

ONTARIO'S LIFE OR LIMB POLICY

Looking Ahead • 5TH Edition • August 2015

Dear Colleagues,

Welcome to Critical Care Services Ontario's (CCSO) 5th edition of the Life or Limb Policy Implementation Update. CCSO is pleased to once again host a series of 9 Town Hall meetings for Ontario's 14 Local Health Integration Networks (LHINs) to engage with health care providers and system partners and explore opportunities for further system improvement. We will be hosting 5 of the 9 town hall meetings with more than one LHIN in attendance in an effort to provide a forum for inter-LHIN collaboration and discussion.

The 2015 Town Hall meetings will focus on:

- Repatriation performance management,
- a progress update on the Life or Limb policy,
- introducing the Ontario Critical Care Plan, and
- presenting correlations between ICU quality indicators.

The Provincial Life or Limb Policy is well aligned with CCSO's vision of leading improvements and system innovation in the Critical Care System, and especially supports the goal of focusing on patient flow and transition improvements within the Critical Care Plan. CCSO invites you to join us for these meetings and to register as soon as possible. A list of scheduled meetings can be found on the last page of this Circular with links to registration.

In collaboration with CriteCall Ontario, CCSO continues to streamline the performance management process



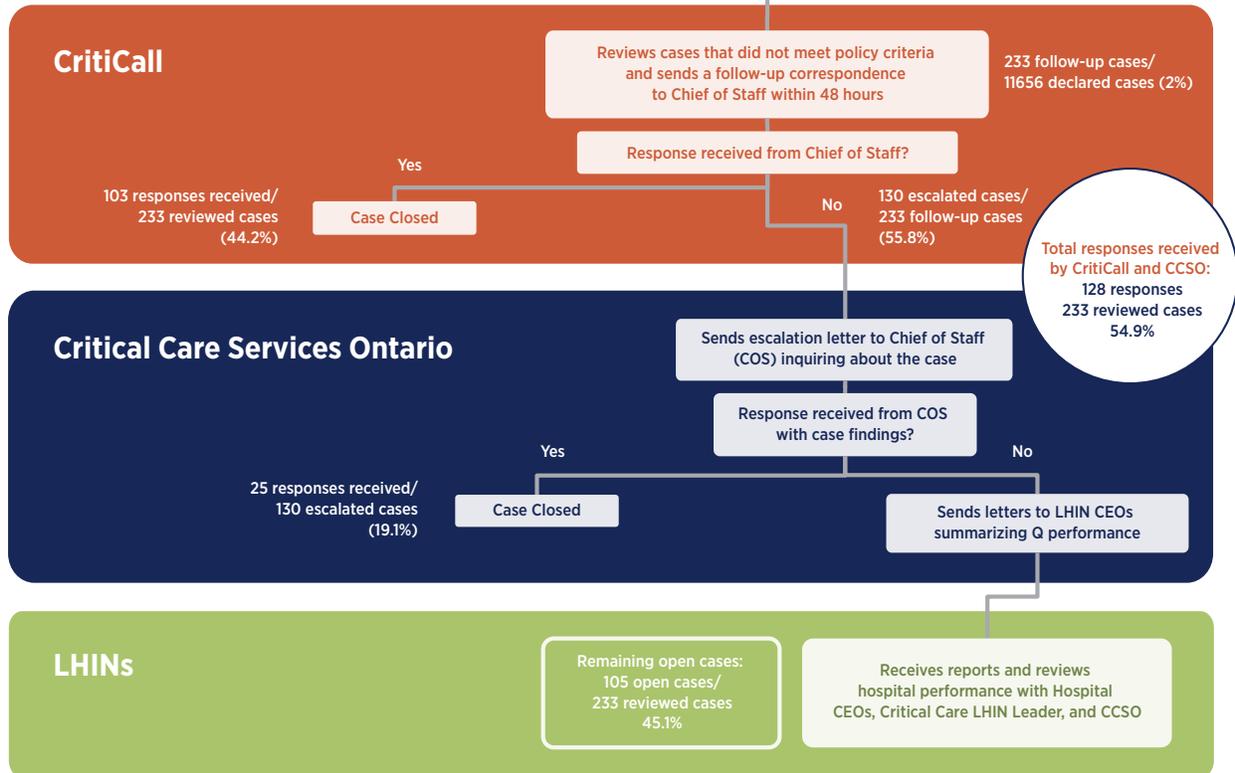
used to monitor the progress of the provincial Life or Limb Policy. The most up-to-date algorithm can be seen in Figure 1 (next page). CCSO is pleased to report that overall, Ontario successfully facilitated 98% of potential Life or Limb cases between April 1, 2014, and March 31, 2015. This means that referring physicians, who request consultation with another hospital through CriteCall to confirm the need for a higher level of care, received responses to their queries in a timely manner 98% of the time.

To date, this is a great success for Ontario! We will continue to seek opportunities for improvement towards ensuring all Ontarians have access to the care they need at the right time and the right place. CCSO hopes that all LHIN partners, hospitals, and healthcare providers are committed to realizing this goal.

