South West LHIN

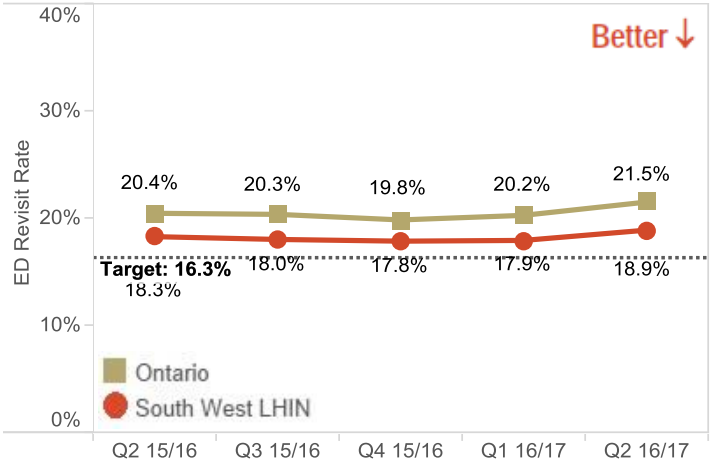
Mental Health and Addiction Services

How Will We Know We Have Been Successful?

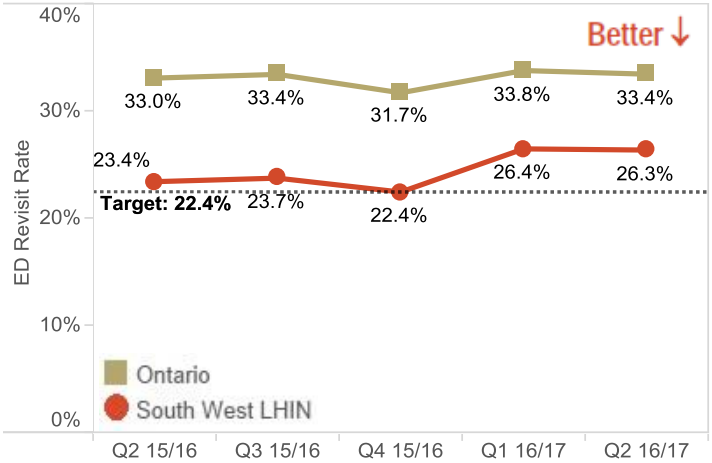
- Fewer people returning to the Emergency Department (ED) due to better connections to community supports
- Fewer people needing to be hospitalized for mental health conditions
- Fast access to mental health care in the community

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 12 straight quarters.
- The increase in our mental health revisit rate in Q2 16/17 is predominately due to increased rates at two of our largest hospitals, London Health Sciences Centre (LHSC) and Grey Bruce Health Services (GBHS). At LHSC, revisits increased by 34% from Q1 while index visits only increased by 1% over the same time period. At the GBHS-Owen Sound site, revisits increased by 74% while index visits only increased by 4% from Q1 to Q2.
- The South West LHIN's revisit rate for substance abuse remained fairly stable in Q2. This is due to an improving rate at 17 hospital sites and a worsening rate at 11 hospital sites, five of which belong to GBHS (a hospital corporation with a total of six sites).

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 developing 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. **c) Peer Support Strategy -** Finalize a regional peer support strategy for the South West.
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.
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

- Planning for investment in supportive housing for people with mental health and addictions conditions and identify potential housing opportunities and work 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.