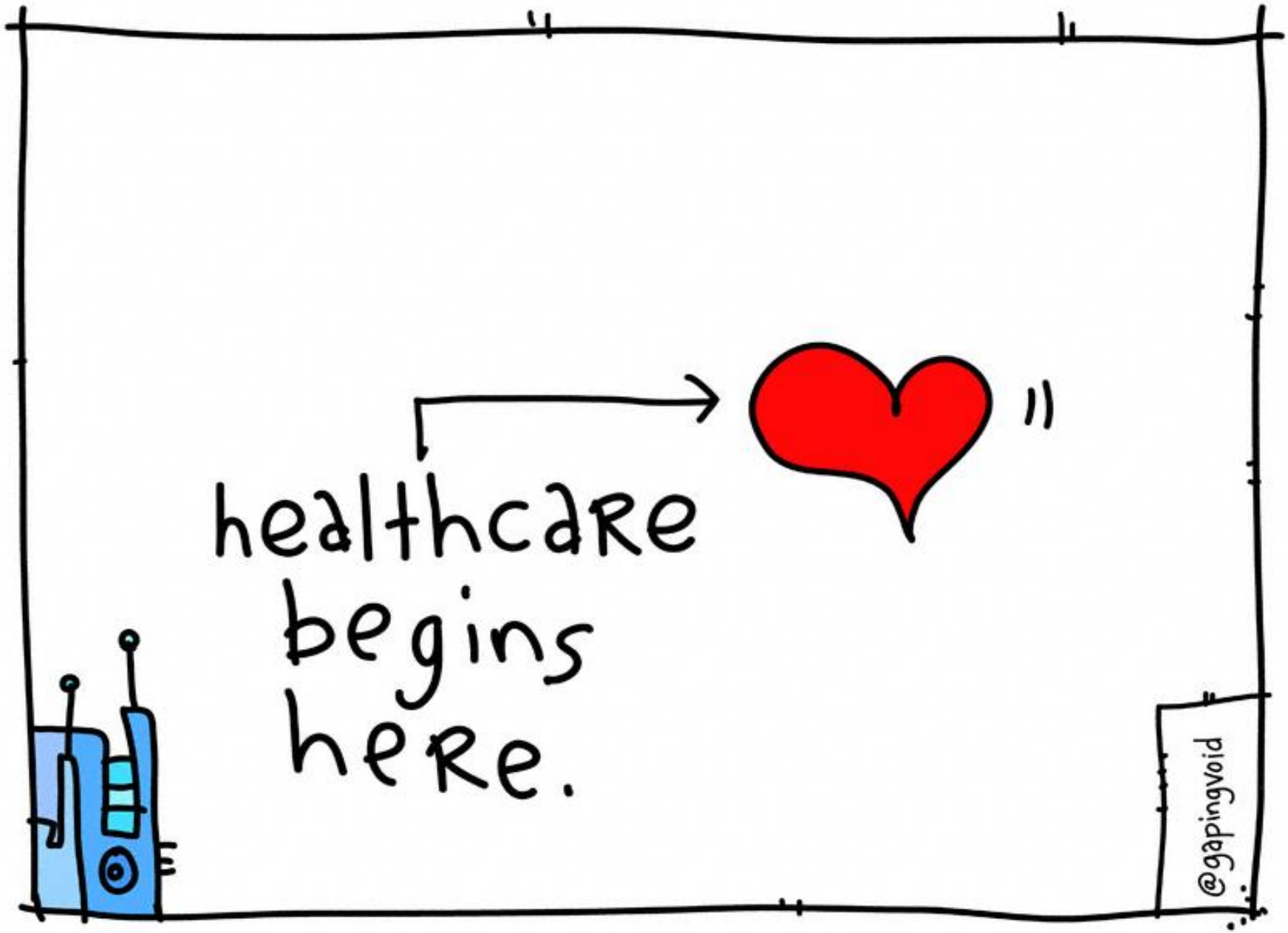

healthcare
begins
here.
@gapingvoid

JOINING COMPASSION WITH TECHNOLOGY

niagarahealth
Extraordinary Caring. Every Person. Every Time.

