

**December 4, 2013**

## NEWS

### **Patients in the South East LHIN receiving faster access to care**

#### ***South East LHIN performance scorecard indicates lower wait-times across South East***

Patients in the South East Local Health Integration Network's (LHIN) are receiving faster access to emergency room, key surgeries, and diagnostic scans according to the most recent wait-time performance scorecard.

The scorecard which monitors wait-time and quality performance on 15 negotiated targets set by the Ministry of Health and Long Term Care signifies the South East LHIN is improving and surpassing provincial targets in regard to several indicators.

Reducing wait times and Length of Stay (LOS) in Emergency Rooms (ER) are an ongoing priority and indication that hospital resources in the South East are being used effectively. Recent efforts to improve ER processes have led to a significant reduction in ER LOS where nine out of ten patients were admitted and discharged within the targeted value for the period from July to September 2013.

A noticeable reduction in Alternative Level of Care over the last quarter, reflects how patients in the South East are transitioning towards community-based services faster. Repeat visits within 30 days and readmissions have also been maintained within targets revealing that the care being provided to the patient has been effective in keeping the patient from returning to hospital. Most major surgeries and diagnostic imaging scans performed in the South East have also continued to exceed established targets over the last quarter.

Scorecards are an important part of the improvement process as it allows the LHIN and stakeholders to measure the impact of interventions based on objective performance indicators. These results speak about the access, efficiency and level of integration of both primary and community-based care in the South East.

Delivering more responsive care in the South East demonstrates the commitment of our health service providers and the LHIN to improving patient care and aligns with Ontario's Action Plan for Health Care by providing the right care, at the right time, in the right place.

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## Quotes

"Since 2005, the Government of Ontario has committed to monitoring and reducing wait times for surgical procedures and diagnostic imaging. Since then the wait time strategy has been expanded to include emergency room wait times. I am pleased to see that these investments, and the hard work of our local health care providers, are continuing to improve the caliber of care for patients throughout the South East LHIN and across the Province of Ontario."

- John Gerretsen, MPP, Kingston and the Islands

“Health system performance is a shared responsibility between the South East LHIN and our health service providers. This most recent scorecard demonstrates our continued efforts to provide residents of the South East improved access to high quality care at the right time, in the right place.”

- Paul Huras, CEO, South East LHIN

### Backgrounder:

- The South East LHIN is accountable for meeting the 15 negotiated performance targets outlined in the Ministry-LHIN Performance Agreement (MLPA)
- For more detailed information on the LHIN performance scorecard please visit our website: [www.southeastlhin.on.ca](http://www.southeastlhin.on.ca) - under Our priorities and Strengthening Our Hospitals.

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