

ONTARIO'S LIFE OR LIMB POLICY

A Year in Review • 4TH Edition • April 2015

Dear Colleagues,

Welcome to Critical Care Services Ontario's (CCSO) 4th edition of the Life or Limb Policy Implementation Update. It has been just over a year since the Life or Limb Policy went live in January 2014. In collaboration with CriteCall Ontario, CCSO has been monitoring the policy's implementation and performance management. When the Life or Limb Policy was first introduced to the LHINs during CCSO's 2013 Town Hall, many questions arose around hospital roles and responsibilities, as well as accountability mechanisms and strategies to address system challenges that would arise during the implementation phase. At CCSO's 2014 Town Hall it was apparent that the system had transcended the fundamental questions surrounding roles, responsibilities and, to some extent, hospital strategies to improve internal processes.

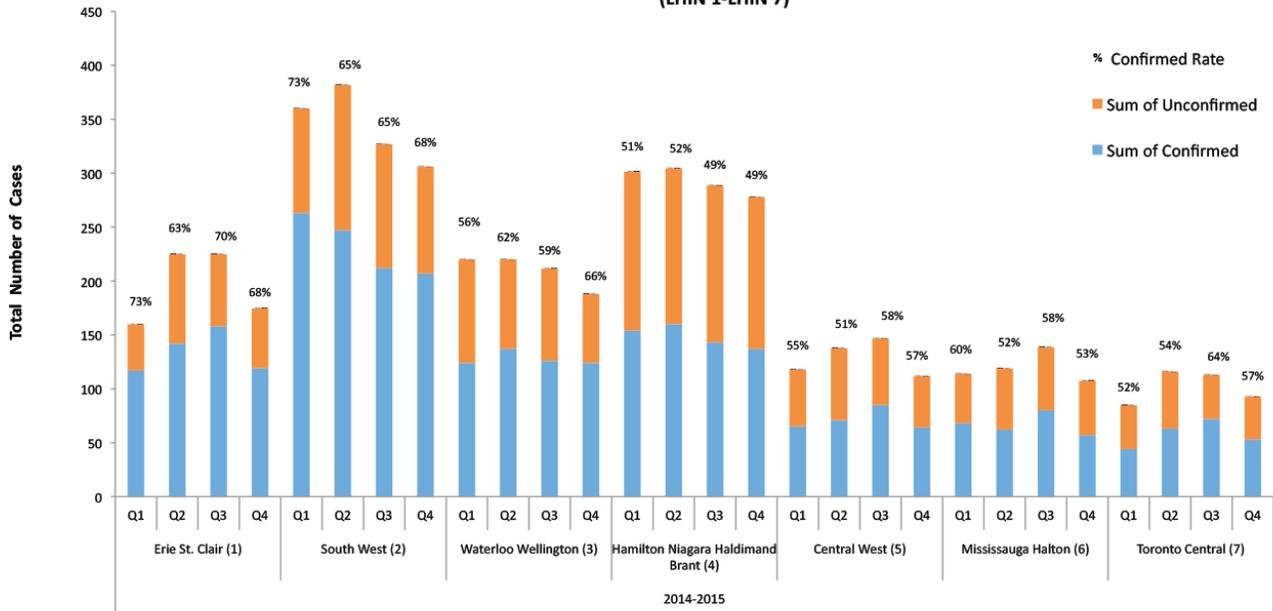
Since the launch of the policy, CCSO has worked with LHIN partners, hospitals, and healthcare providers to identify and address areas of opportunities for process and system improvement by leveraging Life or Limb data collected by CriteCall Ontario. This process has advanced the province's knowledge and confidence in understanding the policy and its essential elements in facilitating life or limb patients through the system and to a definitive level of care. Key success factors to the policy's implementation and performance management are the availability of a robust set of data provided by CriteCall and the attention and cooperation of hospitals particularly Chiefs of Staff, ER physicians and Critical Care LHIN Leaders. This has allowed for a further understanding of the range of system disparities and evidence-based system improvements.



We would like to thank hospital Chiefs of Staff, ER physicians and Critical Care LHIN Leaders for their attention and cooperation to the performance management process. CCSO and CriteCall continue to collaborate in finding ways to streamline the policy's performance management process by simplifying and making it more effective.

