

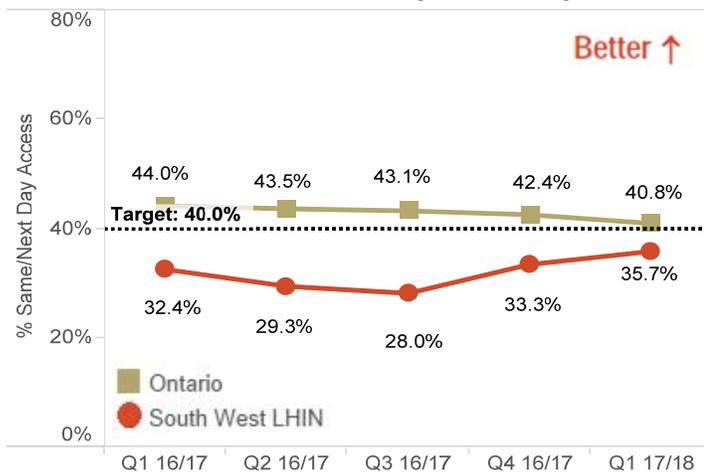


How Will We Know We Have Been Successful?

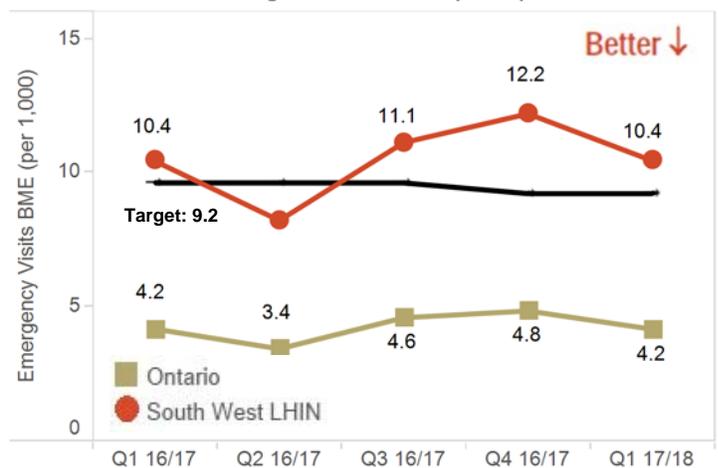
- Faster access to primary care when you are sick
- Fewer visits to the Emergency Department (ED) for conditions that are better managed in primary care
- More people see their primary care provider following discharge from hospital

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, 36% 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. Although only one in three residents reported same/next day access to primary care services, 68% felt that the wait time they did experience until their appointment felt “about right” (Ontario: 70%).
- The South West LHIN continues to have the 2nd highest rate of avoidable ED use in the province. 61% 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%).
- Avoidable ED visits are highest in the Grey Bruce sub-region (23 visits per 1,000 residents). This region has the highest proportion of the population without access to a consistent primary care provider (13.5%), defined as a provider who regularly bills the majority of claims.

What Is Impacting Performance?

Initiating & Planning: **a) Improving Access to Team-Based Care** - The London Middlesex sub-region will be an early adopter of a facilitated-outreach approach that will connect primary care providers and their patients to interdisciplinary health professional resources. The project will begin in late FY 17/18. **b) 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.

Executing: **a) Primary Care Capacity Planning** – Recommendations from the *Understanding Health Inequities and Access to Primary Care in the South West LHIN* report will be prioritized for action within the Sub-Region Integration Tables and Primary Care Alliances.

b) Targeted Recruitment - The South West LHIN is working with Health Force Ontario to recruit family physicians in high-needs communities. Three of the regions’ five Community Health Centres are experiencing physician vacancies, leading to growing waitlists.

Monitoring & Closing: None at this time.

Potential Future Opportunities and Considerations

- An expression of interest for funding to expand access to Interdisciplinary Primary Care Teams was submitted to the Ontario Ministry of Health and Long Term Care in Q3 17/18. Announcement of funding is not expected until Q4 17/18.
- Engage with hospitals, family physicians and residents to understand when and why patients are seen in the ED for visits that could be treated in primary care settings; understand ED coding standards, practices and incentives for these visits.