

# ONTARIO'S LIFE OR LIMB POLICY

## Taking Life or Limb & Repatriation to the Next Level

6<sup>TH</sup> Edition • May 2016

### Dear Colleagues,

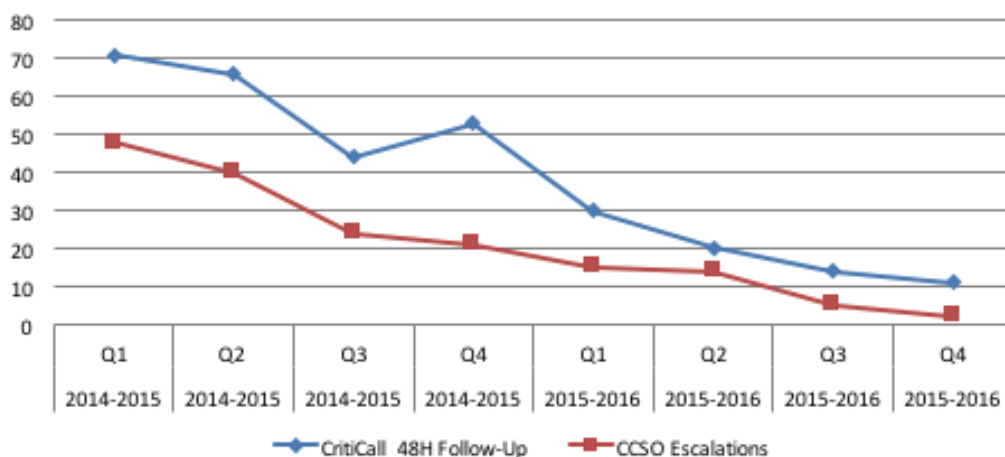
Welcome to Critical Care Services Ontario's (CCSO) 6th edition of the Life or Limb Policy Implementation Update. In September and October 2015, CCSO was pleased to have the opportunity to host Town Hall Meetings for all fourteen Local Health Integration Networks (LHINs) across the province. This provided a great forum to hear robust and meaningful discussion on repatriation, the Life or Limb Policy, and the Ontario Critical Care Plan. Despite differences in patient populations and geography, discussions at the Town Hall highlighted that there are many common emerging themes, successes, and issues across LHINs. CCSO will be taking a deeper analysis into these themes, particularly in addressing some of these issues in the 2016/17 fiscal year.



**Figure 1:** Repatriation and Interfacility Transfer discussion at the 2015 Town Hall

CCSO is pleased to share that compliance with the Life or Limb Policy has shown continued improvement since implementation. The volume of reviewed and subsequently escalated cases has declined since the initial implementation of the policy in January 2014. This is remarkable progress and CCSO would like to acknowledge the efforts of LHINs, hospitals, and all system partners in endeavours to ensure that the sickest, most vulnerable patients in Ontario have access to the care they need at the right time.

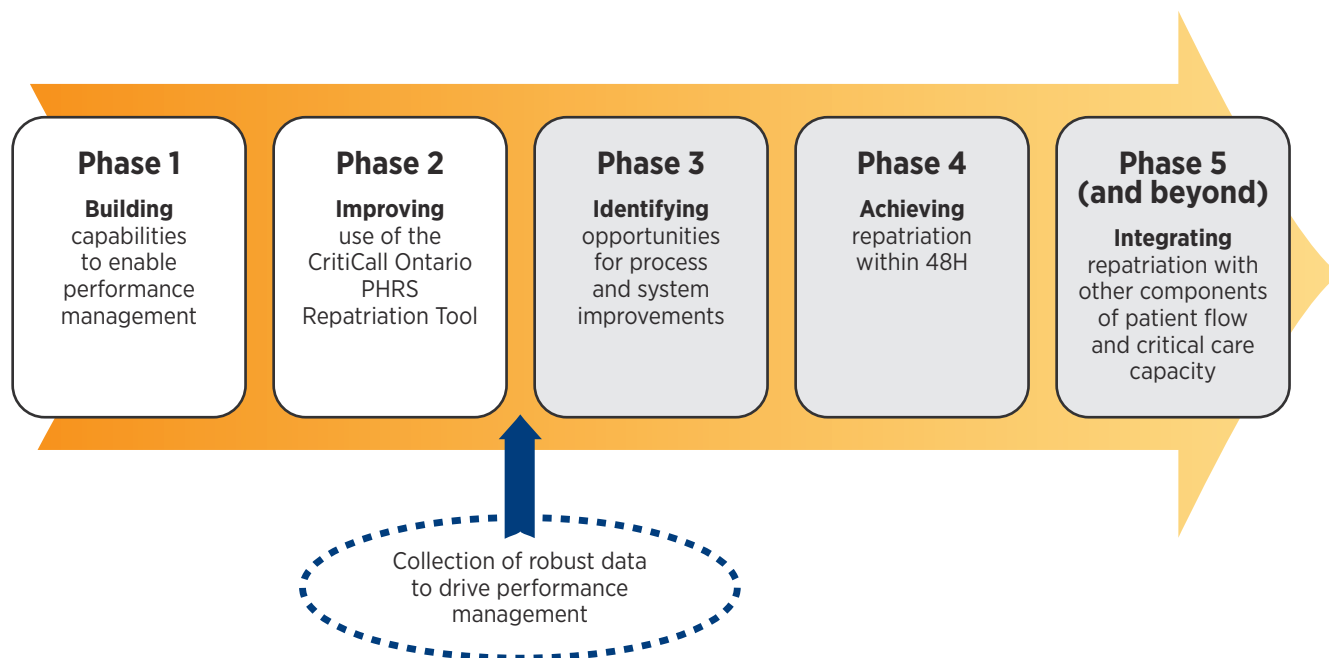
### Volume of 48H Follow-Up and Escalation Letters



