

North West LHIN – September 13, 2010

Reducing Emergency Department (ED) Demand and Improving Bed Utilization:

Community-based initiatives aimed at reducing “Alternate Level of Care” (ALC)

Reducing emergency department demand and improving access to in-patient hospital beds is a key priority of the North West LHIN. To address this complex issue, funding is being provided to support initiatives that help individuals access health care services in non-hospital community based settings.

The LHIN has provided funding to the North West Community Care Access Centre (CCAC) to implement targeted programs for groups of individuals who are most likely to end up at the emergency department or as ALC in the hospital. Some examples include:

- **System Navigator (\$289,500 over 3 years)**
 - The System Navigator consults with residents at 5 seniors' apartment buildings (1241 units) in Thunder Bay to identify and guide “at risk” seniors to support services in the community.
 - From April 1/09 - February 24/10, 283 clients were seen and 26 ED visits were avoided.
- **Intensive Case Management Program (\$289,500 over 3 years)**
 - The Intensive Case Management Program targets services to frail elderly seniors who are highly likely to present to the ED and end up designated ALC.
 - From April 1/09 - March 31/10, 158 clients were served and only 1 designated as ALC in hospital.
- **Expanded Personal Support/Homemaking Programs (\$1,255,200 base funding increase over 2 yrs)**
 - From April 1/09 - March 31/10, 126 clients were supported, 25 clients “waited at home” for long-term care and a total of 510 ALC days were saved.
- **LHIN Wide Wound Management Initiative (\$200,000/year for 3 years)**
 - The program goal is to implement a regional wound management strategy utilizing consistent and evidence-based standards, processes and tools across Northwestern Ontario.
 - 52 programs and organizations in various settings including hospitals, community, family health teams, clinics, health centres and long-term care homes are involved with this strategy.
- **RAI-CHA Assessments (\$60,000 one-time funding in 2009/10)**
 - Funding was provided to the North West CCAC to use the community health assessment tool to assess 250 individuals on the supportive housing wait list in preparation for the opening of supportive housing units in Thunder Bay.
- **Coordinator for McKellar Transitional Supportive Housing (\$153,600 in 2010/11)**
 - 75 more individuals from Thunder Bay and the region will have access to supportive housing when these units open in October 2010.
- **Wait List Pressures (\$437,576 in funding over 2009/10 and 2010/11)**
 - Funding was provided to eliminate wait lists for homemaking services for moderate need clients.
 - A total of 113 clients were provided CCAC services and removed from the wait list as a result of this funding.

Through this enhanced funding, the North West CCAC has had a positive impact on improving care in the community for patients who are deemed Alternate Level of Care (ALC).