St. Joseph's HEALTH SYSTEM

ST. JOSEPH'S & NIAGARA HEALTH SYSTEMS

7 MEMBER ORGS

14 SITES

~$1.3 BILLION
TOTAL BUDGET

13,000
STAFF & PHYSICIANS

2,800
BEDS/UNITS

POPULATION OF
2.1 million

ONE OF THE
LARGEST
CORPORATIONS
IN CANADA
DEVOTED TO
HEALTH CARE

FIRST INTEGRATED ACROSS CONTINUUM

SOCIAL SERVICES

HOSPITAL

COMMUNITY SERVICES

HOME CARE

OUTPATIENT CLINICS

LONG TERM CARE

In the heart of Canada,

we are healthcare leaders in...

RESEARCH

HOME CARE

KIDNEY & URINARY HEALTH

ADVANCED SURGERY

CARDIAC CARE

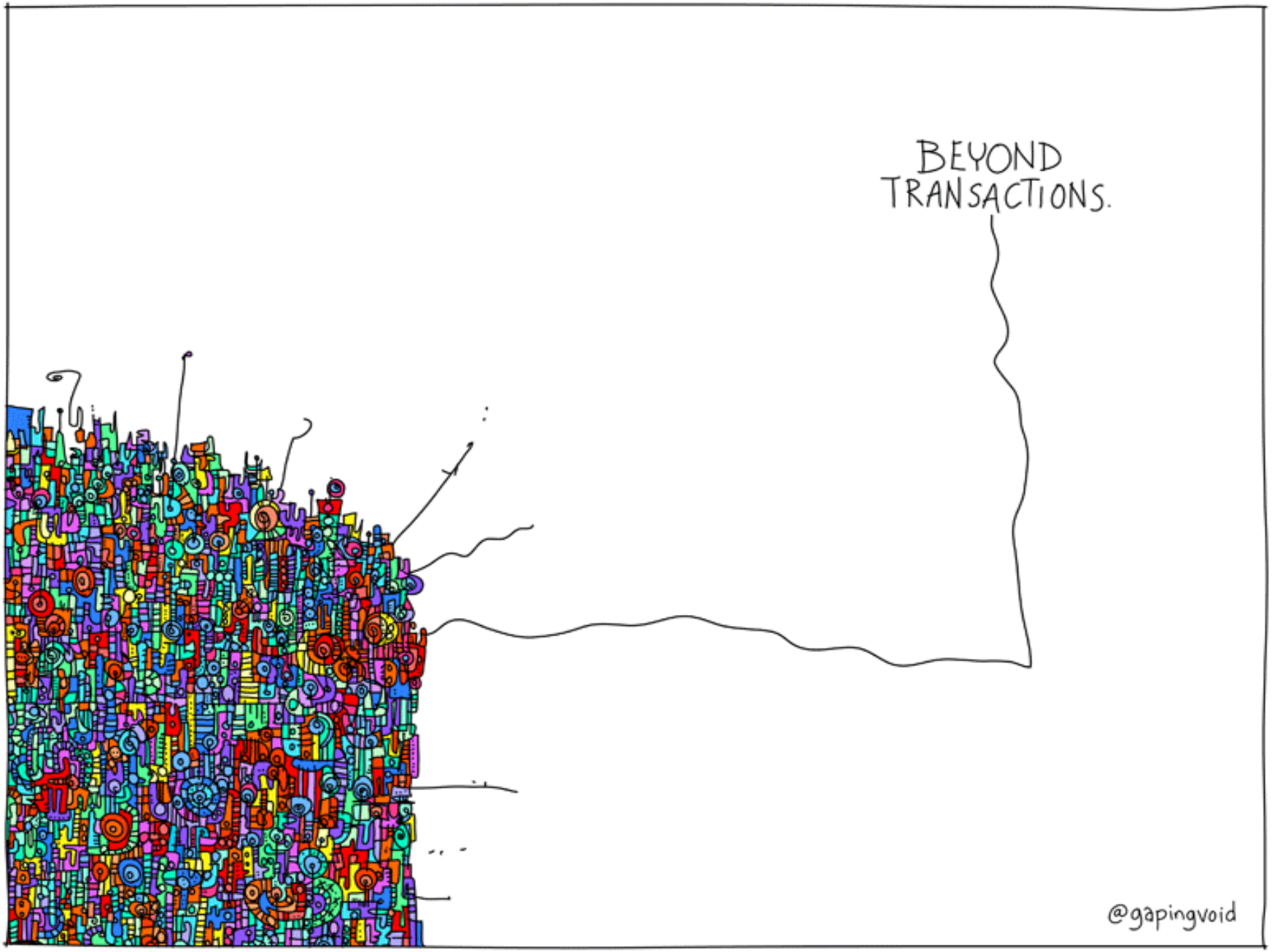
LONG-TERM CARE

DIGITAL HEALTH

MENTAL HEALTH & ADDICTIONS

LUNG CARE

CANCER CARE


BEYOND
TRANSACTIONS.
@gapingvoid

Partnerships & Business Development

Focus Areas:

