

## 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 Community

Referring Providers

1929 Referrals Received

6564 Patient Encounter



## DASHBOARD MET

- 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

OF PATIENTS REPORTED HAVING 100% **EXCELLENT SERVICE** 



#### PATIENT INVOLVEMENT

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



& ANXIETY

OF PATIENTS REPORTED AN IMPROVEMENT IN DEPRESSION **OR ANXIETY SCORES POST** SOCIAL WORK COUNSELLING

**POSITIVE** 91% CHANGE

> ADDICTION SUPPORT GROUP ATTENDEES REPORTED HAVING AN INCREASED KNOWLEDGE & **POSITIVE CHANGE**



#### MEDICATION ERRORS

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

**AIM 3:** LOWERING HEALTHCARE COSTS

CENTERED

CARE

PATIENT

AIM 4: IMPROVING CLINICIAN EXPERIENCE



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

60% INCREASE

OF SOLO PRIMARY CARE PROVIDERS WHO NOW HAVE ACCESS T TEAM BASED CARE

ONLY 8 MONTHS

TO REACH 100 **UNIQUE REFERRING** SOLO PRIMARY CARE **PROVIDERS** 

DAYS

AVERAGE NUMBER OF DAYS FOR PRIMARY CARE TO RECEIVE NOTIFICATIO

TOP 3 INTERNAL SERVICE REFERRALS

20%

15%

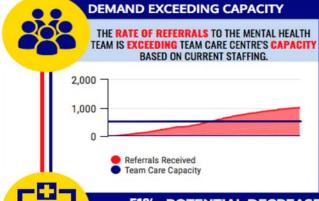
14%

"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

**INCREASING WAIT TIMES** 

## ADVANCING TEAM CARE POTENTIAL



# THE AVERAGE WAIT TIME TO ACCESS TEAM CARE CENTRE'S SERVICES. 50 0 Sep Oct Nov Dec Jan Feb Mar Apr May Jun Average Wait Time (Days) From Referral to Intake

## 51% POTENTIAL DECREASE OF HOSPITAL ADMISSIONS\*

HIGH RISK PATIENTS (4+ CO-MORBIDITIES) **ACCOUNTED FOR 1** ADMISSIONS IN WINDSOR HOSPITALS.

WITH SUFFICIENT CLINICAL CARE COORDINATORS, 38 HOSPITAL ADMISSIONS WOULD POTENTIALLY BE CIRCUMVENTED.

at 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 20,000 10,000 Apr May Jun Jul Aug Sept Oct Nov Dec Jan Feb Mar

Projected Number of Hospital Admissions With Sufficient Clinical Care Coordinators