

August 20, 2013

South East LHIN “Homegrown” Program Being Adopted Province-Wide

A new notification system that originated in the South East Local Health Integration Network (LHIN) to let Community Care Access Centre (CCAC) care coordinators know when one of their clients has gone to the hospital Emergency Department (ED) has proven so successful that it will be adopted province-wide in late 2013/early 2014.

By alerting CCAC care coordinators, through this new ED-CCAC notification system that one of their clients has gone to an ED for treatment and will therefore not be home, the care coordinator can re-work their schedules accordingly, avoid lost down-time, and be available to attend to other clients' needs instead.

This system, a joint initiative of the South East LHIN, the South East CCAC, Kingston General Hospital and Hotel Dieu hospital, showed that in the three months between mid-February and mid-May, nearly 2000 ED patients were identified as CCAC clients and their care coordinators notified.

The system has proven so successful in reducing inefficiencies in staffing hours – and in coordinating better treatment at home when clients are eventually discharged from the ED – that it will be introduced province-wide.

The ED-CCAC notification system joins the SMILE (Seniors Managing Independent Living Easily) program and the Health Care Connect program (that matches new patients with primary care physicians) as highly successful initiatives that started in the South East LHIN and were later equally as successful across Ontario.

Reducing wait times and ensuring patients receive more responsive care is part of Ontario's Action Plan for Health Care and its commitment to provide the right care, at the right time, in the right place.

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