

Access to Care

Community and Protective Services

City of London

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Delegation Members

Michael Barrett, CEO, South West LHIN

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What is Access to Care?

Access to Care is an approach focused on supporting people, specifically seniors and adults with complex needs, in their homes for as long as possible, with community supports.

This initiative requires that multiple organizations come together to implement large scale, transformational change in the South West.



Ron



Kate

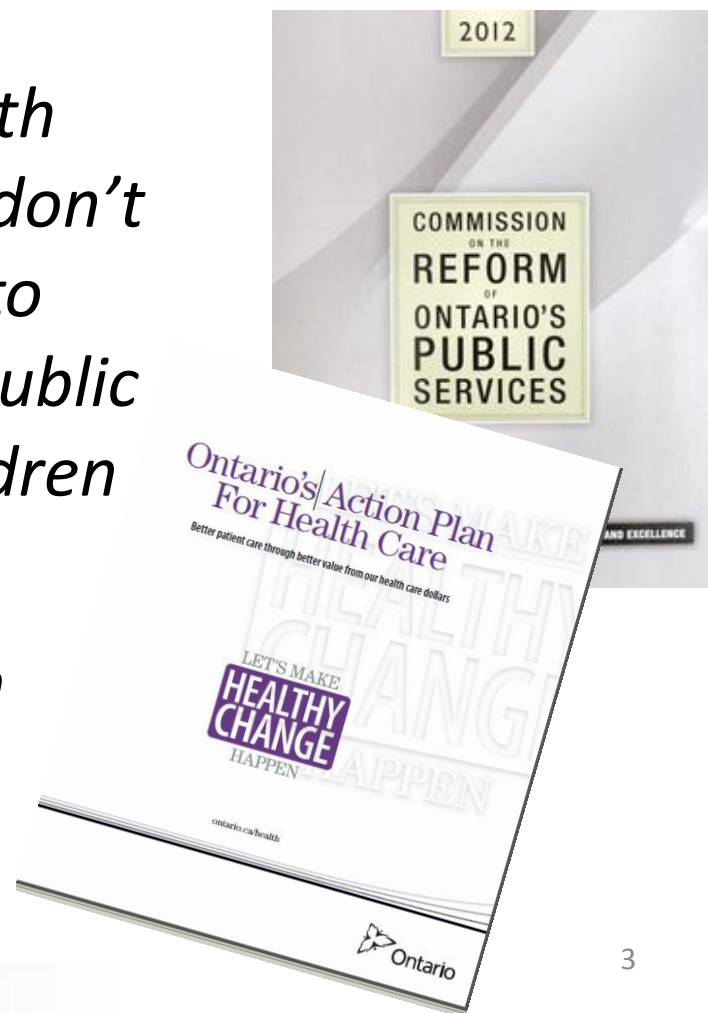


Audrey

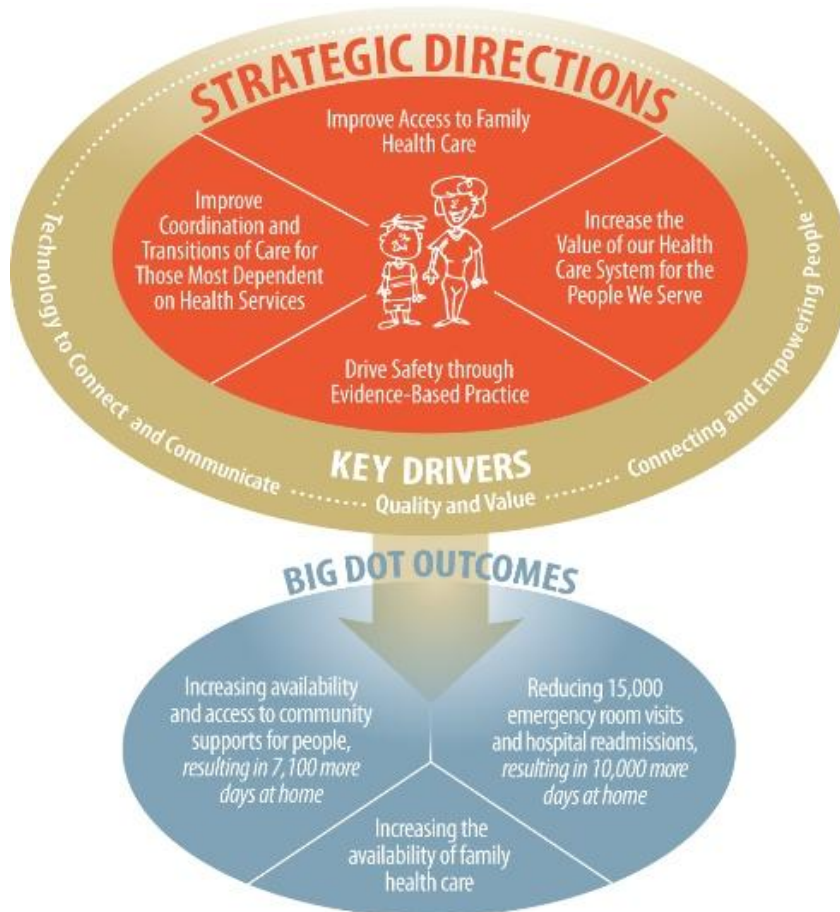
Setting the Stage for Change

“We can’t keep spending our health dollars the way we used to. If we don’t change, we simply won’t be able to guarantee sustainable universal public health care for ourselves, our children and our grandchildren.”

