



### **Expert team to help Peterborough Regional Health Centre tackle patient backlogs**

Assessment of the situation to improve patient flow

#### **NEWS**

January 20, 2009

The Central East LHIN is assembling a team of health care experts from across the LHIN geography to work with Peterborough Regional Health Centre (PRHC) on their Alternate Level of Care or ALC issues.

ALC is a designation used by hospitals to refer to patients who are no longer in the acute phase of their illness but still occupy an acute care hospital bed. These patients are waiting in hospital for another, more appropriate “alternate” type of service, such as convalescent care, supportive housing, long term care or returning home with community supports.

This ALC Assessment and Coaching Team, to be led by a geriatrician, and which will include peer experts from other hospitals, will work with PRHC to review its ALC patient population, the type of care they require, and what, if any, hospital processes may be improved so that they can be discharged.

#### **QUOTES**

“We very much welcome the support the CE LHIN is providing PRHC on this pressing issue,” said PRHC’s President and CEO, Paul Darby. “The situation here is urgent; we have very high rates of ALC patients. A hospital is an acute care setting and is meant for short-term stays. PRHC is most certainly not the right place for frail seniors to be left for extended periods. We look forward to working with all our partners on solutions,” added Darby.

“The lessons we will learn during this process will benefit patients and health care providers from across the Central East LHIN,” said Deborah Hammons, CEO of the Central East LHIN. “Having a geriatrician lead and peer experts on the ALC Assessment and Coaching Team will provide us with a model that we could use in other hospitals as we work together to improve care for ALC patients.”

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### QUICK FACTS

- The percentage of ALC days at PRHC increased 129% in 2008/09 from 10.2% in 2006/07 to 23.4% in 2008/09 while in the other CE LHIN hospitals during the same time period, % ALC days increased only 11% from 10.8% to 12.0%
- On January 19, 2009, PRHC reported that 30% or 54 of its 171 medical beds were being occupied by ALC patients.
- Several LHIN initiatives have been undertaken which should positively influence ALC at PRHC:
  - Additional Central East Community Care Access Centre Case Management Supports
  - Supportive Housing Investments
  - A Geriatric Emergency Management (GEM) nurse in the Emergency Department
  - Ministry- sponsored Institute for Healthcare Improvement FLO Collaborative to look at ALC challenges and opportunities for improvement across the province

### LEARN MORE

[Download a copy](#) of the Central East LHIN's ALC Task Group report.

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