

Setting up for Success: North York Central Health Link

HSPRN

December 2, 2014

North York Central Health Link is a partnership across many sectors

- Organizations have come together to improve care to individuals with complex care needs living in our community
- Partners include NYGH, Central CCAC, FHT, Toronto EMS, Community Support and Mental Health and Addiction agencies



North York
Family Health Team



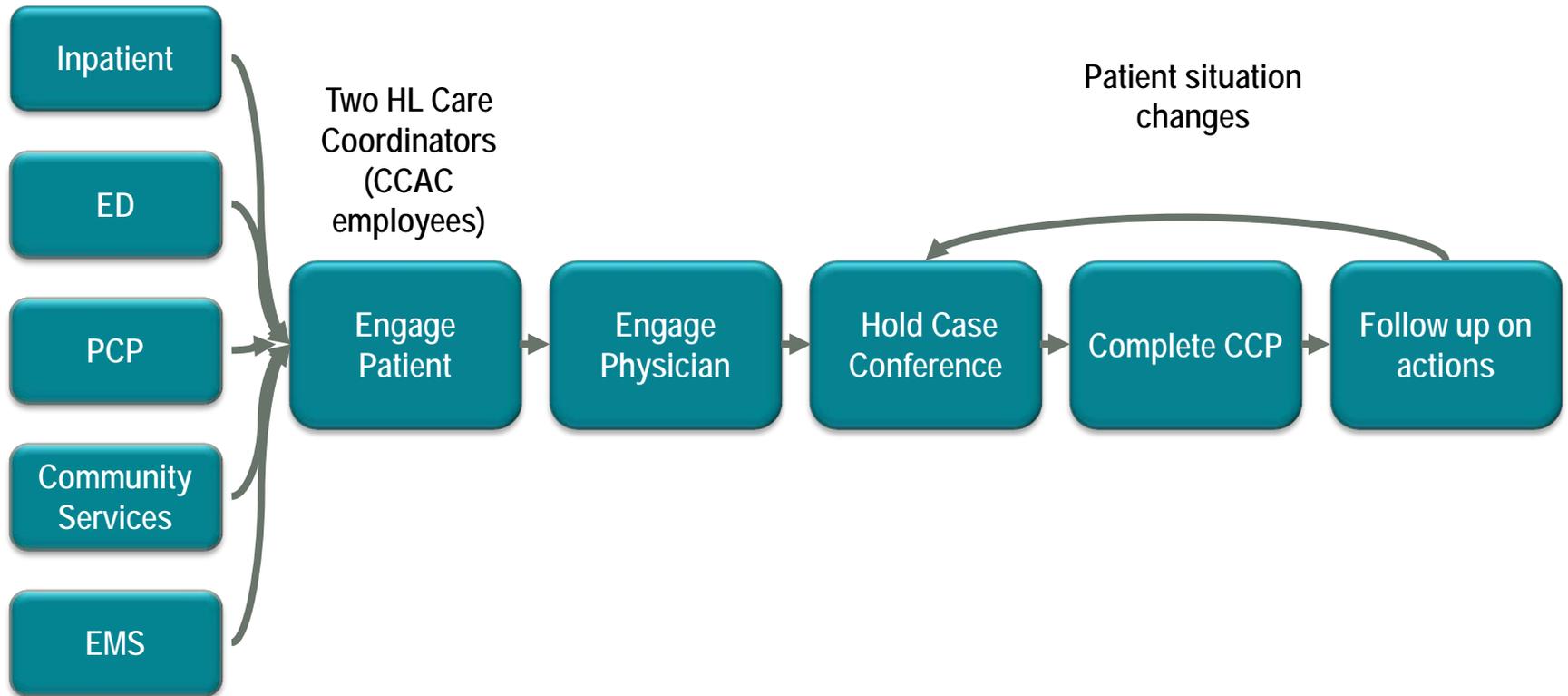
**NORTH
YORK
GENERAL**
*Making a World
of Difference*