Deb Matthews, Minister of Health and Long-Term Care (MOHLTC)



Integrated Health Service Plan



“Strategies and initiatives to support people to live healthy, independently and safely at home are the focus of our IHSP 2013-2016.”

**JEFF LOW, BOARD CHAIR
SOUTH WEST LHIN**

Why Access to Care is Important



In London

- In the summer of 2011, more than 100 people were waiting in hospital at London Health Sciences Centre for care somewhere else, most often Long-Term Care
- Seniors who are in hospital often incur cognitive and functional decline



In the South West

- Many people have care needs that would be better met elsewhere:
 - 37% of people in Complex Continuing Care beds
 - 30% of people accessing Assisted Living services
 - 20% of people in Long-Term Care
 - 1,000 more people could benefit from Adult Day Programs
- Services vary by region and provider:
 - program elements, eligibility criteria, funding and client fee models
- Inequitable geographic distribution of services



Services in London Working with Access to Care

In the Community

- Adult Day Programs
- Assisted Living

Goal

- *Enhance equitable access by increasing adult day program and assisted living spaces*
- *Transition to and from 'Assisted Living'*
- *Implement Coordinated Access*

In the Hospital

- Ability to work with people to go home with very high levels of care in the home

Goal in London

- *Increase number of people going home from hospital instead of staying in hospital waiting for care elsewhere*

Specialized Services

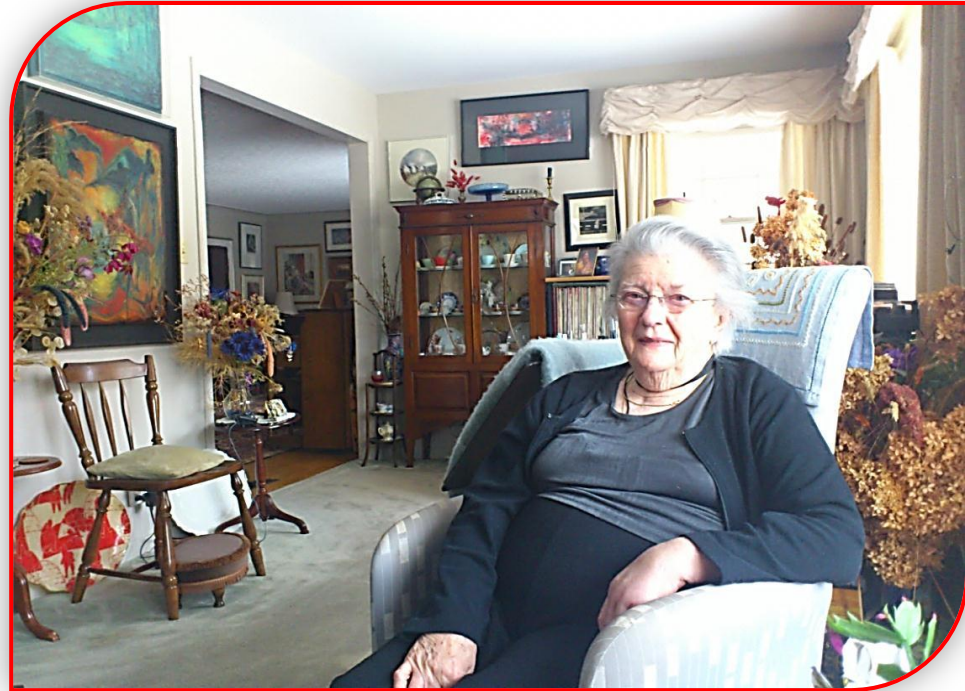
- Complex Continuing Care
- Rehabilitation

Goal in London

- *Ensure appropriate distribution of beds increasing 'Complex Continuing Care' and Rehabilitation beds*
- *Implement Coordinated Access*

Why Access to Care is important to Kate

- Lived in her own home with active social life and interests
- Fell in her home, hospitalized with extensive nerve damage to left arm and mobility issues
- Anticipated LTC application
- Discharged home on robust service plan
- Currently utilizing 'Assisted Living' services (3 times per day)
- Kate no longer requires in-home CCAC services



Making Courageous Decisions Together

a different way of working together for a different outcome and a different culture

High-level priority for partner organizations, inclusive of Hospitals, the CCAC, Community Support Services Agencies and Long-Term Care.