Life or Limb Performance Management

Criteria for Life or Limb Policy Monitoring:

- There was no response from on call physician in 20 minutes
- The on call physician provided a consultation, but was unable to accept the patient transfer
- The physician declined to provide consultation for a provisional life or limb case
- No MD on Call for specific service



Evaluation of the Life or Limb Policy

Informed by a Provincial Reference Group, CCSO has developed an evaluation framework to formally study the implementation and effectiveness of the policy. This evaluation of the Provincial Life or Limb Policy – one year post-implementation – is a scheduled process evaluation that is a part of CCSO’s fiscal year evaluation plan. Separate from the performance management process, the evaluation will assess the progress of policy implementation and will examine its effectiveness in terms of improving patient care and acute care systems strengthening. This will provide system leaders and policy users with a neutral, evidence-based assessment of the progress of the policy implementation, covering the period between January 2014 and March 2015.

Specifically, the objectives of the evaluation are to:

- demonstrate the extent to which the policy contributed towards achieving its identified outcomes in the first year of implementation;
- document the challenges and system gaps experienced by stakeholders;
- draw key lessons learned from the initial phase of implementation of the policy and provide a set of clear and forward-looking options leading to actionable recommendations for the next program cycle; and
- assess if there were any unintended consequences, either positive or negative, resulting from the policy implementation.

To achieve these objectives, the evaluation is using a mixed-methods approach that includes both qualitative and quantitative components. Qualitative data will be obtained through key informant interviews. For the quantitative component, data will be obtained from CritiCall Ontario, and additional data will be gathered from a knowledge, attitude, and perception (KAP) survey. CCSO looks forward to your support and active participation in the evaluation process and hopes that your contributions will support a fulsome evaluation of the Life or Limb policy.

Repatriation

Looking ahead in the trajectory of the Provincial Life or Limb Policy, CCSO will focus its efforts on providing performance management with respect to the repatriation aspect of the Policy. In 2014, CCSO published a Repatriation Guide which provides the guiding principles of repatriation and addresses expectations regarding the repatriation of patients to the referring hospital or closer to home. CCSO, in collaboration with CritiCall Ontario, will be reviewing the scope of the repatriation policy at the upcoming LHIN Town Hall meetings. CCSO will also be reporting repatriation performance with LHIN-specific data at each meeting.

2015 LHIN Town Hall Meetings – Calendar Of Events

SEPTEMBER

September 9: South East LHIN
Donald Gordon Conference Centre, Conference Room B
421 Union Street, Kingston, ON
<https://southeast-lhin.eventbrite.ca>

September 10: Waterloo Wellington and Hamilton
Niagara Haldimand Brant LHINs
Liuna Station, King George Ballroom
360 James St. North, Hamilton, ON
<https://ww-hnhb-lhin.eventbrite.ca>

September 22: North East LHIN
Health Sciences North, Lecture Hall 2nd Floor,
Rooms A/B/C
41 Ramsey Lake Rd., Sudbury, ON
<https://northeast-lhin.eventbrite.ca>

September 24: North West LHIN
Thunder Bay Health Sciences Centre, Auditorium A & B
984 Oliver Rd., Thunder Bay, ON
<https://northwest-lhin.eventbrite.ca>

OCTOBER

October 7: Erie St. Clair and South West LHINs
Windsor Regional Hospital, Ouellette Site,
Windsor Room Basement Level
1030 Ouellette Ave., Windsor, ON
<https://esc-sw-lhin.eventbrite.ca>

October 8: Mississauga Halton and Central West LHINs
Mississauga Grand Banquet Hall, Room 3,
35 Brunel Road, Mississauga, ON
<https://mh-cw-lhin.eventbrite.ca>

October 20: Toronto Central and Central East LHINs
The Estates of Sunnybrook,
Vaughan Estate, Main Ballroom
2075 Bayview Ave., Toronto, ON
<https://torontocentral-central-centraleast-lhin.eventbrite.ca>

October 21: North Simcoe Muskoka LHIN
NSM LHIN Office, Boardroom
210 Memorial Ave. Suite 128, Orillia, ON
<https://nsm-lhin.eventbrite.ca>

October 22: Champlain LHIN
Montfort Hospital, Auditorium, ID211, Main Entrance
713 Montreal Rd., Ottawa, ON
<https://champlain-lhin.eventbrite.ca>

CCSO looks forward to a robust discussion at the 2015 LHIN Town Hall meetings as we work together with our health care partners to help shape and strengthen Ontario's Critical Care system. We hope you will make every effort to join us in September and October for your local LHIN Town Hall meeting and look forward to speaking with you.

Sincerely,

Bernard Lawless, MD, MHSc, CHE, FRCSC
Provincial Lead, Critical Care and Trauma
Critical Care Services Ontario

Linda Kostrzewa, RN, BAS Hons., MHSc
Director
Critical Care Services Ontario