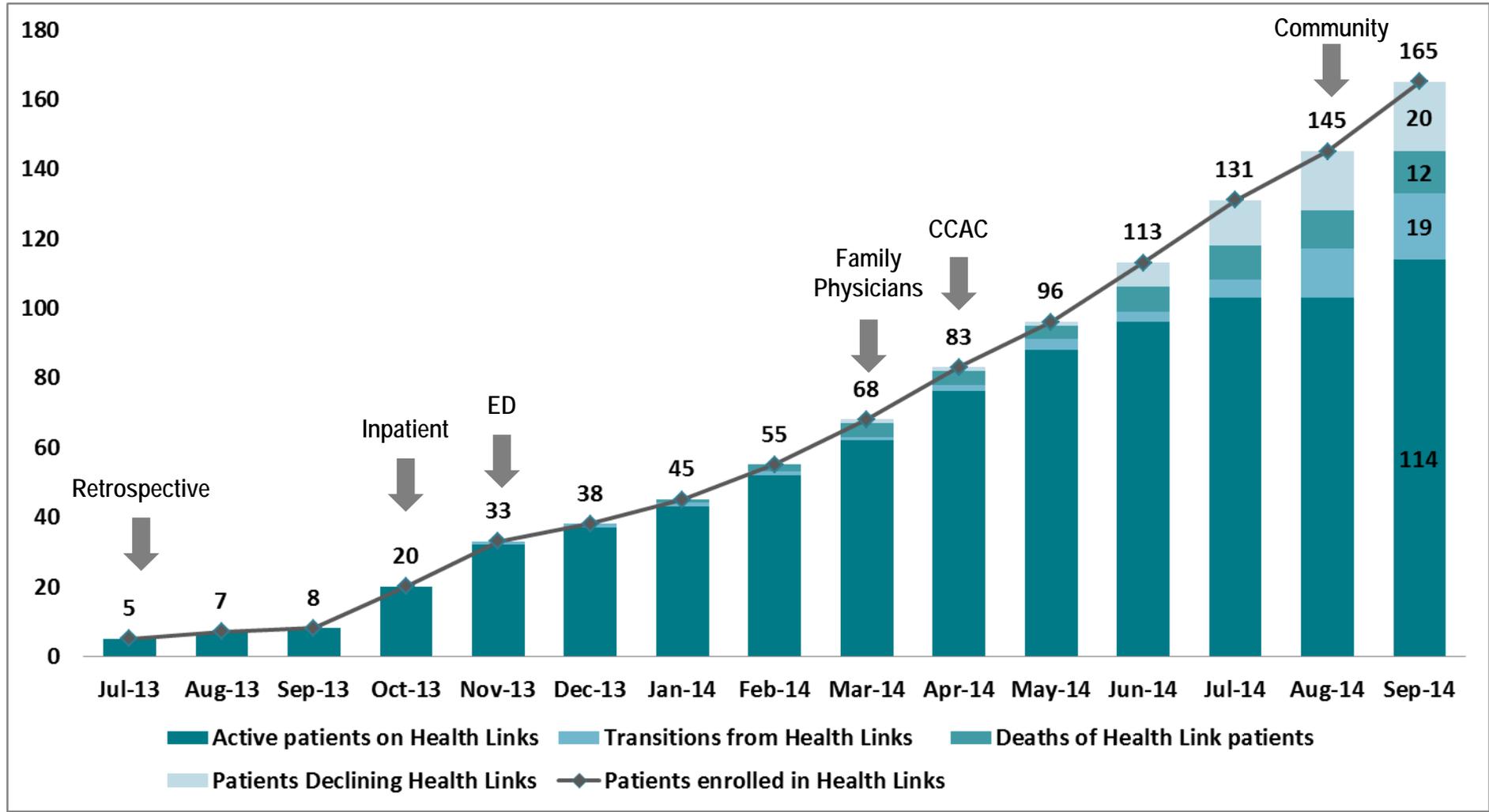
Central
CCAC **CASC**
Community
Care Access
Centre
*Centre d'accès
aux soins
communautaires
du Centre*

