

NEWSLETTER



In This Issue – We introduce the new Co-Chairs of our Collaborative Committee, highlight our new and improved website, share the impact our Remote Care Management program has had for patients, and more!

Meet our new Collaborative Committee Co-Chairs!



Melissa Farrell joined Halton Healthcare as President & CEO in June 2023. Melissa is a health system leader who is passionate about building integrated care and making sure that people have the support they need from all parts of the health system - this includes hospitals, community services, primary care, mental health, public health, population health and more.

Prior to joining Halton Healthcare Melissa served as President of St. Joseph's Healthcare Hamilton where she led an innovative multi-site academic teaching hospital, affiliated with McMaster University. Before her time at St. Joseph's Healthcare Hamilton, Melissa had a long and distinguished career largely focused in the public sector including her role as Assistant Deputy Minister, Acute and Emergency Health Services for the Ministry of Health and Long-Term Care. Melissa is currently a Board Member of the Ontario Hospital Association. She holds a Bachelor of Arts (Honours) and Master's Degree in Planning from Queen's University and has continued educational development in leadership programs at Harvard Business School, Ivey Business School and The Rotman School of Management.



Dr. Kiran Cherla is a family doctor in Halton Hills for over 18 years and serves as their representative on the CCHOHT Collaborative Committee. He previously was the co-lead for the Mental Health & Addictions work stream and serves as a Halton Physician Association liaison at the Collaborative Committee. He is a primary care lead for the Mississauga-Halton Home and Community Care Support Services, has been the President of Halton Healthcare Services Professional Staff Association, a Board Member for the Ontario Medical Association and the Canadian Medical Association, and is an Associate Clinical Professor at McMaster University.



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Remote Care Management: A Success Story

The RCM program provides clinical support, monitoring, and escalation to medical practitioners or acute care, where necessary, for patients living in Oakville, Milton, or Halton Hills or those whose primary care physician are located in Oakville, Milton, or Halton Hills. The program aims to reduce unplanned ED visits and hospital re-admissions through sustainable, at-home self-management techniques based on education and other online resources for the target patient population.

Currently, the program accommodates patients with COVID-19, COPD, CHF, ILD, and pneumonia by assisting them in managing their symptoms at home with technology and nursing support.

Today, CCHOHT is proud to highlight the successes of the RCM program over the last year.

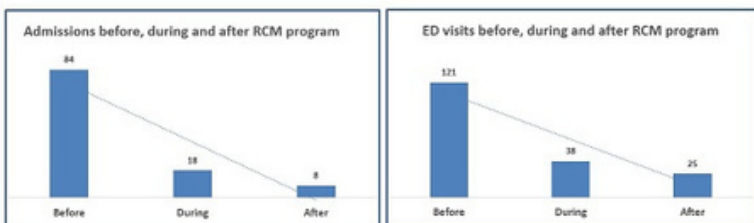
- 172 patients enrolled in the RCM program.
- ED visits of enrolled patients decreased by 69%.
- Hospitalizations decreased by 79%.
- Patients generally agreed that the experience on the RCM program was similar to that expected of hospital care.
- Patients reported feeling empowered to manage their health at home.
- Patients reported feeling confident to manage their health after exiting the program.
- Patients indicated that the RCM software was generally easy to use.
- Patients were generally satisfied with the RCM program and indicated that they would recommend it to others.

With these promising outcomes, we have begun the process of extending the program to other health conditions, including palliative care and diabetes. Click [HERE](#) to learn more about the physician experience with the RCM program.

Hospital utilization outcomes

An audit of ED visits and Inpatient admissions before, during and after patients are enrolled on the RCM program shows a decrease of 69% and 79% respectively

Methodology: A sample of 172 patients were reviewed by HCN to determine the total number of ED visits and Hospital Admissions 6 months pre/post and during enrollment on the RCM program.



EMS outcome measurements

An audit of EMS calls before and after patients are on-boarded to the RCM program shows a decrease of 70%

Methodology: A sample of 133 patients were reviewed by HCN to determine the total number of EMS calls 6 months pre/post the RCM on-boarding date.

Total EMS calls	306
Average EMS calls/patient	2.3
EMS calls - Before on-board	237
EMS calls - After on-board	73
Percent decrease	70%
Average days after on-board for EMS call	73





Visit our new and improved website!

We've launched our revamped website (connectedcarehalton.ca), a central hub designed to facilitate ease of access to health and social services information. With a commitment to serving the community, the website features a range of programs and services that cater to various needs. Visitors can find resources on mental health support, nutritional guidance, social services assistance, and more. The website offers an array of educational materials and tools aimed at fostering a well-informed and healthy community. We encourage you to explore the site to benefit from the comprehensive information and support it offers.

Remote Care Management

The goal of the Remote Care Management program is to ensure vulnerable populations receive appropriate clinical support and monitoring in the community, including escalation to medical practitioners or acute care, where necessary. Patients who live in Halton or have a primary care physician in Halton are eligible.

The program will reduce unplanned visits to the ED and/or unplanned re-admissions and develop sustainable self-management techniques for the identified patient populations supported through education and resources. The program allows patients with COVID, COPD, CHF, ILD, and Pneumonia to manage their symptoms at home with technology and nursing support provided to them.

Health Care Providers

Program Overview for HCPs

Referral Form for HCPs

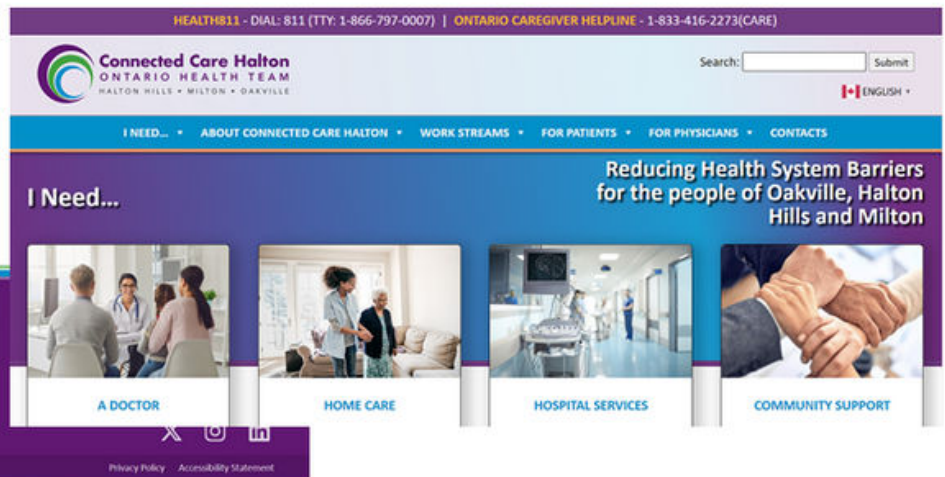
Patients / Clients

Program Overview for Patients

Contact

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- **October 16-December 4, 2023 - 8 Week Mindful Self-Compassion Online Program** (Centre for MindBody Health). Click [HERE](#) for more information
- **October 17th - Power of Attorney: Information Session for Caregivers** (Regional Learning Centre). Click [HERE](#) for more information
- **November 14th - Ontario Caregiver Coalition: Responding to Caregiver Challenges** (Regional Learning Centre). Click [HERE](#) for more information
- **December 8 & 9 - Applying Compassion Focused Approaches to Trauma** (Centre for MindBody Health). Click [HERE](#) for more information

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