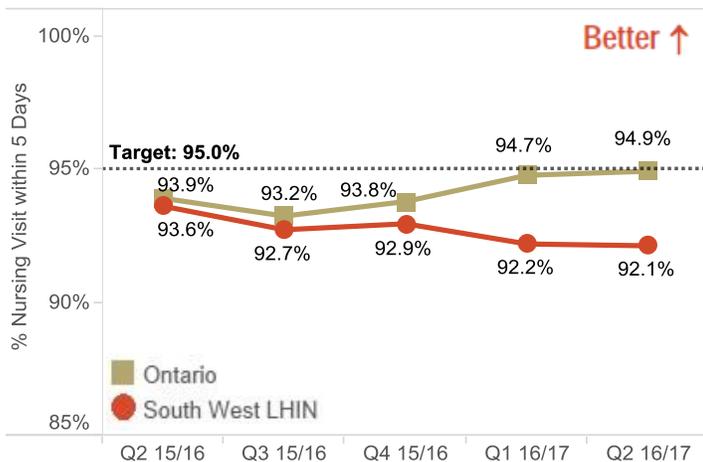


## How Will We Know We Have Been Successful?

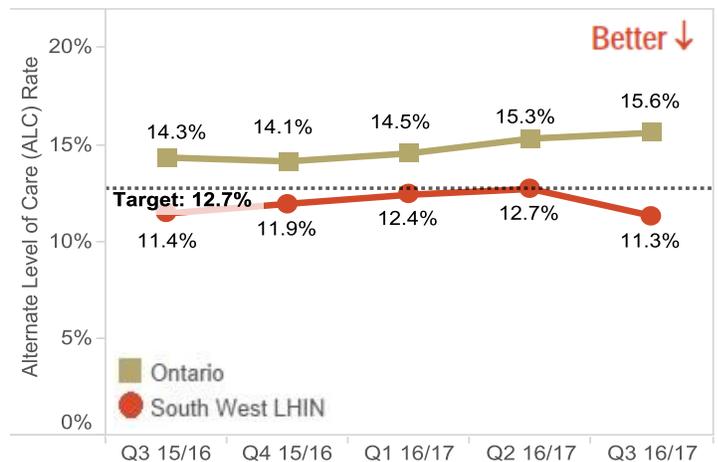
- Faster access to care provided by personal support workers and nursing in the community
- Fewer people waiting in the hospital for care in the community

## 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 Q2 16/17, however performance is 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 previous quarters.
- London Health Sciences Centre's ALC case counts dropped from 67 in Q2 to 60 in Q3, and their total ALC days decreased by 499 days or 9% from Q3 compared to Q2.
- While some small hospitals have the highest ALC rates, their contribution is about 10% of total ALC open cases.
- At the end of Q3 16/17, about 71% of the patients deemed ALC in the South West LHIN are waiting for Long-Term Care (LTC) beds.
- At the end of Q3 16/17, 8% of the total ALC days were contributed by patients waiting for Assisted Living (AL). Of these, 99% 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 committed to spread ALC avoidance strategies implemented at LHSC to all hospitals in the region. b) **Behavioural Support Unit** - Plan developed 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** - Investments for additional AL supports in selected communities. c) **Coordinated Access** - Developing and implementing tools and processes to optimize coordinated access (LHSC acute to CCAC). 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

- Sub-region monitoring of ALC open cases creating transparency and real-time data across geography
- A Supportive Housing Framework - a joint effort across four ministries - will be developed to align with the system goals.