The NYCHL model engages the patient and care team to collaborate

Patient Identified

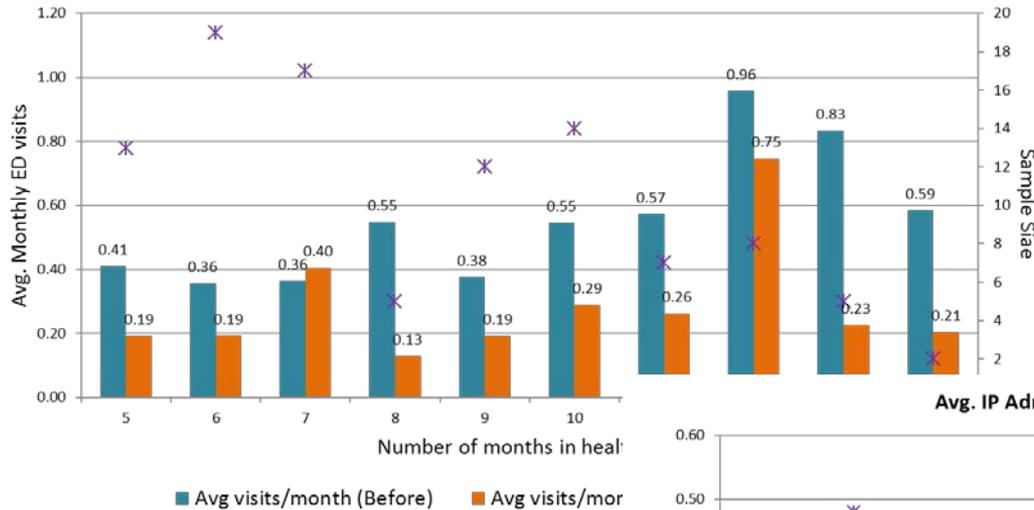


NYCHL has enabled referrals from across the system



Improved hospital use is observed in Health Links patients across Central LHIN

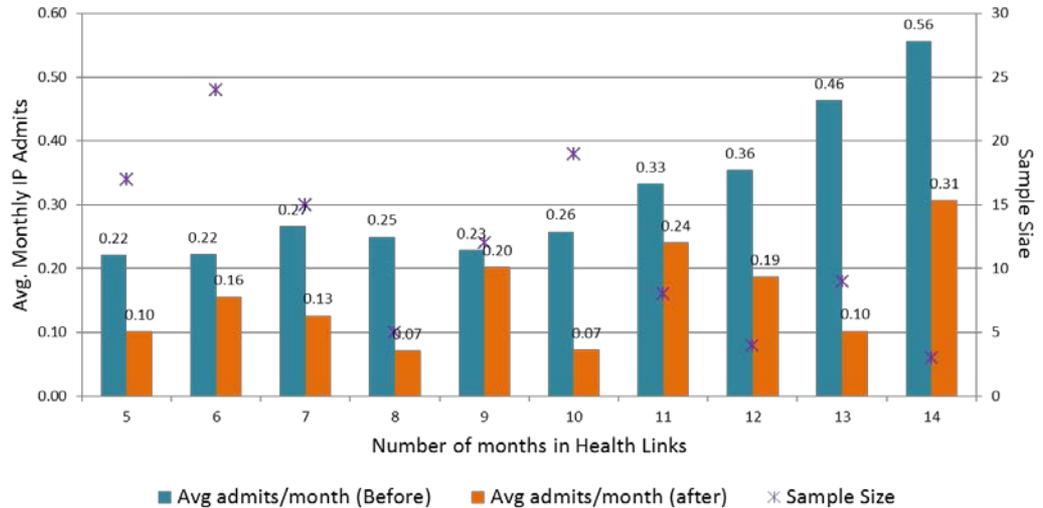
Avg. ED visits before and after Inception Point



