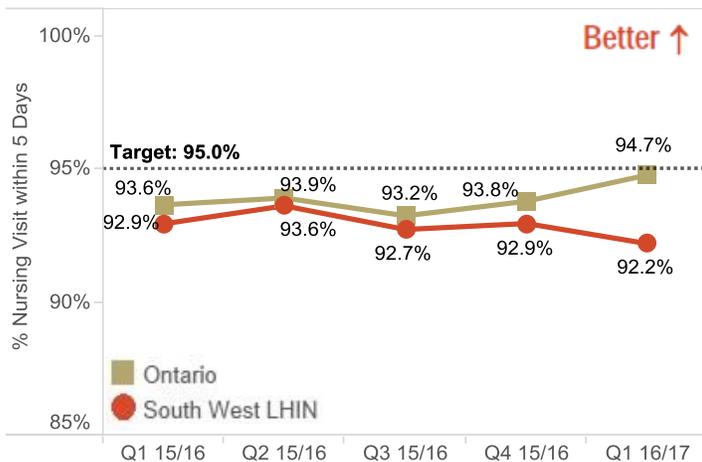


## How Will We Know We Have Been Successful?

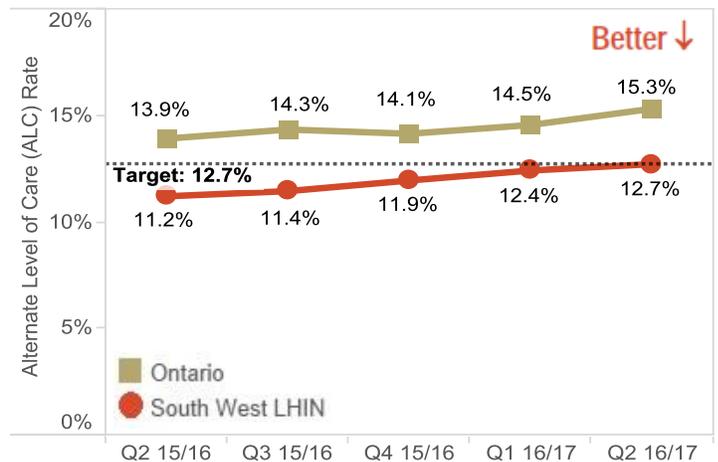
- Faster access to care provided by personal support workers and nursing in the community
- Fewer people waiting in the hospital for care in the community

## 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 14<sup>th</sup> of the 14 LHINs across the province in Q1 16/17, however performance is within the corridor. While the South West LHIN is consistently among the top four best performers on Alternate Level of Care (ALC) rate, performance has continued to decline over the past five quarters.
- London Health Sciences Centre's ALC rate has been meeting the provincial/LHIN target while it accounted for about 35% of the total ALC open cases in the South West LHIN.
- While some small hospitals have the highest ALC rates, their contribution is less than 10% of total ALC open cases.
- At the end of Q2 16/17, about 67% of the patients deemed ALC in the South West LHIN are waiting for Long-Term Care (LTC) beds.
- At the end of Q2 16/17, 7% of the total ALC days were contributed by patients waiting for Assisted Living (AL). Of these, 90% of the ALC days were contributed by post-acute clients with Mental Health and Behavioural challenges.

## What Is Impacting Performance?

**Initiating & Planning:** a) **Action Planning with the Chief Nursing Executive (CNE) Leadership Forum** - CNEs are action planning to improve ALC performance. b) **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) **Level of Care and Caregiver Respite Funding** - Expand service provision to CCAC clients with complex care needs and to their caregivers for respite. b) **Assisted Living** - Achieve modest improvements by investing to implement additional AL supports in selected communities. c) **Coordinated Access** - Developing and implementing tools and processes to optimize coordinated access to St. Joseph's Health Care Complex Continuing Care beds. d) **Senior Friendly Hospitals Strategy** - Small & Rural Hospitals Funding is supporting staff training, standardization of vulnerability tools and practices which reduce hospital-acquired disability.

**Monitoring & Closing:** a) **Investments in CCAC Nursing** - Service volumes enhanced for visiting nursing for Home First patients. b) **Behavioural Supports Ontario** - Coordinated prevention, care and educational strategies across sectors.

## Potential Future Opportunities and Considerations

- Prioritize recommendations in Access to Care Value for Money report to support sustainable practices related to Home First, Assisted Living, Adult Day Programs, and Coordinated Access.
- A Supportive Housing Framework - a joint effort across four ministries - will be developed to align with the system goals.