

Enhancing a Culture of Patient Centred Care

The need for patient centred care is commonly expressed by the public as an expectation of our health-care system. Patient centred or patient directed care includes good "customer" service, access and responsiveness. It also includes assistance in navigating and coordinating the many components of care or treatment a patient may require to maintain or improve health. Patient centred care is about quality service and quality care, where the needs of the patient and the population drive the utilization and deployment of resources. Within the South East LHIN, a culture of patient centred care must be fostered to ensure our system is integrated and appropriately responds to the needs of the individual and the population.

Objectives:

- To improve the patient experience
- To improve the efficiency and effectiveness with which individuals move within and between health-care services

Measures

The South East LHIN will meet or exceed Ministry targets for:

- ❖ wait times for cancer surgery
- ❖ wait times for cardiac by-pass procedures
- ❖ wait times for cataract surgery
- ❖ wait time for hip replacement surgery
- ❖ wait time for knee replacement surgery
- ❖ wait times for MRI scan
- ❖ wait times for CT scan
- ❖ median wait time to long-term care home admission

Planned Actions

- ❖ Establish coordinated access for all Community Support Services.
- ❖ Explore the establishment of an integrated 'Patient/Client Issues' office for the region.
- ❖ Establish an integrated medical transportation strategy across the region.
- ❖ Obtain capital funding for replacement of health vans.
- ❖ Require clinical practice improvements where waiting time performance for cancer surgery, cardiac by-pass procedures, cataract surgery, hip and knee replacement surgery, MRI and CT scans, fall below annual targets.
- ❖ Require strict application of long-term care home eligibility criteria.
- ❖ Support improvement to Community Support Services to build a system of supportive living across the South East.