Decreased **ED visits** by ~4 visits annually per patient

Decreased **admissions** by ~2.25 annually per patient

Avg. IP Admits before and after Inception Point



NYCHL is improving patient and provider experience

Patient Feedback

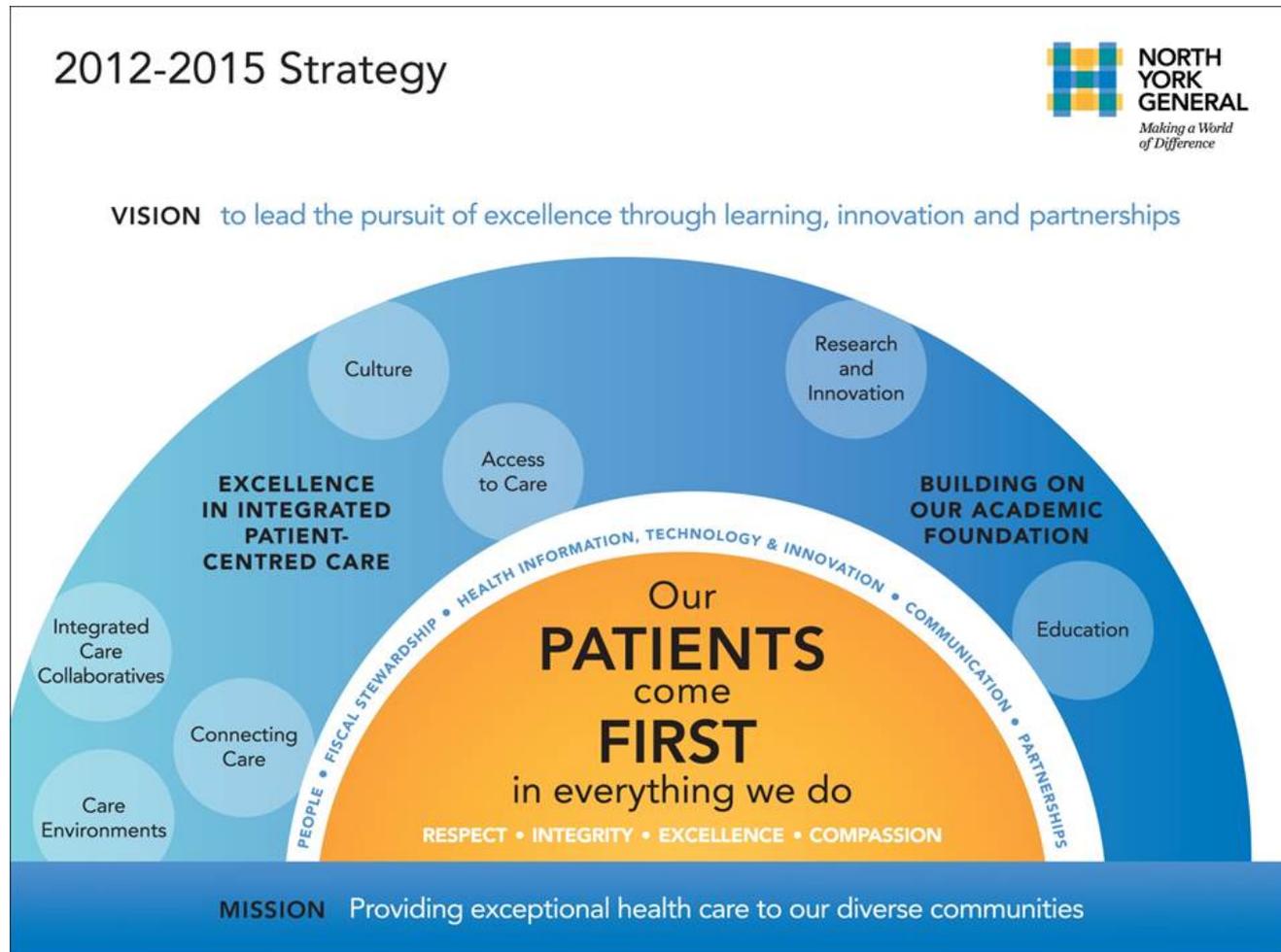
- After 4 months of being on the program they feel more valued and supported by health care team
- More assured that health care providers are working as a team

Physicians Feedback

- Over 80% find Health Links helps in managing patient care
- Rate case conferences as the most beneficial aspect of Health Links

Setting Stage for Health Links

NYGH's has a strategic focus on enhancing integrated care



NYGH has fostered a strong relationship with of Primary Care

- 300 MDs in Department of Family & Community Medicine
- Family Physicians have always been included at the hospital
- Active in Labour & Delivery, Surgery, Palliative care, and Family Medicine Teaching Unit
- Strong educational program with UofT
- Many members are leaders in primary care provincially and nationally
- Engage Primary Care in key leadership roles across the hospitals functions

Relationships with partners were well established before the call for Health Links

North York Family Health Team

NYGH provided assistance to set up the North York Family Health Team

Two hospital staff are on the NYFHT board

Support joint programs:
Colorectal Survivorship &
Diabetes

Establishing a Joint Data
Warehouse

Central CCAC

Conducted multiple lean initiatives together

Worked together on Home First

Support CCAC programs on site
(e.g. wound care @ Branson)