This 4th edition of our update provides a provincial snapshot of declared and confirmed Life or Limb cases by LHIN and an update on CriteCall Repatriation Tool. Over time it has become evident that the uptake on the policy has grown. We estimate that approximately 97% of Life or Limb patients facilitated through CriteCall Ontario receive care within the policy's 4 hour threshold. This is an incredible rate of success, and as we continue to work on improvements, we are aiming to increase this number further.

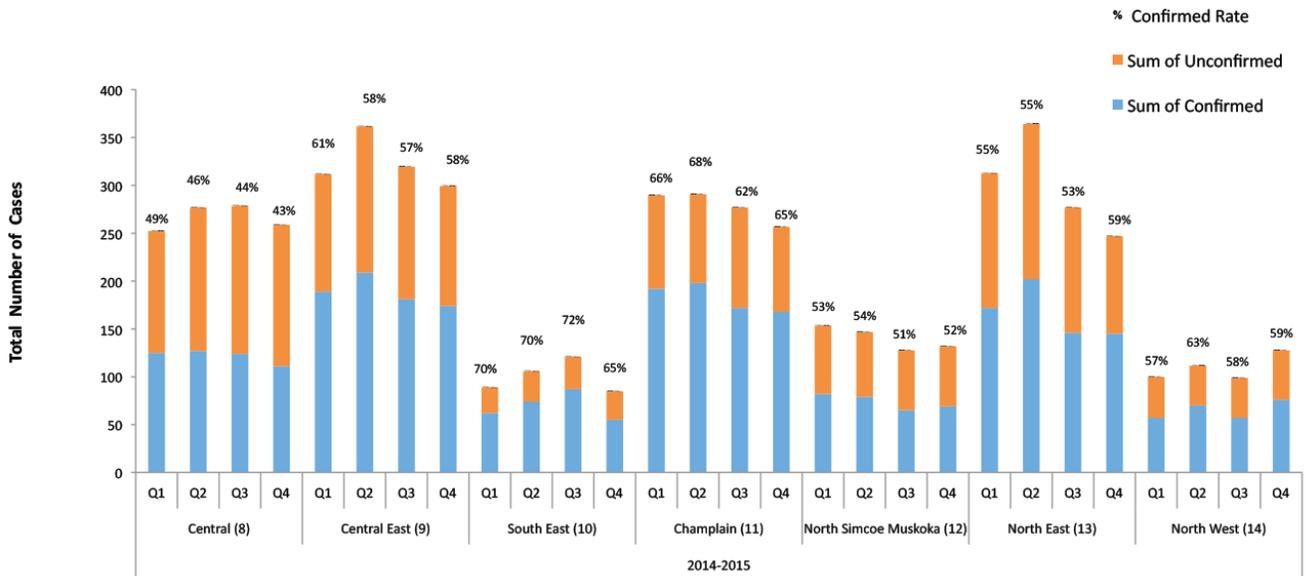
**Life or Limb Cases - April 1, 2014 - March 31, 2015
(LHIN 1-LHIN 7)**



