

# ***NEWS***

## **CRITICAL CARE NURSE NOW PLAYING CRITICAL ROLE FOR THE SOUTH EAST REGION**

March 2, 2009

Hospitals, the community care access centre and many others in the South East region are on a mission to improve waiting times in emergency departments and reduce the time that people may spend in hospital beds while awaiting admission to another type of health care such as rehabilitation or long-term care. Since November, several individuals within the regions' health care provider organizations such as hospitals and the community care access centre have been identified as key people to support the roll-out of a variety of initiatives under the South East Local Health Integration Network's Emergency Department – Alternate Level of Care initiative.

Today, the SE LHIN welcomed veteran critical care nurse and process improvement specialist Sabrina Martin, RN, into the role of ED/ALC performance coordinator. Martin is on secondment from Kingston General Hospital and will work closely with the ED/ALC implementation team members across the South East to lead implementation of activities to ensure patients receive the right care in the right place at the right time.

Martin will also play a key role in providing a link between the implementation team and the South East's ED/ALC Action Working Group which includes participants from hospitals, community care access centre, long-term care, community support agencies and the public.

### **QUOTES**

"With more than 20 years' experience on the front lines of health care, I know that longer-term patients want and need a better quality of life than can be provided in an acute care hospital setting – and I also know that care providers wish they could do more for those patients, but often are forced to focus more on their acutely ill patients," Sabrina Martin says. "Our goal is to provide all of our patients with the service they require and our staff with satisfaction of knowing they were able to provide the best care possible. It is all about providing people with the right care in the right place at the right time."

"The Emergency Department/Alternate Level of Care strategy is a priority in the South East that must succeed," says Paul Huras, Chief Executive Officer of the SE LHIN. "This is about working together to provide quality care. Our partners are committed to doing things differently to resolve the ALC issue and to ensuring that the time it takes for patients to get from the front door of emergency departments onto hospital wards or back home is the shortest possible time. Our patients deserve the right care in the right place at the right time."

### **QUICK FACTS**

- The SE LHIN is leading a multi-sectoral charge to ensure seniors have their health needs met in an environment most appropriate for their required level of care. The current reality where a significant number of acute care beds are being occupied by people whose care would be best served elsewhere cannot continue. Patients should not languish in hospital beds where their health may be further compromised, their convalescence extended and their recovery potentially delayed or prevented.
- The action-focused, change-oriented ED/ALC task group is taking an aggressive, multi-pronged approach to get to the root causes of the current ALC crisis.
- The SE LHIN is committed to recognizing and addressing inefficiencies that are contributing to the bottlenecks in the flow of patients through the continuum of care, with the initial focus being on the emergency department where patients come into the system, as well as discharge processes from acute care beds.
- The LHIN has been and is continuing to address the challenge through strategies that will:
  1. create new and temporary system capacity while improving access (direct impact)
  2. expand services available to support people (particularly high-risk frail elderly) to remain in the community
  3. strive toward a future state where providers, patients, families, caregivers and the broader public are informed about community care options and proactively engage in planning to eliminate inappropriate long-term care admissions on in-hospital admissions.

### **LEARN MORE**

For more information about the ED/ALC initiatives within the South East LHIN, visit [www.southeastlhin.on.ca](http://www.southeastlhin.on.ca) and click on the “Right Care, Right Place, Right Time” button.

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