

**Ontario Helping More Patients to Benefit from New Model of Care***Innovative Care Project Results in Better Care for Complex Care Patients in Hamilton Area***NEWS**

September 27, 2013

Ontario is expanding an innovative program for complex care patients, ensuring better patient outcomes, shorter hospital stays and fewer emergency room visits.

Over 1,000 patients at St. Joseph's Health System will benefit from the Integrated Comprehensive Care Project, including those with lung cancer, joint replacement and chronic disease (COPD). This investment will also support the expansion of the program to St. Mary's General in Kitchener where patients with heart and lung disease will also receive care under the new model.

To date, the project has reduced the length of hospital stays for patients by 24 per cent, and has resulted in a 15 per cent reduction in emergency room visits after discharge.

The Integrated Comprehensive Care Project uses dedicated Care Coordinators that follow complex care patients from the time they're admitted to the hospital, to the time they are discharged back home. Care Coordinators use the latest in communications technology to connect patients with their various healthcare providers, resulting in smoother transitions between services, reduced duplication, shorter hospital stays and fewer hospital readmissions.

Providing complex care patients with the best, most effective care helps deliver on our Action Plan for Health care to provide the right care, at the right time, in the right place. This is part of the Ontario government's economic plan to invest in people, invest in infrastructure and support a dynamic and innovative business climate.

**QUOTES**

"This exceptional model of care focuses squarely on the patient journey. It helps reduce unnecessary barriers to care while ensuring no complex patient falls between the cracks in their transition from hospital to community."

— Deb Matthews, Minister of Health and Long-Term Care

"We're pleased to receive this support for the Integrated Comprehensive Care Project from the government. Through this project, we're concentrating on what adds value for patients as they go through the system while trying to improve their overall experience."

— Kevin Smith, CEO of St. Joseph's Health System

"The success being realized through this comprehensive care model in Hamilton is something that can be shared throughout the province. The learning resource tools supporting the integration of hospital and community care teams can be made available to the broader health care community."

— Donna Cripps, CEO of the Hamilton Niagara Haldimand Brant LHIN

"Our government is always looking for better and more effective ways of delivering care to patients and that's why we're supporting this comprehensive care model at St. Joseph's Healthcare."

— Ted McMeekin, MPP Ancaster-Dundas-Flamborough-Westdale

**QUICK FACTS**

- Ontario is providing \$1.6 million in additional support for the Integrated Comprehensive Care Project pilot program, which began at St. Joseph's Health System in March 2012.
- Under this model, funding is provided for the full course of care in the hospital and the community, encouraging health care organizations to achieve excellent patient outcomes and reduce unnecessary days in hospital, for lower cost.

## LEARN MORE

For more information about the Integrated Comprehensive Care project, visit the [St. Joseph's Health System](#) website.

**For public inquiries call ServiceOntario, INFOline at 1-866-532-3161 (Toll-free in Ontario only)**

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