

Ontario Improving Care for Patients with Complex Conditions in Niagara
Community Initiative Focuses on Coordinated Care, Reducing Hospital Admissions

NEWS

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Ontario is working together with local health care teams in Niagara to provide better, personalized care for seniors and patients with complex medical conditions.

Ontario is continuing to move forward with its plan to provide more coordinated care for patients through greater collaboration between different health care providers. New initiatives in Niagara are focused on the five per cent of patients with the highest needs, often with multiple, complex conditions, and who account for two-thirds of Ontario's health care dollars.

The Niagara North East Health Link, Niagara South East Health Link, and Niagara South West Health Link provide patients with better care through individual care plans and co-ordinated support from a tightly knit team of providers that could include doctors, nurses, specialists, hospitals, home care, long-term care and community agencies. They work together to develop solutions that address each patient's specific needs.

Providing better care for seniors and patients with complex conditions supports Ontario's Action Plan for Health Care. It is also part of the Ontario government's four part economic plan to build Ontario up by investing in people's talent and skills, building new public infrastructure like roads and transit, creating a dynamic, supportive environment where business thrives and building a secure savings plan so everyone can afford to retire.

QUOTES

"Ontario continues to integrate and improve access to health care — making health care more accessible and providing the kind of high needs continuous care in their homes and communities that works best for patients. We're focusing on ways to provide seniors and patients with high needs with continuous care in their homes and prevent avoidable hospital admissions."

— Dr. Eric Hoskins, Minister of Health and Long-Term Care

"These new initiatives will make it easier for seniors and patients with complex conditions to get the care they need. Health providers in Niagara are working together to improve patient outcomes for those who need care the most."

— Hon. Jim Bradley, MPP St. Catharines

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“Health Links is just one of the ways we are ensuring patients are at the centre of the health care system. We are working together with our partners across the system to wrap services around patients so that seniors and others with complex conditions receive better coordinated and more responsive care. Together, we are working to dramatically improve the patient experience through quality, integration and value.”

— Michael Shea, Board Chair, Hamilton Niagara Haldimand Brant Local Health Integration Network

“Through Health Links, we have the opportunity to build stronger partnerships among primary care, hospital and community providers to better serve patients. By working as a team, we can improve care for seniors and others with complex conditions.”

— Gail Riihimaki, Health Link Coordinator, Niagara North East Health Link, and Director Client Services, Hamilton Niagara Haldimand Brant Community Care Access Centre

“Niagara Health System is energized at the announcement of three Health Links for Niagara Region. We have a unique opportunity to redesign the health system around patient needs, and Health Links will help support some of the most vulnerable individuals in our communities. The future of healthcare is an even more well-coordinated system, and today marks an important waypoint in this evolution.”

— Dr. Suzanne Johnston, President, Niagara Health System

“The Niagara South West Health Link members are fully committed in achieving Ministry metrics through innovation and collaboration by focusing on community needs and implementing measures that will provide the right level of care, in the right place at the right time. We will pursue care pathways and explore models which pull patients towards community programs at key transition periods from acute care settings.”

— Jeanne Schmidt, Project Lead, Niagara South West Health Link, and Director, Specialized Projects, Centre de santé communautaire Hamilton/Niagara

“Mom’s care is a lot easier on me now, because of reduced trips to the hospital. Health care is not as complicated now and it is a lot better for both of us.”

— Vic Minor, Son of patient

QUICK FACTS

- There are 11 Health Links in the HNHB LHIN.

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- The lead organizations for the Health Links are as follows:
 - Hamilton Niagara Haldimand Brant (HNHB) Community Care Access Centre (CCAC) – Niagara North East Health Link
 - Niagara Health System – Niagara South East Health Link
 - Centre de santé communautaire Hamilton/Niagara – Niagara South West Health Link
- Health Links have expanded to 67 in communities across Ontario.
- A study found that 75 per cent of seniors with complex conditions who are discharged from the hospital receive care from six or more doctors.
- In order to establish a Health Link, strong representation from local primary care providers and the Community Care Access Centre is required.

LEARN MORE

- [Health Links in the HNHB LHIN](#)
- [Ontario's Action Plan for Health Care](#)
- [Health Links](#)
- [A short video that explains Health Links](#)

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