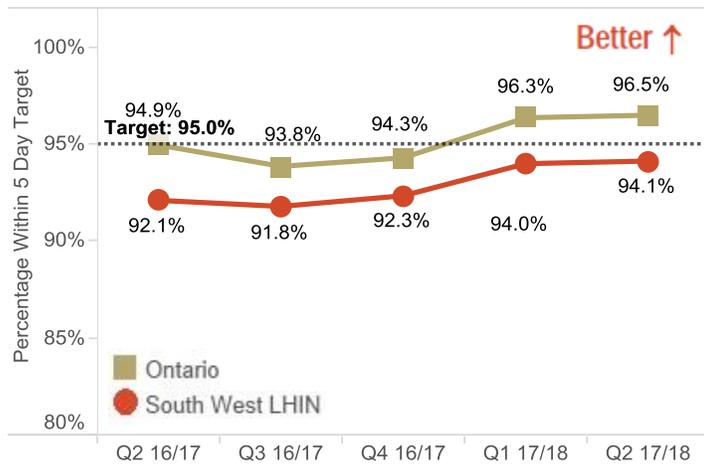


How Will We Know We Have Been Successful?

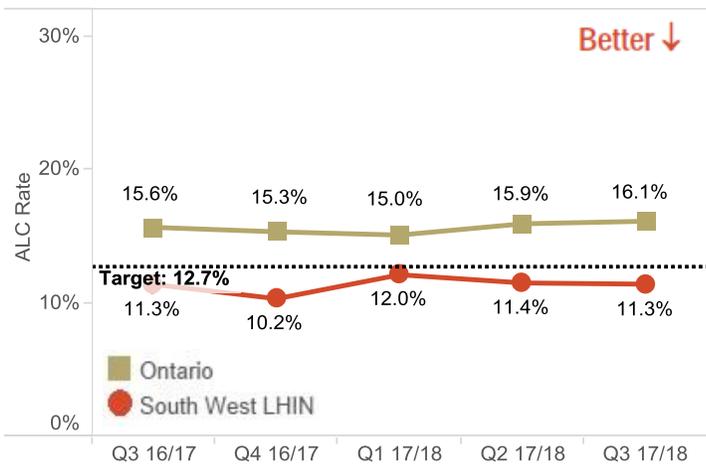
- Faster access to care provided by personal support workers and nursing in the community
- Fewer people waiting in the hospital for care in the community

How Are We Doing?

#5. Percentage of Home Care Clients Who Received Their Nursing Visit Within 5 Days of Authorization



#8. Alternate Level of Care (ALC) Rate



- In Q2 17/18, the percentage of clients receiving their first nursing visit within the five day wait-time target ranked lowest amongst the 14 LHINs. Performance has steadily improved in the last three quarters and is approaching the provincial target of 95%.
- The South West LHIN is consistently among the top four top performing LHINs on Alternate Level of Care (ALC) rate. Over the past five quarters, the ALC rate at London Health Sciences Centre has been meeting the provincial/LHIN target, accounting for approximately 23% of the total ALC open cases in the South West LHIN.
- While several small community hospitals have high ALC rates, they collectively contribute to less than 20% of total ALC open cases.
- At the end of Q3 17/18, 59% of patients deemed ALC in the South West LHIN were waiting for Long-Term Care (LTC) beds and 7% of total ALC days were contributed by patients waiting for Assisted Living spaces. Of those waiting for Assisted Living, 74% of ALC days were contributed by post-acute clients with mental health and behavioural challenges.

What Is Impacting Performance?

Initiating & Planning: a) **Behavioural Support Unit** - Additional Behavioural Support Units in LTC Homes will enhance discharge options for patients with mental health and behavioural challenges. b) **Transitional Care Program (TCP)** - TCP is being implemented to create alternative discharge options for target clients.

Executing: a) **Coordinated Access** - Developing and implementing tools and processes to optimize coordinated access. b) **Home First Refresh** - The South West LHIN hospitals are implementing Home First Refresh. c) **Leadership and Oversight for Improving Patient Access and Flow** - With leadership provided by the Chief Nursing Executive (CNE) Leadership Forum, four key priorities have been identified to support improvement.

Monitoring & Closing: a) **Level of Care and Caregiver Respite Funding** - Expand respite service provision to Homecare clients with complex care needs and their caregivers. b) **Assisted Living** - Achieve modest improvements by investing to implement additional Assisted Living supports in selected communities. c) **Behavioural Supports Ontario** - Coordinate prevention, care and educational strategies across sectors.

Potential Future Opportunities and Considerations

- Quantify capacity needs of Home and Community Care and Long-Term Care to support proactive plans to enhance services and supports.