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Health System Accountability
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Sous-ministre adjoint
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November 23, 2009

Memorandum to: LHIN Chief Executive Officers
Senior Directors, Planning, Integration & Community Engagement
Senior Directors, Performance, Contract & Allocations

From: Ken Deane
Assistant Deputy Minister
Health System Accountability and Performance Division

Re: **2010/11 Aging at Home – LHIN Investments and Expected Outcomes**

In preparing for year three of the Aging at Home strategy it is important to reflect on where we are today with respect to improving access to emergency care.

Our goal is to achieve the provincial targets of 8 hours and 4 hours by improving patient flow and improving patient throughput. In addition to the efforts to divert patients and improve ER operational efficiencies, we need to create capacity in the system. At this point we are achieving some progress in reducing the time spent for complex admitted patients. However, it is still too long at 29 hours at the 90th percentile and ALC rates have continued to trend upward.

Therefore, it is essential that the Aging at Home proposals for 2010/11 demonstrate the following:

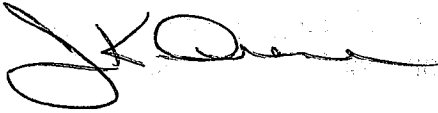
1. The quantifiable contribution to reducing time spent in the ER and optimizing inpatient capacity by reducing ALC days.
2. CCAC alignment and optimization in order to ensure consistent approaches to leveraging the capacity of the CCACs and forging strong relationships.
3. Cross LHIN collaboration with respect to sharing leading practices and addressing the cross LHIN flow of patients.

Consistent with the ministry's approach to leveraging expertise from the field, the development of the Aging at Home Detailed Service Plans should leverage the expertise of the Emergency Department LHIN Leads and Performance Leads.

As an addendum to the Aging at Home Detailed Service Plans, the ministry requires that LHINs complete the **2010/11 Aging at Home – Executive Summary of LHIN Investments and Expected Outcomes** template, which is included with this letter.

The completed template is intended to provide a succinct overview of the strategic approach each LHIN has used to determine their 2010/11 Aging at Home investments, the expected outcomes of these investments, with supporting evidence to show forecasted impact, as well as any potential risks and associated mitigation strategies.

If you have any questions, please contact your respective Senior Program Consultant within the LHIN Liaison Branch.

A handwritten signature in black ink, appearing to read 'Ken Deane', with a large, stylized initial 'K'.

Ken Deane

Enclosure: 10/11 Aging at Home Executive Summary of LHIN Investments and Expected Outcomes