

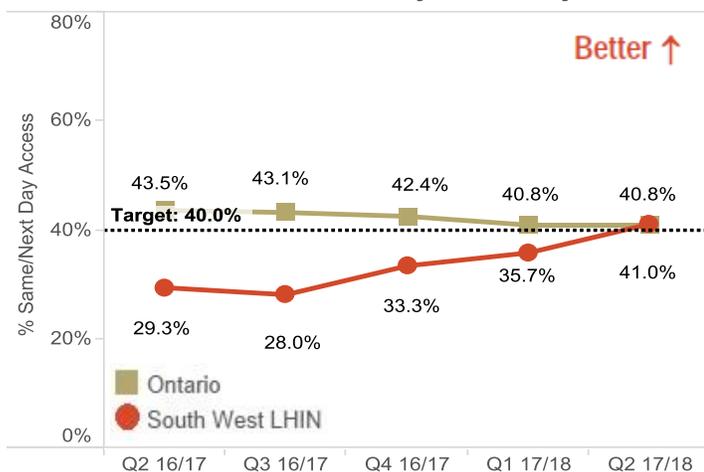


How Will We Know We Have Been Successful?

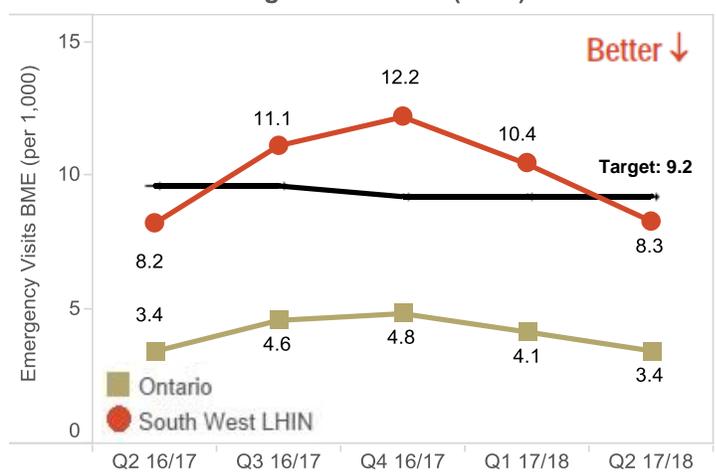
- Faster access to primary care when you are sick
- Fewer visits to the Emergency Department (ED) for conditions that are better managed in primary care
- More people see their primary care provider following discharge from hospital

How Are We Doing?

#1. Percentage of Adults Able to See a Primary Care Provider on the Same or Next Day When They Were Sick



#2. Rate of Emergency Visits for Conditions Best Managed Elsewhere (BME)



- Over the past year, 41% of residents across the South West LHIN reported they were able to see a primary provider on the same or next day when they were sick. Performance on this measure has been steadily improving over the past year, moving from 12th to 6th amongst the 14 LHINs. Although less than half of respondents reported same/next day access to primary care services, 66% felt that the wait time they did experience for their appointment felt “about right” (Ontario: 65%).
- The South West LHIN continues to have the 2nd highest rate of avoidable ED use in the province despite improvements observed in Q2 17/18. 60% of residents living in the South West LHIN who responded to the Health Care Experience Survey over the past year reported difficulty accessing medical care in the evenings/weekends and on holidays without going to the ED (Ontario: 53%).

What Is Impacting Performance?

Initiating & Planning: **a) Implementation of the Sub-region Primary Care Approach** – Primary Care Alliances were launched in each sub-region in Q3 17/18. Membership represents the broader primary care sector and will work to identify local care issues, needs and interests in order to improve patient access, quality and experience of care. **b) Practice Facilitation** – Partnering for Quality is developing a new program suite for practice facilitation, including assistance with Advanced Access.

Executing: **a) Improving Access to Team-Based Care** - The London Middlesex sub-region became an early adopter of a facilitated-outreach approach to connect primary care providers and their patients to interdisciplinary health professional resources. **b) Targeted Recruitment** - The South West LHIN is working with HealthForce Ontario to recruit family physicians in high-needs communities. In Q3 17/18 several vacancies in existing primary care practices were filled in Grey Bruce, Elgin, and Oxford. **c) Primary Care Provider Orientation** – in December, the South West LHIN and HealthForce Ontario launched an orientation program for newly practicing primary care providers. This program will support a shared understanding of resources and services available to support their practices and patients.

Monitoring & Closing: None at this time.

Potential Future Opportunities and Considerations

- A business case to expand access to Interdisciplinary Primary Care Teams was submitted to the Ontario Ministry of Health and Long Term Care in Q4 17/18. Announcement of funding is expected in Q1 18/19.