Source: CritiCall Ontario

Local Health Integration Networks

**Life or Limb Cases - April 1, 2014 - March 31, 2015
(LHIN 8-LHIN 14)**



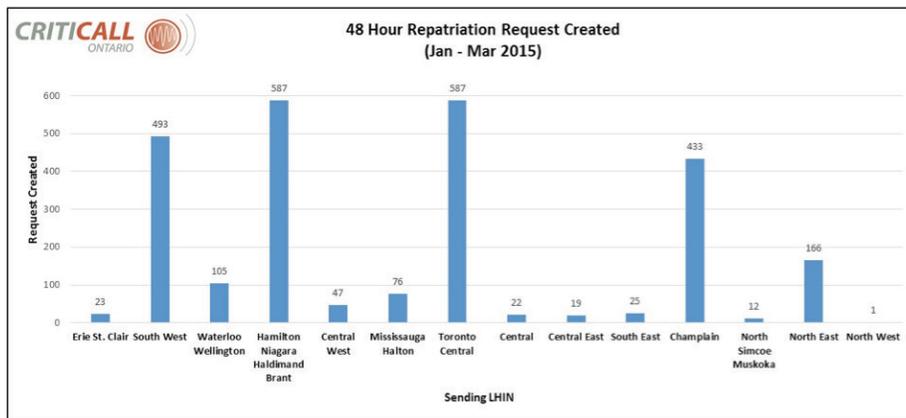
Source: CritiCall Ontario

Local Health Integration Networks

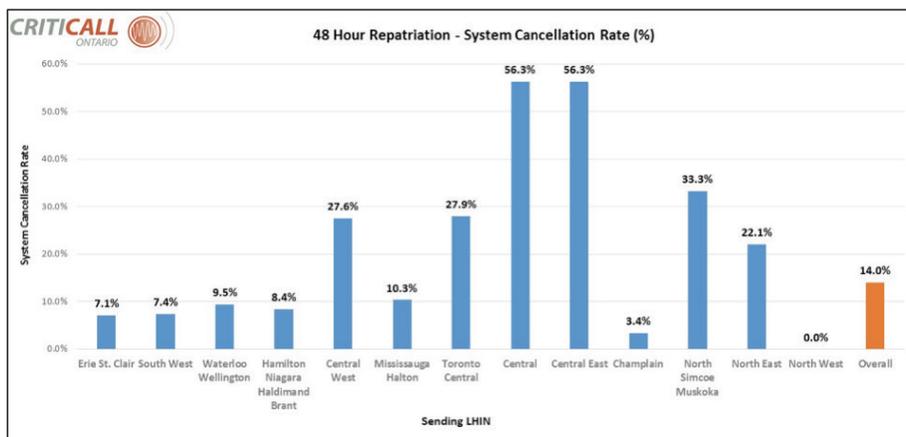
Repatriation Update

Since its implementation one year ago, the enhanced Provincial Hospital Resource System (PHRS) Repatriation Tool is now being used in all LHINS to communicate and document repatriation requests. This tool also supports the communication and tracking of both inter-facility transfers and repatriations that meet the Life or Limb Policy requirements.

Preliminary review of the repatriation data generated by CriteCall Ontario (see graph below) shows that use of the Repatriation Tool to document repatriations that meet the ‘48 hour’ criteria outlined in the Life or Limb Policy varies among hospitals and LHINS.



One of the key issues evidenced by the data is the number of “system cancelled” requests. This occurs when data entry has not been completed for all five steps of the repatriation process and there has been no activity related to the request for 30 days. A “system cancelled” request does not provide the data required to identify specific challenges that may occur in the repatriation process. By ensuring that all repatriation data has been entered for each request, hospitals and LHINS will be able to avoid unnecessary “system cancelled” requests and garner a much more complete picture of repatriation activity over time. This data can then be used to help identify successful repatriation processes and any challenges and barriers that may exist.



Monthly Repatriation reports, training materials and webinar schedules are available in the PHRS Library. CriteCall Ontario Client Relations Managers provide ongoing Repatriation Tool training. Training support can also be accessed by contacting PHRStraining@criticall.org

2015 CCSO's Annual Town Hall Meeting in Local Health Integration Networks

This year's town hall meeting will provide LHINs with a progress update on hospitals' Repatriation activities – both from a sending and receiving perspective – using actual data from CritiCall Ontario's Repatriation Tool. CCSO hopes that this will generate significant discussion between hospitals within your LHIN (*and across LHINs*) and opportunities for improving patient access and flow. The town hall agenda will also include a presentation on the **Ontario's Critical Care Plan 2015-2018** and LHIN specific data related to critical care.

Invitations to registration will be circulated to your respective LHINs in June 2015.

September 9th	South East LHIN
September 10th	Waterloo-Wellington & Hamilton Niagara Haldimand Brant LHINs
September 22nd	North East LHIN
September 24th	North West LHIN
October 7th	Erie St Clair & South West LHINs
October 8th	Mississauga Halton & Central West LHINs
October 20th	Central & Central East & Toronto Central LHINs
October 21st	North Simcoe Muskoka LHIN
October 22nd	Champlain LHIN

In 2015/16, CCSO will be implementing the Life or Limb Policy Evaluation Framework designed in 2014/15, confirming indicators and synthesizing information from the data collected over the first year of implementation. The policy evaluation will have a multi-pronged approach which will encompass qualitative and quantitative measures.

Also in 2015/16, CCSO in collaboration with CritiCall will be conducting an in-depth analysis of the Repatriation activities by leveraging data collected through CritCall's Repatriation Tool.

Thank you for your ongoing commitment, and we look forward to meeting with you this coming fall.

Sincerely,

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