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." - YCC Patient

AIM 2: IMPROVING HEALTH OUTCOMES

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

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

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

AIM 4: IMPROVING CLINICIAN EXPERIENCE

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

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

8 MONTHS
TO REACH 100 UNIQUE REFERRING PRIMARY CARE PROVIDERS

TOP 3 INTERNAL SERVICE REFERRALS
20% PHYSICIAN SELECTION
15% NURSE PRAC/TIONER
14% PSYCHIATRIST / PSYCHOLOGIST

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
THE AVERAGE WAIT TIME TO ACCESS TEAM CARE CENTRE'S SERVICES.

14-21 Days
Average Wait Time (Days) From Referral to Intake

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, 6,438 HOSPITAL ADMISSIONS WOULD POTENTIALLY BE CIRCUMVENTED.

*Potential improvement based on a retrospective analysis from the VGH/McGill Health Links results through integrated case management to improve transitions of care from hospital to primary care for complex patients.