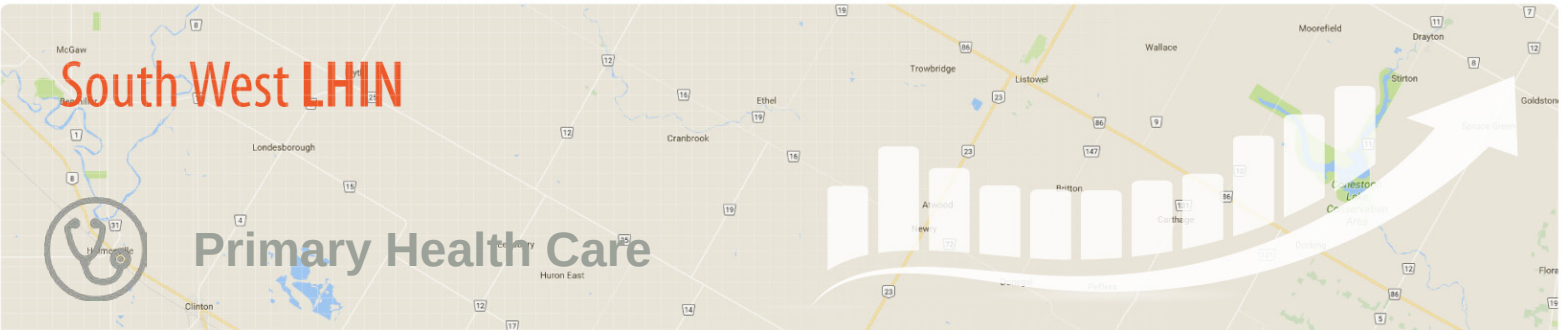
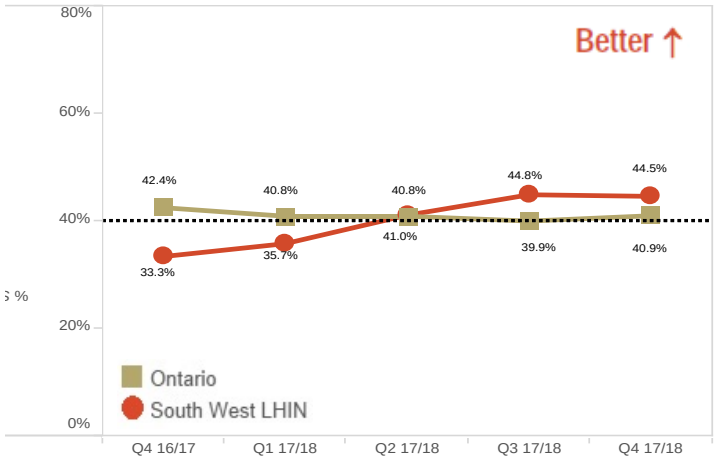


How Will We Know We Have Been Successful?

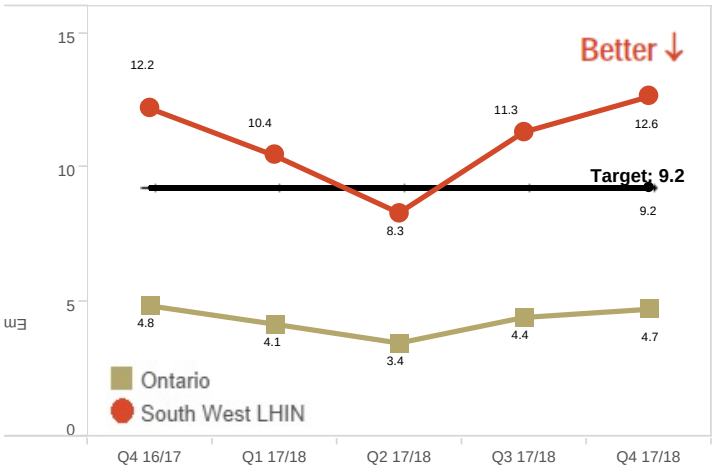
- Faster access to primary care when you are sick
- Fewer visits to the Emergency Department (ED) for conditions that are better managed in primary care
- More people see their primary care provider following discharge from hospital

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)



- Although less than half of respondents (45%) reported having 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 poorest rate of ED use for conditions best managed in a community setting
- Of the South West LHIN residents who responded to the Health Care Experience Survey, 57% reported difficulty accessing medical care in the evenings/weekends/holidays without going to the ED (Ontario: 53%)

What Is Impacting Performance?

Initiating & Planning

- **Primary Care Alliances** - Launched in Q3 17/18, sub-regional representatives from the primary care sector will work to identify local care issues, needs and interests in order to improve patient access, quality and experience of care
- **Practice Facilitation -** Partnering for Quality is developing a new program suite for practice facilitation, including assistance with Advanced Access

Executing

- **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
- **Targeted Recruitment** – The South West LHIN is working with HealthForce Ontario to recruit family physicians in high-needs communities

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 Q2 18/19.