

Memorandum

Date: May 5, 2010
To: CE LHIN 2010 Symposium Attendees
From: James Meloche, Senior Director, System Design & Implementation
Subject: Contribution to Strategic Aims

Welcome to the Central East LHIN's 2010 Symposium! The title of this year's symposium is "**Save a Million Hours! Save Ten Thousand Days!**," in reference to the two Strategic Aims of the newly launched 2010-2013 Integrated Health Services Plan. These two Aims are

1. **Save 1,000,000 Hours of Time Patients Spend in Central East LHIN Emergency Departments by 2013.**
2. **Reduce the Impact of Vascular Disease in the Central East LHIN by 10% by 2013.**
(Measured in prevented hospital inpatient days.)

Through the CE LHIN Emergency Pay for Results Program, we have already begun measuring hours saved in emergency rooms (ER), and last year surpassed the 100,000 hour mark. Examples of initiative-level contributions to this Aim in the 2009/2010 fiscal year include:

- The addition of a Physician's Assistant at Ross Memorial Hospital saved almost 6,000 hours of ER time in only five months, calculated by taking the difference in length of stay for patients seen at that ER on shifts when the PA was on duty and on shifts when he was not.
- The Ambulatory Care Area at Rouge Valley Centenary has saved over 28,000 ER hours, measured by counting the average length of stay for targeted patients (generally ambulatory CTAS III patients) before implementation of the initiative and after its inception.
- Dedicated CCAC Case Managers in CE LHIN Emergency Departments prevented 1400 repeat Emergency Department visits, corresponding to a minimum of 5,180 ER hours saved.
- The Mental Health ED Avoidance Coalition implemented six initiatives which prevented 400 Emergency Department visits, corresponding to a minimum of 1,480 ER hours saved

We will be developing a performance measurement system for the vascular Aim early this fiscal year, and soon will be tracking both Aims on our website.

Although the sentinel measure of both Aims is hospital-related, they are dependent upon the broad continuum of care. Success can be achieved only with the continued efforts of all service providers to align their current activities to the achievement of these Aims and by collaborating with the LHIN to develop indicators for regular reporting on the contribution of these activities to the Aims.

To maximize the effectiveness of the symposium, we have asked sector leaders to spend some time in advance to:

- Identify a small number (1-3) of current activities or programs that contribute directly to one or both of the two Aims,
- Provide a rationale as to why those projects should be included as contributing to the Aim measurement.

At today's break-out sessions, sector-based (Acute, Community, and Long Term Care) and cluster-based (Scarborough, Durham, North East) discussion groups will have the opportunity to discuss the activities that the sector leaders have identified.

The goal of today's break-out sessions is to:

1. Achieve consensus within sectors as to which current activities are already aligned with the two Strategic Aims.
2. Identify which current activities could be modified to be in alignment with the two Strategic Aims.
3. Develop a simple logic model for each agreed-upon activity that maps how the outputs of that activity contribute to one or both of the two Strategic Aims.

The selected activities should be clearly defined, and include existing performance monitoring tools/metrics where these exist. Where they do not, articulation of the logic model will assist you in discussing how to develop monitoring tools/metrics to map initiative level performance to Strategic Aim contribution.

The ideas and plans generated today will help to establish a broader system implementation plan for achieving the Strategic Aims over the next three years. Once agreed upon by stakeholders and the CE LHIN, these activities will be rolled up into the reporting on the Strategic Aims.

Thank you for your participation today, and for your past and future contributions to the Strategic Aims. We are looking forward to working with you over the next three years!