

Board Meeting Summary

Highlights from the Wednesday, September 9, 2009 Meeting

North West LHIN Regional Emergency Department Study

The North West LHIN Regional Emergency Department Study is complete and was presented to the LHIN Board of Directors. The Board reviewed and approved the final report, which provides a system analysis and recommendations to improve quality of patient care and the sustainability of the regional emergency department system in Northwestern Ontario.

The focus of the study was to review the operations of the North West LHIN's 12 emergency departments addressing challenges with health human resources shortages, transportation and patient flow issues across the system and Emergency Department wait times.

The final report provides 25 recommendations under the following themes:

- Vision
- Governance
- Administration & Accountability
- Regional Flow & Access to Higher Levels of Care
- Transportation
- Health Human Resources
- Community Supports
- Patient Safety & Clinical Quality
- Information Management

The LHIN will begin reviewing the recommendations and next steps in consultation with our Emergency Department Advisory Team, hospitals and other emergency care stakeholders. The full report is on the LHIN website at www.northwestlhin.on.ca under Reports/Publications.

Hospital Service Accountability Agreement (H-SAA) and Long-Term Care Service Accountability Agreement (L-SAA) Updates

The LHIN is negotiating service accountability agreements with hospitals for the second time and with Long-Term Care (LTC) homes for the first time. Both sectors' agreements will be two year agreements covering 2010 – 2012 and are due to be completed and signed by March 31, 2010.

The first step is for each of the 13 hospitals and 14 LTC homes to submit an Accountability Planning Submission to the LHIN detailing their operating plans and budgets.

Following the accountability planning process, the LHIN will prepare Service Accountability Agreements with each of the hospitals and long-term care homes outlining performance expectations for the next two

years, including how each can help address the health system priorities listed in the North West LHIN's *Integrated Health Services Plan (IHSP)*.

Chair's Report

- An Underserved Area Forum was held in Thunder Bay in August by Thunder Bay- Atikokan MPP Bill Mauro, which was attended by LHIN staff. The government is renewing Ontario's Underserved Program (UAP) which was created to support physician recruitment and retention in rural and northern communities. The program is being renewed because changes over the years have resulted in designated underserved areas in the south greatly outnumbering the ones in the north making it more difficult for northern communities to compete for physician resources.

Ministry-LHIN Accountability Agreement (MLAA) Performance – Wait Times

According to results from the 2nd quarter (May – July 2009), the North West LHIN has met MLAA targets for cancer surgery, cataract surgery, hip replacement surgery and CT scans. The LHIN is outside of the MLAA target for knee surgeries and MRIs. With respect to MRI wait times, the report shows the LHIN's actual performance is better than the province and approaching the provincial target of 28 days.

For system integration indicators between January and March 2009, the LHIN was outside of the performance corridor with respect to ALC, but was better than the provincial average. The target for long-term care waits wasn't met, but was within the performance corridor.

Emergency Department Wait Times between January and March 2009 show the target for admitted patients wasn't met but was within the performance corridor and better than the provincial average. Both the wait times for treatment of high acuity and for low acuity patients did not meet the target but were both better than the provincial performance.

Emergency Department (ED) and Alternate Level of Care (ALC) Performance Update

Data from April to June 2009 shows discharge times from the ED for higher and lower acuity non-admitted patients improved, wait times for admitted patients increased and total ALC days decreased by almost 50% in June 2009 compared to June 2008.

The Board noted that the improvements are a reflection of the hard work being done by service providers to reduce ALC.

Other Business

The next Board of Directors open meeting takes place in Sioux Lookout on October 27th. The public is welcome.