'Maximize Epic investment'

'Supercharge INTEGRATED COMPREHENSIVE CARE PROGRAM

& enable shortest Length of Stay'

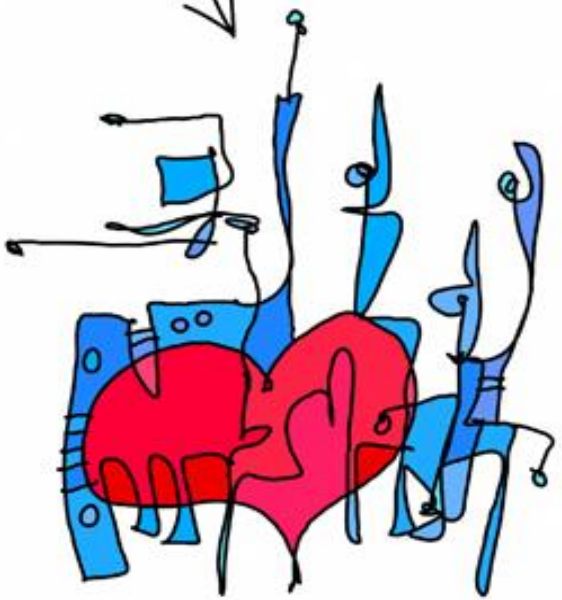
'New Way – Additions & Mental Health'

Champion the Patient Experience ***Support our Staff***

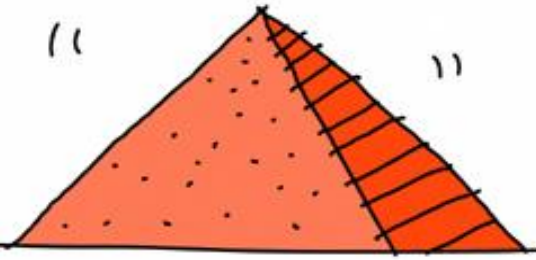
Evolve Scope of Practice ***Dramatically Improve RPM***

