South West LHIN

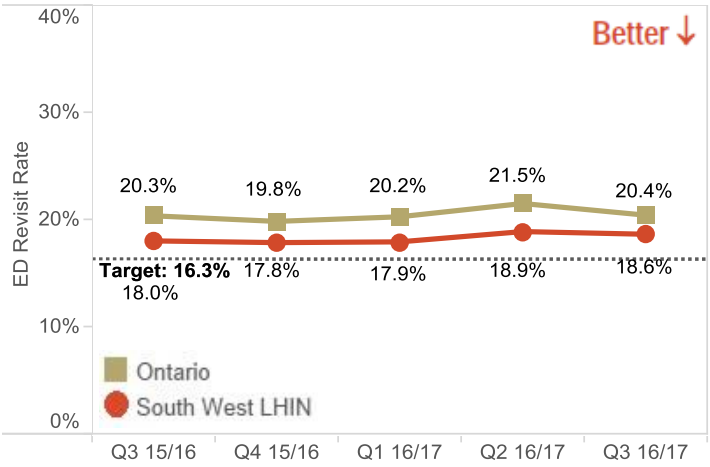
Mental Health and Addiction Services

How Will We Know We Have Been Successful?

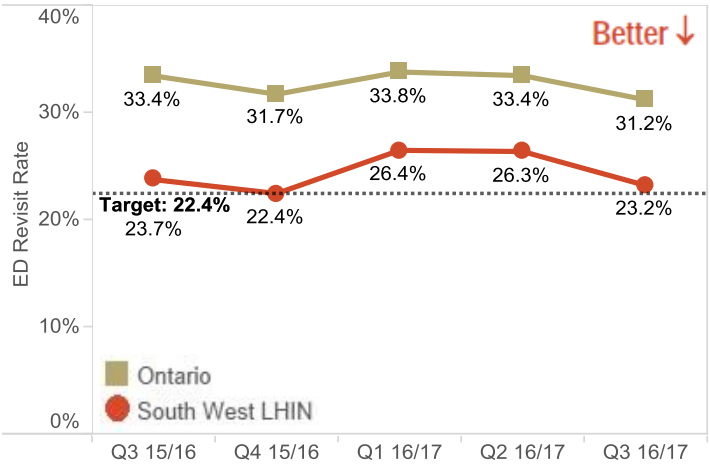
- Fewer people returning to the Emergency Department (ED) due to better connections to community supports
- Fewer people needing to be hospitalized for mental health conditions
- Fast access to mental health care in the community

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



- The South West LHIN ED revisit rates for mental health and substance abuse conditions have been better than provincial performance for 13 straight quarters.
- The slight improvement in the mental health revisit rate from Q2 to Q3 16/17 was due to a combined 15% decrease in the number of mental health revisits at three of our Schedule 1 hospitals (London Health Sciences Centre (LHSC) – Victoria Hospital, Grey Bruce Health Services (GBHS) – Owen Sound, and Stratford General Hospital).
- The revisit rate for substance abuse improved from 26.3% in Q2 to 23.2% in Q3. This improvement can be attributed to improvements at all six of the Schedule 1 hospitals in the South West LHIN. The combined revisit rate at these six sites improved by 22% from Q2 to Q3. The Schedule 1 hospitals account for approximately 75% of all substance abuse revisits within the LHIN.

What Is Impacting Performance?

Initiating & Planning: a) Addictions Services Assessment - Conduct an evaluation of the current state of withdrawal management/treatment services available within London Middlesex. **b) Capacity Planning -** Continue socializing a clinical protocol for adults and adolescents, improve compliance and utilization of the CritiCall Bed Registry, and develop recommendations to optimize existing mental health and addictions resources.
Executing: a) Coordinated Access - Continue engagement in Oxford, Elgin, and Middlesex to improve coordination and access to community mental health and addictions service providers throughout the south planning area. **b) Peer Support Strategy -** Operationalize the regional peer support strategy for the South West at the sub-region level.
Monitoring & Closing: a) Crisis Centre - Offering 24/7 walk-in support as of January 2016, the centre provides support for individuals in crisis and access to five crisis stabilization beds. **b) Coordinated Access – Reach Out -** Monitoring of the bilingual 24/7 information, referral, crisis, and support service available in Oxford, Elgin, and Middlesex.

Potential Future Opportunities and Considerations

- Plan for investment in supportive housing for people with mental health and addictions conditions as well as identifying potential housing opportunities by working collaboratively with housing service advisors and municipalities.
- Coordination of investments for structured psychotherapy and adolescent youth hubs.
- 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.