Toronto EMS

Engaged with NYGH ED conference

Strong relationship because large ED

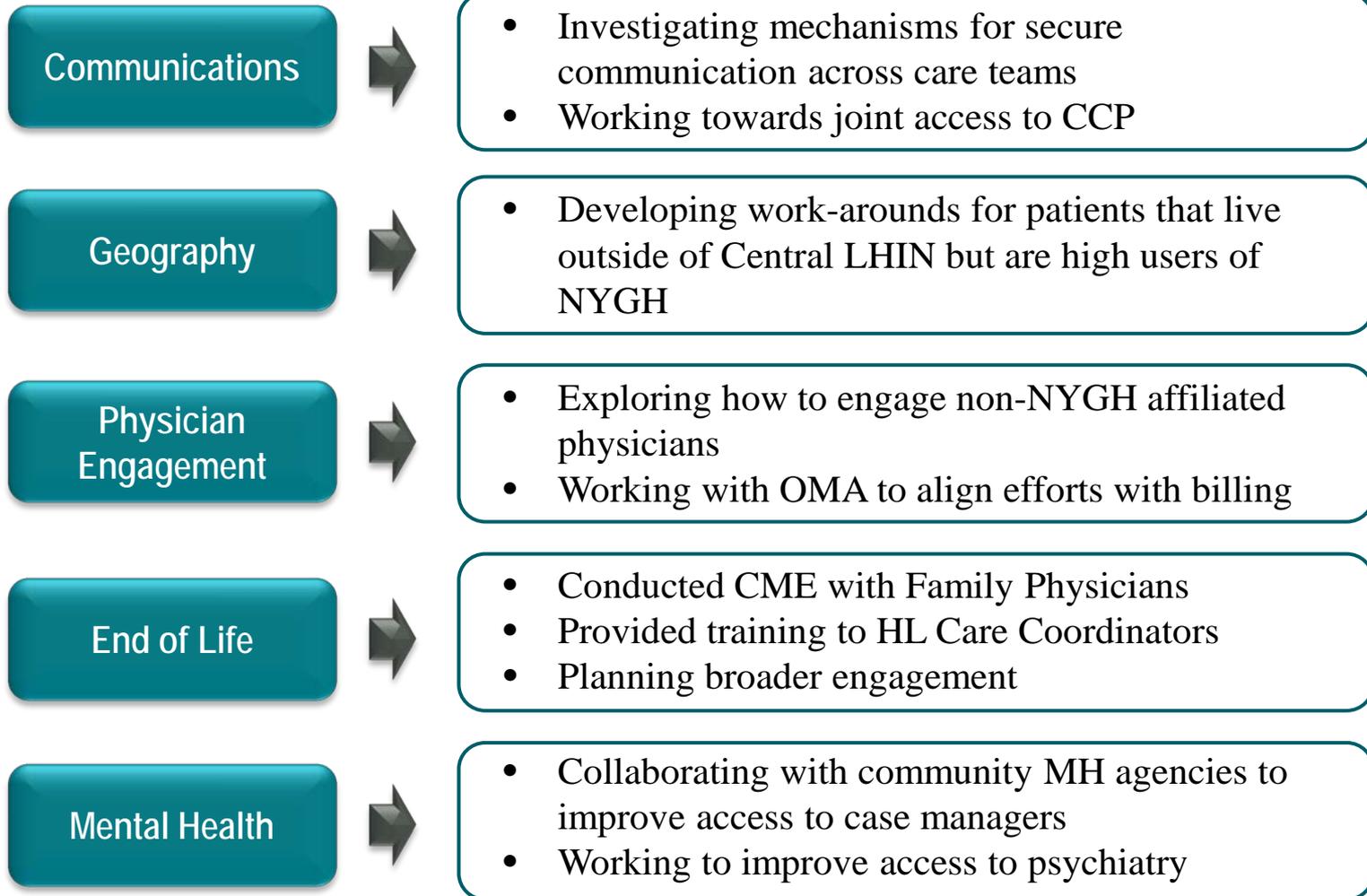
Partners were prepped to respond quickly to the Ministry's call for proposals

- NYGH had already initiated analysis on high users of hospital
- Tight timelines forged relationships
- Partners came to a desired model quickly
- Roles of partners were clear

NYCHL has maintained goodwill throughout the establishment of the Health Link

- Partners have been realistic with need for resources
- Partners respectful of each other
- Professional project management enabled a quick start and sustained progress
- Partners have seen traction with the model
- Tangible benefits realized by partners beyond Health Links

NYCHL continues to identify solutions for ongoing challenges



Now focused on what is the next phase for Health Links

- Focus on 1-5% OR expand to be more preventative with the 10%?
- How much emphasis should be placed on IT?
- What are the critical aspects that need to be sustained to keep this functional?

HealthLink

North York Central

Let's Make Healthy Change Happen

Questions and Discussion

North York Central Health Link Team

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