St. Joseph's HEALTH SYSTEM

INNOVATION IS CULTURE,

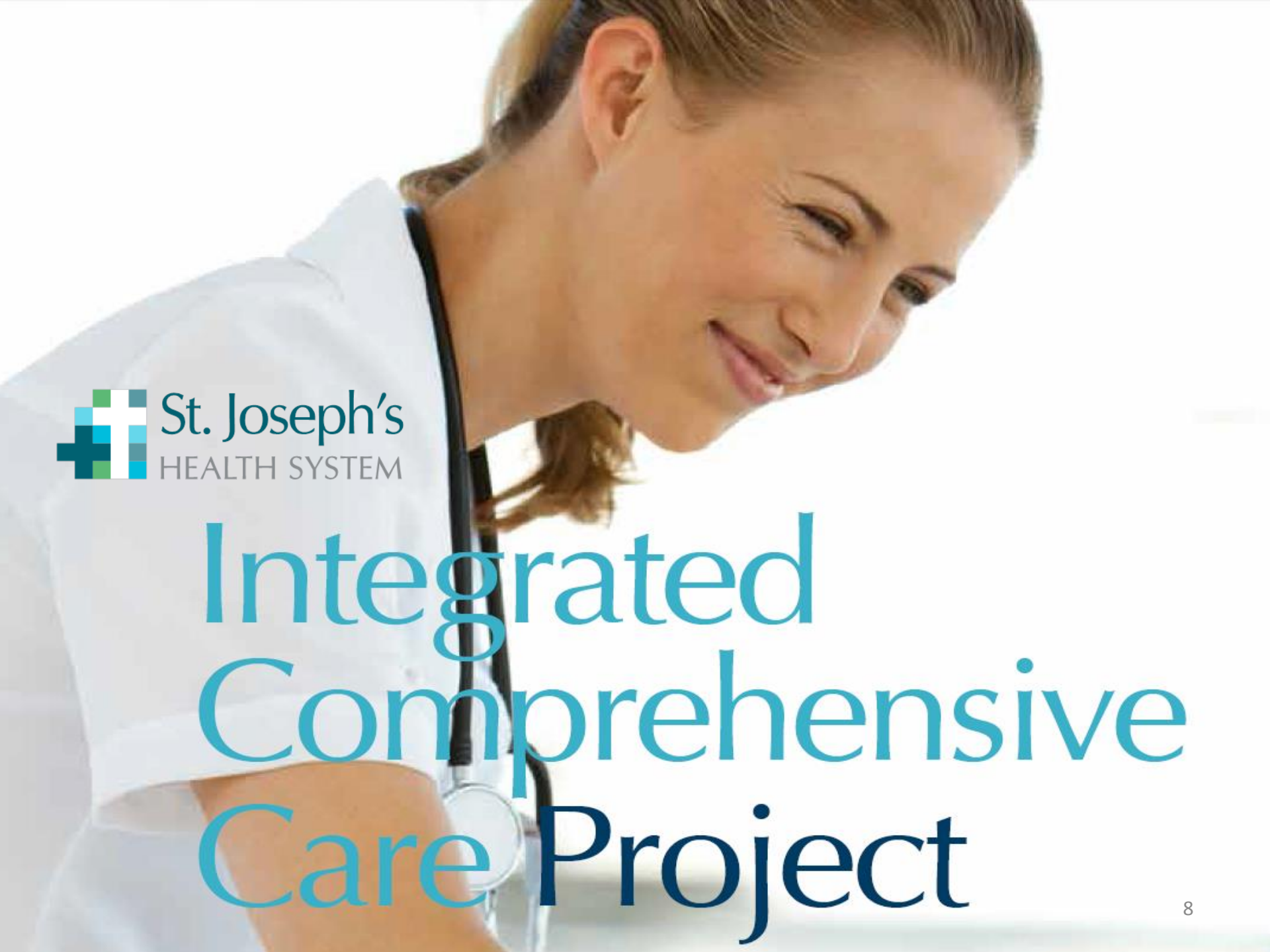


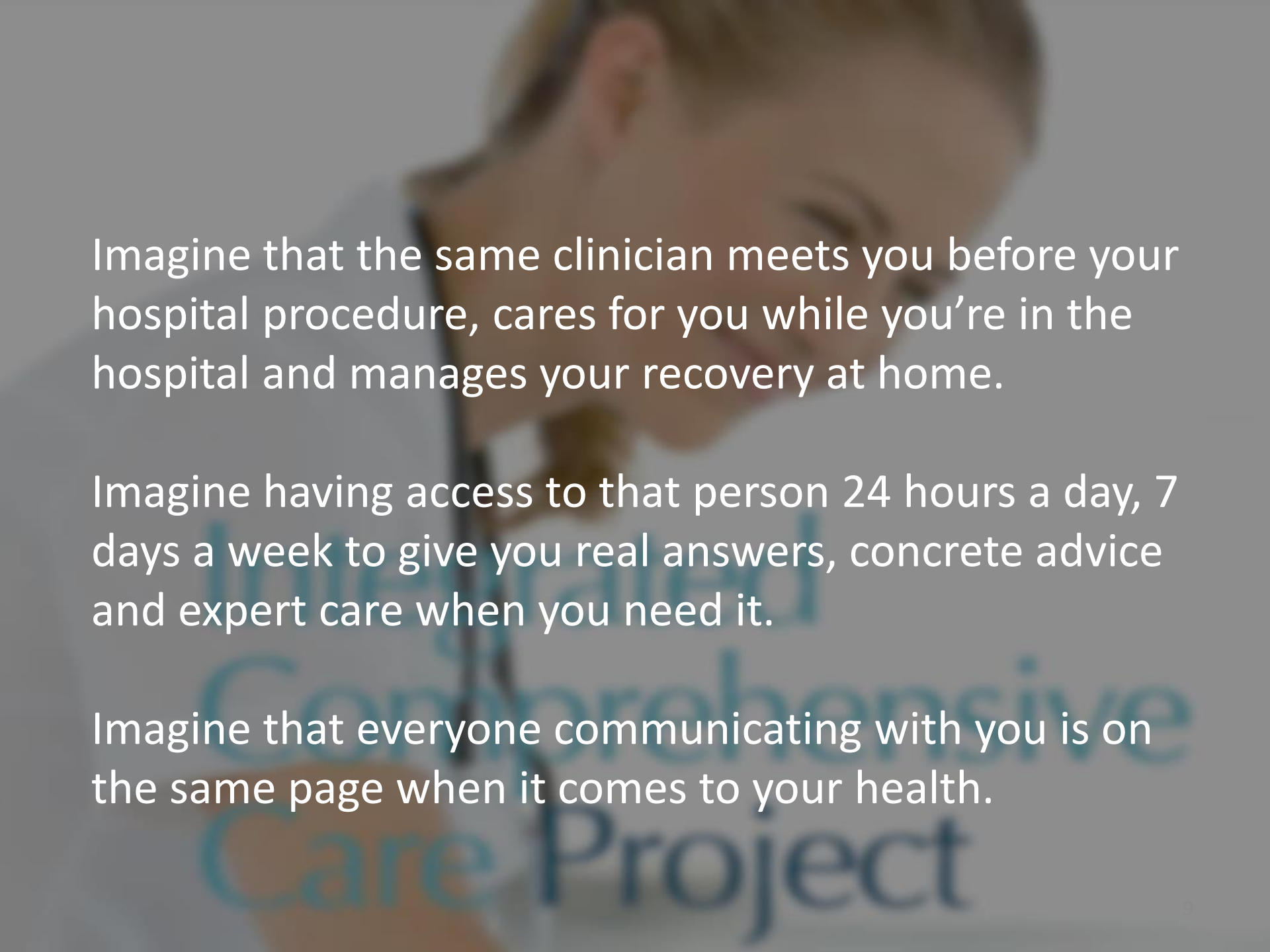
NOT TECHNOLOGY.



@gapingvoid

gapingvoid
Culture Design Group


St. Joseph's
HEALTH SYSTEM
Integrated
Comprehensive
Care Project



Imagine that the same clinician meets you before your hospital procedure, cares