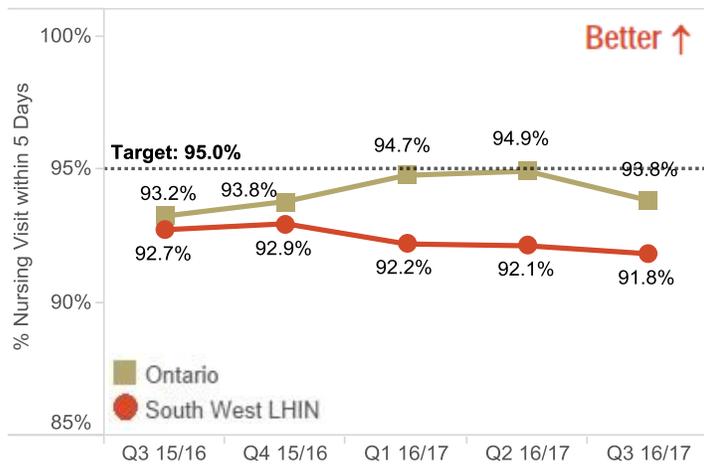


How Will We Know We Have Been Successful?

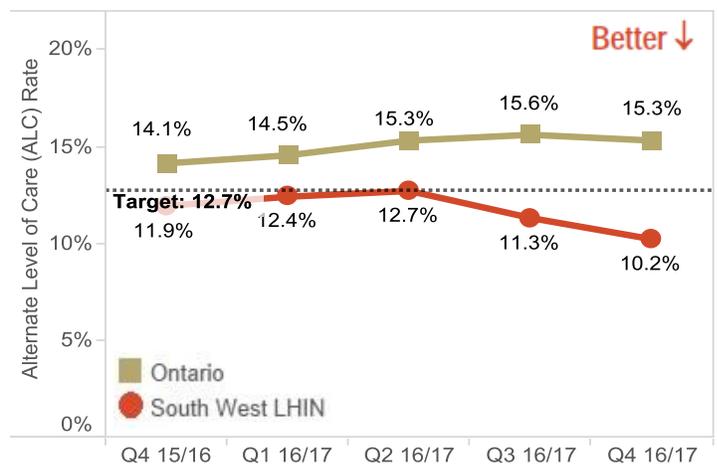
- Faster access to care provided by personal support workers and nursing in the community
- Fewer people waiting in the hospital for care in the community

How Are We Doing?

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



#8. Alternate Level of Care Rate



- Percentage of clients receiving their first nursing visit within five days ranked 13th of the 14 LHINs across the province in Q3 16/17, however performance was within the corridor. The South West LHIN is consistently among the top four best performers on Alternate Level of Care (ALC) rate, and performance has improved over the last quarter from the previous quarter.
- Over the past five quarters, London Health Sciences Centre's ALC rate has been meeting the provincial/LHIN target while it accounted for about 29% of the total ALC open cases in the South West LHIN.
- While some small hospitals have the highest ALC rates, their contribution is about 10% of total ALC open cases.
- At the end of Q4 16/17, about 60% of the patients deemed ALC in the South West LHIN were waiting for Long-Term Care (LTC) beds.
- At the end of Q4 16/17, 7% of the total ALC days were contributed by patients waiting for Assisted Living (AL). Of these, 97% of the ALC days were contributed by post-acute clients with Mental Health and Behavioural challenges.

What Is Impacting Performance?

Initiating & Planning: a) Behavioural Support Unit - Plan to create additional Behavioural Support Units in LTC homes to enhance discharge options for patients with mental health and behavioural challenges.

Executing: a) Coordinated Access - Developing and implementing tools and processes to optimize coordinated access to St. Joseph's Health Care Complex Continuing Care beds. **b) Senior Friendly Hospitals Strategy** - Small & Rural Hospitals Funding is supporting staff training, standardization of vulnerability tools and practices which reduce hospital-acquired disability. **c) Home First Refresh with the Chief Nursing Executive (CNE) Leadership Forum** - CNEs sponsoring Home First refresh learning collaborative to improve ALC performance.

Monitoring & Closing: a) Level of Care and Caregiver Respite Funding - Expanded service provision to CCAC clients with complex care needs and to their caregivers for respite. **b) Assisted Living** - Achieved modest improvements by investing to implement additional AL supports in selected communities. **c) Investments in CCAC Nursing** - Service volumes enhanced for visiting nursing for Home First patients. **d) Behavioural Supports Ontario** - Coordinated prevention, care and educational strategies implemented across sectors.

Potential Future Opportunities and Considerations

- A cross-ministry Supportive Housing Policy Framework was released in March 2017 and associated strategies and project funding opportunities are currently being reviewed.