

## Theme I: Timely and Efficient Transitions

### Measure Dimension: Timely

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Alternate Level of Care (ALC) rate - Percentage of inpatients days that beds were occupied by patients who could have been receiving care elsewhere	C	% / All inpatients	Hospital collected data / 2023-24	28.00	27.00	This remains a significant pressure for CMH - we continue to frequently hold acute patients in our ED due to no acute beds being available.	

### Change Ideas

Change Idea #1 Multi-disciplinary A3 to determine discharge barrier root cause(s) of ALC patients remaining in hospital. Physician group will complete this work and the two A3's will be aligned to determine priorities.

Methods	Process measures	Target for process measure	Comments
Multidisciplinary team with support from quality improvement specialist. Analyze data to support decisions.	Identify tactics from multi-disciplinary team & the physician team	two completed A3's with tactics	

## Theme II: Service Excellence

### Measure Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Average Number of Patients Per Month with 4 or More ED Visits for Mental Health Care in Past 365 Days	C	Number / ED patients	Hospital collected data / 2023-24	12.70	11.00	In collaboration with the Cambridge North Dumfries OHT member organization this has been set as a collaborative proxy measure for the number of patients seeking MH care in the ED as the first point of contact. The data for this metric is more readily available to facilitate feedback to ED, MH and OHT teams about the effectiveness of the change ideas.	

### Change Ideas

Change Idea #1 In collaboration with OHT partners we will pilot a community clinic located at Cambridge Memorial Hospital (CMH) to offer quick access for mental health and addictions related care, focusing on individuals visiting the emergency department for low-acuity concerns, targeting CTAS levels 4 & 5.

Methods	Process measures	Target for process measure	Comments
Pilot clinic will run from March 6/23 - April 28/23 at CMH to provide an alternative to the emergency department for low acuity mental health and addictions related care. This clinic will run from Tuesday-Saturday, 1-9pm and will be staffed by an interdisciplinary community team.	Number of unique patients accessing CND OHT C-MAC pilot clinic	100 unique patients	