In collaboration with CritiCall Ontario, CCSO continues to advance performance management and monitoring in Repatriation. Using the established framework for Repatriation System Goals discussed at the 2015 Town Halls (see Figure 2), CCSO will focus on advancing Phases 1 and 2 of the framework through continuous engagement with LHINs, hospitals and other providers. This work will help to ensure that the information captured in CritiCall Ontario's Provincial Hospital Resource System Repatriation Tool is an accurate reflection of Repatriation of patients as intended by the provincial policy. CCSO is committed to advancing Repatriation in collaboration with LHIN partners, hospitals, CritiCall Ontario and healthcare providers in this important aspect of ensuring access and flow within critical care.

## Repatriation System Goals

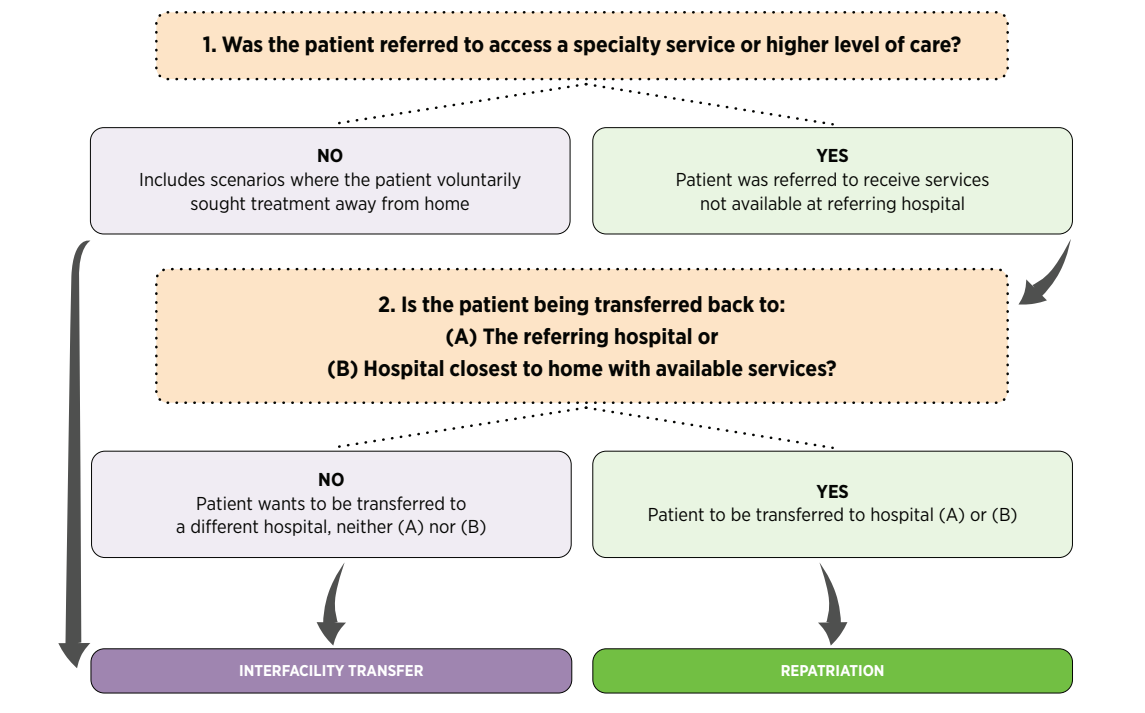
### *Pathway to Integrating Repatriation within the Continuum of Patient Flow and Access*



**Figure 2:** Repatriation System Goals Framework

A key element to the success of Repatriation is a consistent and standardized understanding of Repatriation and Interfacility transfer. To support the important work that hospitals are doing in this area, CCSO, in collaboration with CritiCall Ontario, has developed a diagram to help Repatriation Tool users distinguish between Repatriation and Interfacility transfer when entering data in the online tool. Data from the Repatriation Tool will now be used to measure and report on hospital level performance with regard to both entering patients for repatriation and also repatriating patients within the 48 hour target window. Continued performance management with the hospitals and LHINs will then be possible to identify processes to promote improved patient flow in the system.

