South West LHIN

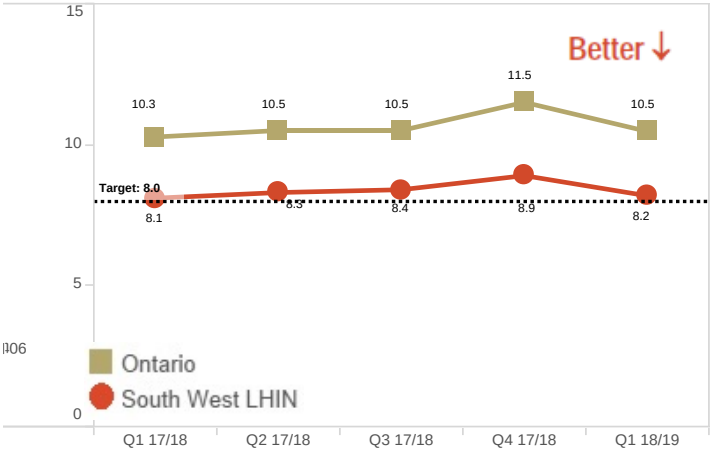
Hospital-Based Care

How Will We Know We Have Been Successful?

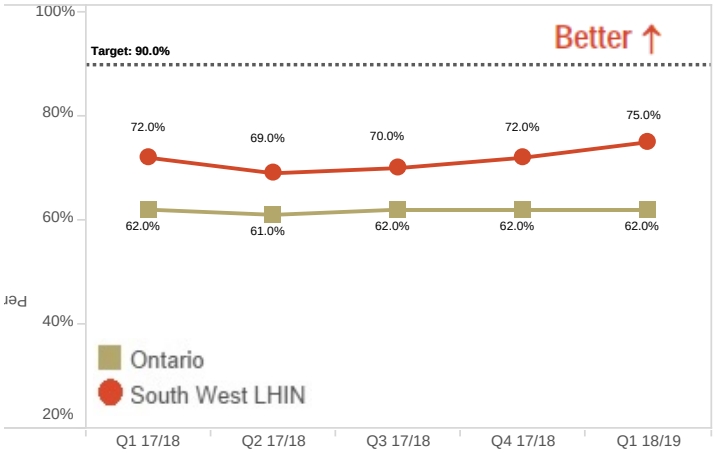
- Faster access to care in Emergency Departments and to surgical and diagnostic procedures
- Fewer people dying in hospital
- Improved cost alignment to provincial standard

How Are We Doing?

#16. 90th Percentile Emergency Department (ED) Length of Stay for Complex Patients



#18, #19. Percentage of Priority 2,3 and 4 Cases Completed within Access Target for MRI and CT Scans



- The South West LHIN ranks 1st among the 14 LHINs for Emergency Department Wait Times for Complex patients and 3rd for minor/uncomplicated waits. The LHIN has experienced slight increase (3%) in ED visit volumes for Complex patients in comparison to same time period in FY 17/18.
- The South West LHIN ranks 1st of the 14 LHINs for Magnetic Resonance Imaging (MRI) scans within the access target. Two of the five hospital sites are completing more than 90% MRI scans within the access target and all hospital sites have demonstrated improvement over the last 2 quarters.

What Is Impacting Performance?

Initiating & Planning

- **Regional Medical Imaging Integrated Care Project** – Implementing strategies to standardize quality, appropriateness and access through integrating medical imaging services.
- **Alternate Level of Care (ALC) Avoidance and Patient Flow -** Chief Nursing Executive sponsored Home First Refresh underway to address ALC and discharge planning leveraging provincial best practices and a learning collaborative format.
- **Development of Regional Access and Flow Memorandum of Understanding** inclusive of year-round surge and escalation plans.

Executing

- **Pay for Results and Knowledge Transfer Learning Collaborative –** Hospital sites are progressing their 2018/19 action plans targeting improvement in patient flow opportunities.

Monitoring & Closing

- **Regional OneNumber Access and Flow Protocol -** Updated by the Chief Nursing Executives to strengthen the language and commitment to ensure timely repatriations/transfers supporting care close to home and regional patient flow

Potential Future Opportunities and Considerations

Regional Medical Imaging Project to identify centralized intake opportunities and provide recommendations for future phases.