for you while you're in the hospital and manages your recovery at home.

Imagine having access to that person 24 hours a day, 7 days a week to give you real answers, concrete advice and expert care when you need it.

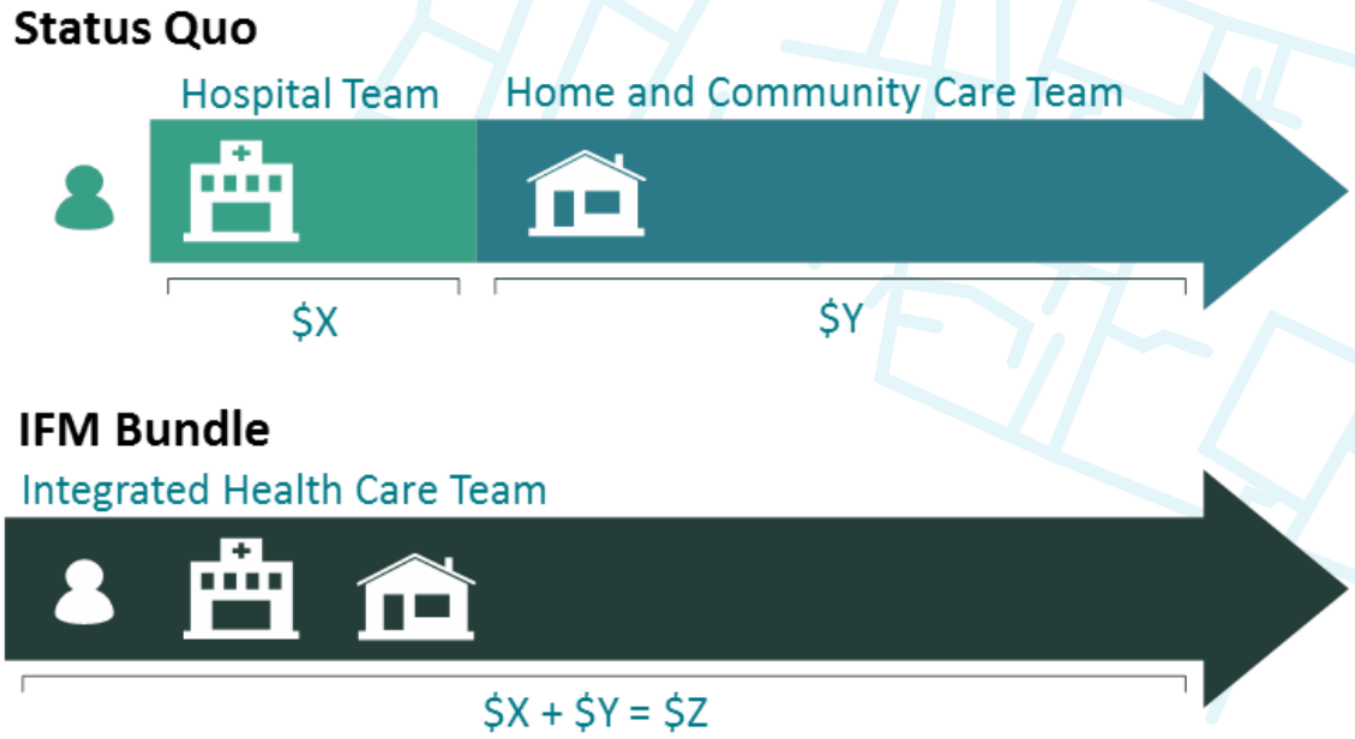
Imagine that everyone communicating with you is on the same page when it comes to your health.