## DETERMINING IF A PATIENT TRANSFER IS A REPATRIATION OR AN INTERFACILITY TRANSFER



CCSO Critical Care Services Ontario

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**Figure 3:** Determining if a Patient Transfer is a Repatriation or Interfacility Transfer

Critical Care LHIN Representatives are instrumental in supporting CCSO activities, including implementation of Life or Limb and Repatriation. They work by collaborating and partnering with Critical Care LHIN Leaders, senior hospital administrators, and other providers. We want to thank the Critical Care LHIN Representatives for their commitment to ongoing CCSO initiatives.

LHIN	Critical Care LHIN Representative	Email
Erie St. Clair	Patricia Dwyer	patricia.dwyer@lhins.on.ca
South West	Jana Fear (interim)	jana.fear@lhins.on.ca
Waterloo Wellington	Zach Weston	zach.weston@lhins.on.ca
Hamilton Niagara Haldimand Brant	Dr. Jennifer Everson	jennifer.everson@lhins.on.ca
Central West	Elizabeth Salvaterra	elizabeth.salvaterra@lhins.on.ca
Mississauga Halton	Carrie Parkinson	carrie.parkinson@lhins.on.ca
Toronto Central	Chris Sulway	chris.sulway@lhins.on.ca
Central	Lynn Singh	lynn.singh@lhins.on.ca
Central East	Wendell Mak	wendell.mak@lhins.on.ca
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Champlain	Elan Graves	elan.graves@lhins.on.ca
North Simcoe Muskoka	Julie Carthew	julie.carthew@lhins.on.ca
North East	Philip Kilbertus	philip.kilbertus@lhins.on.ca
North West	Alex Vistorino	alex.vistorino@lhins.on.ca

## 2016 CCSO Town Hall

Critical Care Services Ontario (CCSO) will once again be hosting a series of Town Hall meetings for hospitals and system providers across the fourteen Local Health Integration Networks in September and October 2016. This year's Town Hall meeting will discuss hospitals' Repatriation activities, report repatriation rates and data accuracy and examine ways to improve patient flow. CCSO will also be taking a look at declaration trends in the Provincial Life or Limb Policy by discussing observations from data at the LHIN level and translating these into opportunities for program improvements.

The Town Hall agenda will also include a presentation from the LHIN-based Critical Care Networks, on local initiatives aligned with the Ontario Critical Care Plan.

Date	LHIN	Location
Wednesday, September 7, 2016	(10) South East	Donald Gordon Conference Centre (Kingston)
Thursday, September 8, 2016	(1) Erie St. Clair	Windsor Regional Hospital – Metropolitan Campus (Windsor)
Tuesday, September 20, 2016	(14) North West	Thunder Bay Regional Health Sciences Centre (Thunder Bay)
Friday, September 23, 2016	(3,4) Waterloo Wellington & HNHB	Hamilton Convention Centre (Hamilton)
Tuesday, October 4, 2016	(13) North East	Health Sciences North (Sudbury)
Wednesday, October 5, 2016	(12) North Simcoe Muskoka	North Simcoe Muskoka LHIN Office (Orillia)
Thursday, October 6, 2016	(5,6) Mississauga Halton & Central West	Mississauga Grand Banquet Hall (Mississauga)
Tuesday, October 18, 2016	(2) South West	South West LHIN Office (London)
Wednesday, October 19, 2016	(11) Champlain	Queensway Carleton Hospital (Ottawa)
Thursday, October 20, 2016	(7,8,9) Toronto Central, Central, Central East	Sunnybrook Vaughan Estates (Toronto)

## CRITICALL ONTARIO CORNER



### One Number to Call (ONTC)

In December 2015, CriteCall Ontario took on the coordination of transport for all confirmed Life or Limb cases. This expansion of service is part of provincial The One-Number-To-Call (ONTC) project designed to reduce time spent by hospital staff coordinating transfers while further ensuring the most appropriate transportation option is selected to support timely transport and reduce the need for hospital escorts.

More than 80% of Confirmed Life or Limb cases facilitated in February 2016 were transferred to a higher level of care within 4 hours. The reasons for cases not transferred within 4 hours

were primarily related to geography, weather or changes in patient acuity, however, all outliers are reviewed by the ONTC Process Review Working Group. This group examines issues, experiences and opportunities related to ONTC processes with the goal of ongoing improvement. Feedback from hospitals and physicians is also being used to improve ONTC processes.

If you have any questions about ONTC, please contact the CriteCall Ontario Client Relations Manager for your region.

[www.criticall.org](http://www.criticall.org)

Thank you for your continued commitment to critical care, Life or Limb Policy, Repatriation and the LHIN-based Critical Care Network.

Sincerely,

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

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