Broad representation from across the South West:

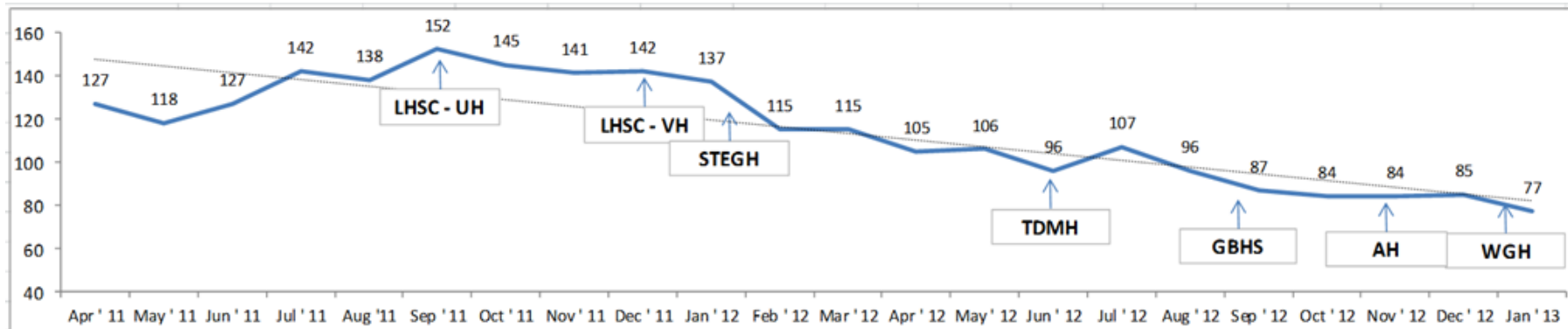
- allied health clinicians
- front line staff
- administrators
- senior leaders

Working together differently to care for people as they move through the system

Working together differently to decide how to best resource care for seniors and adults with complex needs.



Home First Implemented at Six Hospitals



The number of people waiting in hospital for Long-Term Care has decreased.

- There is a significant increase in the number of clients with complex needs who are being supported at home.
- Long-Term Care homes are receiving applications from people with complex needs.

At University Hospital and Victoria Hospital

- 260 people have been discharged on the most robust service plan
- In Jan., 2013, there were 38 patients waiting in hospital for Long-Term Care, (in Jan., 2012 there were 111)

Assisted Living, Supportive Housing, Adult Day Programs



Based on the new Provincial Policy on **Assisted Living for High Risk Seniors**, eligibility criteria have been developed and agreed on by providers in the South West

- In 2012/13, implemented in Oxford, Grey Bruce and Elgin
- In 2013/14, will be implemented in Huron Perth, London and Middlesex

Adult Day Program Providers

- Are collaborating to implement Adult Day Program client fees and LHIN funding throughout the South West LHIN
- Eligibility criteria for admission to adult day programs have been developed and are being applied in Oxford, Grey Bruce and Elgin
- Increase in adult day program spaces funded and being implemented in London and Grey Bruce
- Increase in assisted living spaces funded in Oxford and London

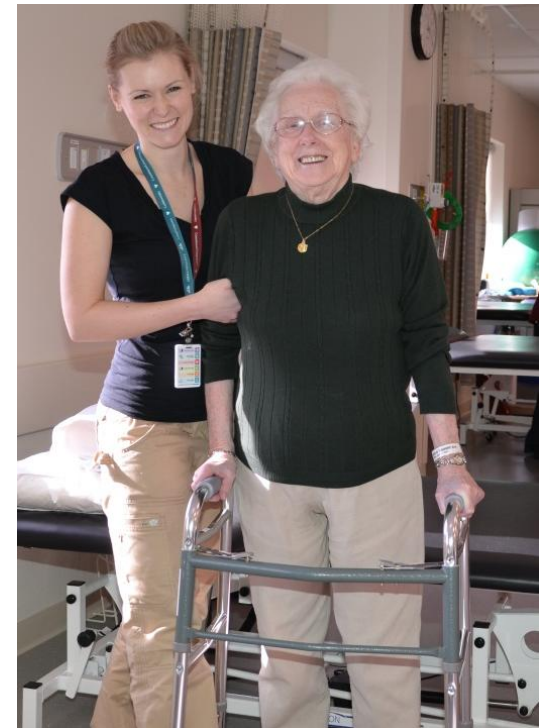
Access to Care | Right Care | Right Time | Right Place

Complex Continuing Care (CCC) and Rehabilitation (Rehab)

Eligibility guidelines for admission to these services have been developed in collaboration with providers across the South West

- Implementation of coordinated access has occurred in Woodstock and Ingersoll
- Implementation in London will occur in 2013/14

London being considered for a slight increase in the number of beds available for these specialized services



Further Work

**Assisted Living,
Supportive Housing and
Adult Day Programs**

Home First

**Complex Continuing
Care and Rehabilitation**

1. Spread Home First while continuing to implement strategies to further gains in current hospitals
 - Spread to SJHC - Parkwood Hospital in early 2013/14
 - Spread to rest of hospitals in South West by March 2014, timing still under discussion
2. Currently studying seniors who would benefit from restorative care and adults with complex needs who need specialized care in the community; recommendations are in development
3. Ensure patient/client voice continues to be included in all aspects of Access to Care work

Questions?