REVOLUTIONIZING CARE IN ONTARIO

"Strong results at St. Joseph's Health System in Hamilton encouraged us to expand these bundled care teams to communities across the province. These new care teams will make it easier for patients to transition out of hospital and to receive the care they need at home, where we know they'd rather be... delivering better access and better outcomes."

- DR. ERIC HOSKINS
MINISTER OF HEALTH & LONG-TERM CARE

Integrated Care: Bundling episodes of care & funding



Cost savings per patient: **$4,000**

Meet Ed

At 65 years old, Ed was diagnosed Chronic Obstructive Pulmonary Disease (COPD)

Before the ICC Model:

DAY 1

Ed arrives to St. Joe's emergency department with shortness of breath.

DAY 8

Ed is discharged from the hospital without community support.

DAY 12

Ed returns to the emergency department four days later with shortness of breath and anxiety.

DAY 24

After 12 days in hospital, Ed is discharged home again. He is worried he will be back soon.

Before the ICC Model:

Chronic Lung Disease and Heart Failure
HNHB LHIN (Pop. 1.4 million)

4500 HOSPITAL ADMISSIONS

9157 EMERGENCY DEPARTMENT VISITS

1489 HOSPITAL READMISSIONS

2200 HOME CARE REFERRALS

$3,000,000+ IN HOME CARE COSTS

OUR INTEGRATED COMPREHENSIVE CARE (ICC) MODEL:

8 ELEMENTS:

1. CLIENT CENTRED CARE
2. INTEGRATED CARE COORDINATORS
3. INTEGRATED TEAM COMMITTED TO STANDARDIZATION
4. SHARED DIGITAL HEALTH RECORD
5. SIMPLE, AVAILABLE TECHNOLOGY (EX. TABLETS)
6. READY ACCESS TO MEDICAL CARE
7. FLEXIBILITY IN THE DELIVERY OF CARE
8. BUNDLED FUNDING

Meet Ed TODAY

At 65 years old, Ed was diagnosed Chronic Obstructive Pulmonary Disease (COPD)

WITH OUR ICC MODEL:

DAY 1

Ed arrives to St. Joe's emergency department with shortness of breath and participates in his care planning with ICC coordinator.

DAY 5

Ed is discharged from the hospital with ICC home care support in place.

