and Considerations

- Early items of focus for the mental health and addictions redesign include an evaluation of case management, promotion of standardized assessment tools, and developing a standardized pathway for mental health and substance abuse ED visits.