# 2026 Strategic Plan Update

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Thunder Bay Regional Health Research Institute



## Patient Experience: Coordination of Support for Frequent Users

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STRATEGIC PLAN

### **OUR STRATEGIC DIRECTIONS**





Health Research





Diversity, &





### **Patient Experience**

Empathy, compassion, and respect in every encounter





### Innovation, & Learning

















Sustainable Ensuring our **Future** 

STRATEGIC PLAN

## Patient Experience



### **Patient Experience**

Empathy, compassion, and respect in every encounter



1. Lead the evolution of patient and family centred care embedding the principles of co-design, where each person is treated with compassion, respect and empathy.

#### **OBJECTIVES**

- 1.1 Design and implement a co-design framework to ensure a clear understanding by all staff, patients and families.
- 1.2 Embrace the principles of PFCC with a co-design approach to care planning.

2. Focus relentlessly on quality to deliver services that are free from preventable harm, accessible, appropriate and integrated.

### **OBJECTIVES**

- 2.1 Promote and sustain continuous quality improvement, with focus on our unique patient needs.
- 2.2 Eliminate preventable harm by enhancing our safety culture.
- 2.3 Consistently deliver health services that are effective, well-coordinated

3. Become experts in caring for and supporting patients with complex care needs due to multiple acute and chronic conditions, mental health and addiction issues, and social vulnerabilities.

### **OBJECTIVE**

3.1 Enhance, better coordinate and support care for patients with complex health issues who are frequent users of hospital services.



## **Coordination of Support for Frequent Users Current State**

### **Key Statistics**

## **Congestive Heart Failure (CHF) Patients**

- Decrease in admission rate
- Decrease in repeat visit %
- Decrease in ER LOS (non-admit time)
- Decrease in overall ER LOS
- Decrease in acute LOS

Data until March 31, 2024		
	2022-23	2023-24
Indicator	Fiscal Total	Fiscal Total
# of Unique Visits	678	715
Admission Rate	62.5%	61.3%
# of Repeat Visits	179	173
Repeat Visit %	26.4%	24.2%
Average ER LOS (non-admit time)	8.1	7.5
Average Overall LOS	22.8	17.2
Acute LOS (Days)	7.4	7.0
30-Day Readmission Rate	18.0%	18.1%



## **Coordination of Support for Frequent Users Current State**

- ► Heart Failure (HF) is the current population being targeted.
- ▶ HF Clinic went live August 1, 2023; 11 months progress.
- 269 referrals to date.
- 1 day a week dedicated clinic.
- Trial complete; briefing note being prepared for a permanent clinic.



## Challenges/Barriers

### **Staffing:**

- 1 day a week dedicated clinic.
- Individual physician and nurse practitioner reliant.

### Space:

Space constraints for any potential future expansions.

### Technology:

- Remote tele-monitoring platform de-commissioned December 2022.
- New platform by TELUS to be implemented in Q3-Q4 (new provincial platform provided by Ontario Health).



## **How We Will Measure Success**

- ▶ Reduction in Emergency Department, CHF related visits.
- Lower admission rates for CHF patients.
- Reduced 30-day re-admission rate for patients with CHF.
- Decrease in Length of Stay (LOS) for CHF patients.

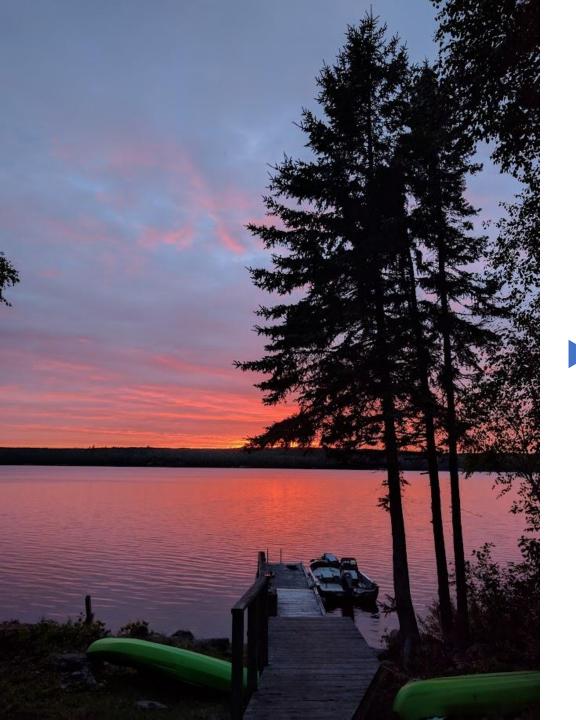


## **Next Steps**

- Submit request for permanent funding.
- Investigating opportunities for long-term model and funding which include Ontario Health funding potential such as the Integrated Heart Failure Clinical Pathway and Quality Based Procedures (QBP).







- ► Thank you
  - ► Questions?