DAY 11

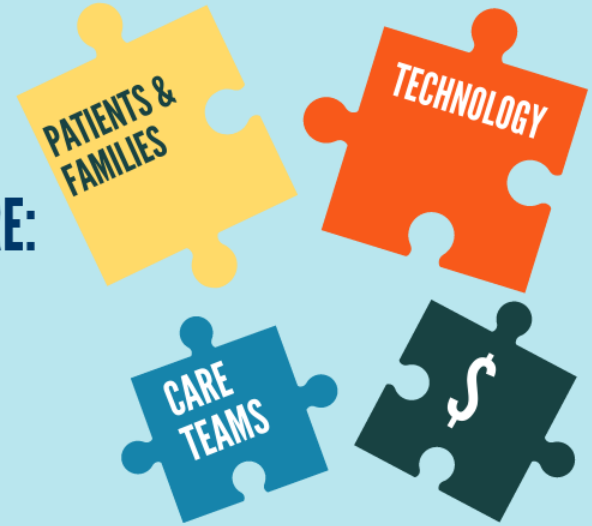
Ed has shortness of breath and anxiety. He calls the ICC 24/7 telephone support number. A home care nurse visits and uses a tablet to communicate with his specialist.

DAY 13

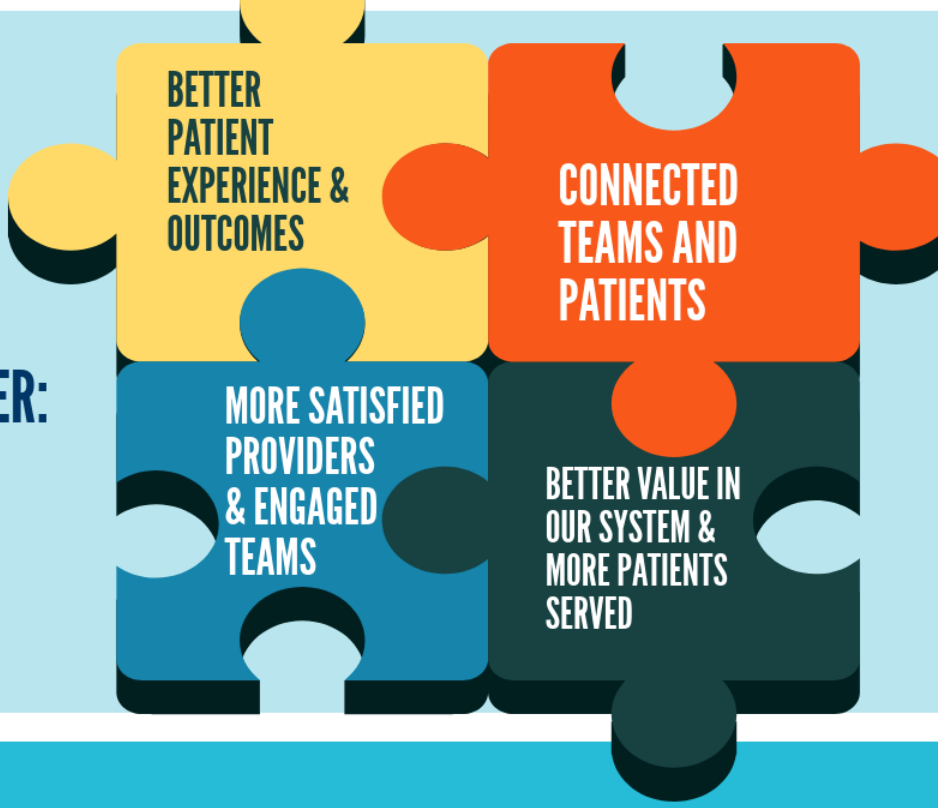
Ed goes to a follow up visit with his specialist, who has full access to his ICC medical records.

IMPACT OF ICC MODEL

BEFORE:



AFTER:



BY THE NUMBERS

CHRONIC DISEASE:

2,000
PATIENTS ENROLLED

7,536
HOSPITAL DAYS
SAVED

15,000
PATIENTS ENROLLED TO DATE

GREATER THAN
30,000
HOSPITAL DAYS
SAVED

94%
OF ICC PATIENTS WERE CONTACTED BY A NURSE WITHIN
24 HOURS

NEXT STEPS

niagarahealth
Extraordinary Caring. Every Person. Every Time.

St. Joseph's
HEALTH SYSTEM

Partnerships & Business Development

Focus Areas:

'Maximize Epic investment'

'Supercharge INTEGRATED COMPREHENSIVE CARE PROGRAM

& enable shortest Length of Stay'

'New Way – Additions & Mental Health'

Champion the Patient Experience ***Support our Staff***

Evolve Scope of Practice ***Dramatically Improve RPM***

St. Joseph's HEALTH SYSTEM

Artificial Intelligence