



KEY ATTRIBUTES OF THE PARTNERSHIP BETWEEN WINDSOR TEAM CARE CENTRE & CMHA



- Supports the integration of mental health & addictions with primary care
- Embeds care coordination for complex clients early in the health care trajectory avoiding unnecessary admission to hospital & the challenge of hallway medicine
- Improves care to clients by providing solo practitioners with access to inter-disciplinary resources

Sep 18th, 2018
Soft Opening

Jan 28th, 2019
Grand Opening

TO DATE

- 12 Community Partners
- 122 Referring Providers
- 1929 Referrals Received
- 6564 Patient Encounters

DASHBOARD METRICS

- Allows for rapid learning & improvement
- Prioritizes process changes
- Data Quality Assurance

ACHIEVING THE QUADRUPLE AIM THROUGH ADVANCING ACCESS TO TEAM BASED CARE

AIM 1: IMPROVING PATIENT EXPERIENCE

PATIENT SATISFACTION
100% OF PATIENTS REPORTED HAVING EXCELLENT SERVICE

PATIENT INVOLVEMENT
94% OF PATIENTS REPORTED FEELING INVOLVED IN THEIR PLAN OF CARE

"...I believe this is the best therapy for those who struggle with addictions and don't have coverage. I could get the help I so desperately needed." - TCC Patient

AIM 2: IMPROVING HEALTH OUTCOMES

90% IMPROVED DEPRESSION & ANXIETY
OF PATIENTS REPORTED AN IMPROVEMENT IN DEPRESSION OR ANXIETY SCORES POST SOCIAL WORK COUNSELLING

91% POSITIVE CHANGE
ADDICTION SUPPORT GROUP ATTENDEES REPORTED HAVING AN INCREASED KNOWLEDGE & POSITIVE CHANGE

78% MEDICATION ERRORS
OF MEDICATION RECONCILIATIONS IDENTIFIED A PROBLEM THAT LIKELY CIRCUMVENTED USE OF THE HEALTHCARE SYSTEM

AIM 3: LOWERING HEALTHCARE COSTS

58% OF PATIENTS REFERRED TO THE MENTAL HEALTH TEAM WERE DIVERTED FROM PSYCHIATRY

15% OF PATIENTS REFERRED TO TEAM CARE RECEIVED SERVICES FROM TWO OR MORE MEMBERS OF THE TEAM CARE INTER-DISCIPLINARY TEAM

TOP 3 INTERNAL SERVICE REFERRALS

- 20% REGISTERED DIETITIAN
- 15% PHYSIOTHERAPY OR KINESIOLOGY
- 14% NURSE PRACTITIONER

AIM 4: IMPROVING CLINICIAN EXPERIENCE

60% INCREASE OF SOLO PRIMARY CARE PROVIDERS WHO NOW HAVE ACCESS TO TEAM BASED CARE

ONLY 8 MONTHS TO REACH 100 UNIQUE REFERRING SOLO PRIMARY CARE PROVIDERS

7 DAYS AVERAGE NUMBER OF DAYS FOR PRIMARY CARE TO RECEIVE NOTIFICATION

"The services they provide... are invaluable to the management of so many issues we encounter in family practice. Unfortunately without a program like Team Care, these essential services are often inaccessible." - Dr. Steve Malone

ADVANCING TEAM CARE POTENTIAL

DEMAND EXCEEDING CAPACITY

THE RATE OF REFERRALS TO THE MENTAL HEALTH TEAM IS EXCEEDING TEAM CARE CENTRE'S CAPACITY BASED ON CURRENT STAFFING.

INCREASING WAIT TIMES

14-21 Days THE AVERAGE WAIT TIME TO ACCESS TEAM CARE CENTRE'S SERVICES.

51% POTENTIAL DECREASE OF HOSPITAL ADMISSIONS*

HIGH RISK PATIENTS (4+ CO-MORBIDITIES) ACCOUNTED FOR 12,582 HOSPITAL ADMISSIONS IN WINDSOR HOSPITALS.

WITH SUFFICIENT CLINICAL CARE COORDINATORS, 6438 HOSPITAL ADMISSIONS WOULD POTENTIALLY BE CIRCUMVENTED.

*potential improvement based on a retrospective analysis from the Chatham-Kent Health Links results though embedded case management to improve transitions of care from hospital to primary care for complex patients