



# A Communiqué to North East LHIN Hospital Chiefs of Staff

From the Desk of Louise Paquette, North East LHIN CEO

September 2016

## Measuring Our Performance – September 2016 MLAA Report Card

One way system performance is measured is through our accountability agreement with the Ministry of Health and Long-Term Care, now known as the Ministry-LHIN Accountability Agreement (MLAA). A recent change in the indicators has been the targets shifting from LHIN-negotiated to provincial targets. A relentless focus on achieving optimal system performance continues. We are in the first of a three-year process to achieve the new targets. To see the latest report [click here](#).

### Hips and Knees

Over the past two years, wait times have improved and now 83% of patients receive either a hip or knee replacement within provincial targets. The goal is to achieve 90%. LHIN-funded Joint Assessment Centres (JAC), monitoring the volume of completed surgeries, and a timely review of each hospital's capacity and performance is making a difference.

### ER Wait Times

Patients with minor uncomplicated conditions not admitted to hospital waited 4.1 hours, slightly above the provincial target of 4 hours. In addition, patients with complex conditions who waited in the ER but were not admitted to hospital improved slightly to 8.6 hours, above the target of 8 hours. As a LHIN we will be monitoring the success of the new Dedicated Nurses, who will work exclusively on receiving low-acuity patients from ambulances in Sudbury and Timmins, allowing paramedics to respond to other calls in the community rather than waiting in the ER.

### MRI

Overall, the NE LHIN is among the top five performers in MRI wait times in the province, yet high demand across the four hospitals providing MRI has an impact on the ability to achieve target despite maximizing hours of operation. Performance remained stable at 50% of priority 2-4 scans completed within access targets. HSN's MRI is at peak capacity. The LHIN has supported HSN's request for operational funds to support a second MRI.

### Alternate Level of Care (ALC)

Current performance at 20.9% is an increase from 19.8%. A [Regional Patient Flow and ALC Strategy](#) and governance structure has been developed with projects that are in the process of being implemented this year.

### Home and Community Care

Through a focused approach to improve access to therapy services, there was an overall 43% reduction in wait times over the past 12 months, from 76 to 43 days. The % of home care patients with complex needs who received their first personal support visit within 5 days of service authorization decreased slightly from 85.2% to 82.2%. The % of home care patients who received their first nursing visit within five days of service authorization increased from 93.5% to 93.6%. Continued focus on effective discharge planning processes will assist in meeting targets.

### Mental Health and Substance Abuse Revisits

Repeat unscheduled ED visits within 30 days for substance abuse improved from 29.6% to 28.6%. The NE LHIN's performance for repeat unscheduled ED visits within 30 days for mental health conditions was 16.9%, above the target of 16.3%. A new **North East Mental Health and Addictions Collaborative** is being established this month. Members will develop a plan to implement the recommendations from Dr. Brian Rush's Addictions Review along with those outlined in a mental health Blueprint undertaken by Health Sciences North and North Bay Regional Health Centre earlier this year. The review contains a series of recommendations (read the [Regional Executive Summary](#) or go to [www.nelhin.on.ca](http://www.nelhin.on.ca)



#### Quality drives everything we do

One Regional ALC project that will be implemented in all hospital is the **48/5** principle, developed by Geriatrician Dr. Janet McElhaney for frail elderly patients. **Five key health indicators** are monitored during the first **48 hours** after admission including: delirium; medication appropriateness and reconciliation; functional mobility; nutrition & hydration; and bowel/bladder function.

#### What can you do to help improve wait times?



#### ED Performance

Experience across Ontario EDs has shown that high performing hospitals assess ED performance across the continuum of care including patient flow to inpatient beds and hospital discharge. Leadership at corporate and physician levels are consistent factors in success.

# NE LHIN Clinical Leads

The NE LHIN benefits from the knowledge, advice and work of Clinical Leads to assist LHIN in decision-making required to maintain the region's health care priorities. Each Lead is responsible for a particular facet of health care and supports the NE LHIN in their work. All Leads report to the NE LHIN CEO, Louise Paquette.

**Dr. Gary Bota - NE LHIN Emergency Department Lead**

*Section Chair of Emergency Medicine, Northern Ontario School of Medicine*

**Dr. Reena Dhatt - NE LHIN Clinical Quality Lead**

*Associate Professor, Family Medicine, Northern Ontario School of Medicine  
Family physician, NEOMO Medical (Northeastern Ontario Medical Offices)*

**Dr. David Fera - NE LHIN Primary Care Co-Lead for the Algoma Sub-Region**

*Chair/CEO, Algoma District Medical Group and Medical Director of the Algoma Diabetes Education Care Centre*

**Barbara Kiely - NE LHIN Primary Care Lead for Diabetes/Chronic Disease Management**

*Nurse Practitioner, Certified Diabetes Educator*

**Dr. Derek Manchuk - NE LHIN Critical Care Lead**

*Staff Anesthesiologist/Intensivist and Associate Medical Director of the Critical Care Program, Health Sciences North and Assistant Professor, Northern Ontario School of Medicine*

**Dr. Paul Preston - NE LHIN Primary Care Lead**

*Medical Director and Chief of Primary Care, North Bay Regional Health Centre  
Family physician, Blue Sky Family Health Team*

**Dr. Yves Raymond - Primary Care Lead for Cochrane Sub-Region**

*Family Physician and Lead Physician, Timmins Family Health Team*

**Dr. Jodie Stewart - Primary Care Co-Lead for the Algoma Sub-Region**

*Family Physician with Algoma District Medical Group and VP of Medical Affairs, Group Health Centre*

**Dr. Jason Sutherland – Primary Care Lead for Sudbury/Manitoulin/Parry Sound Sub-Region**

*Family Physician City of Lake Family Health Team*

**Dr. Boji Varghese - NE LHIN Endocrinologist Lead for Diabetes**

*Endocrinologist; Medical Director of Centre for Complex Diabetes Care and Bariatric Program, Health Sciences North*