

FOR IMMEDIATE RELEASE

Health Care Partnership in Mississauga Wins Prestigious Provincial Quality Award

Cardiac patients leaving hospital sooner with more support in the home

October 17, 2018 (Mississauga, ON) - Today, Trillium Health Partners (THP) and SE Health (SE), were awarded the prestigious [2018 Minister's Medal Honouring Excellence in Health Quality and Safety](#) by Robin Martin, Parliamentary Assistant to the Minister of Health and Long-Term Care. THP and SE were awarded this distinct honour for their innovative cardiac program known as Putting Patients at the Heart (PPATH).

The Minister's Medal is Ontario's most prestigious quality award, recognizing only three initiatives annually across the province. These award recipients are health care providers who have gone above and beyond to improve care for patients and families. This year's theme, *Innovating Integration*, honours innovative initiatives undertaken across Ontario that look to achieve better experiences for patients and providers, as well as better health outcomes with better value in health care delivery.

PPATH redesigned the care journey for cardiac surgery patients by streamlining and simplifying access to follow-up care for patients. It allows cardiac patients to return home sooner and with better supports.

PPATH brings together the hospital and home care, who act as one team providing seamless service to the patient and have the ability to share health information through a shared electronic health record. The innovative program has a dedicated 24 hour, seven day a week support line for patients to help them get timely answers to their questions after surgery without needing to visit their doctor or the emergency department. Patients are also supported by a community nurse, who can visit them at home to assess any symptoms or concerns and recommend next steps.

The innovative partnership program has provided patients with high quality care and an improved experience, while increasing hospital capacity and lowering health system costs by reducing the length of stay.

QUICK FACTS:

- Patients in the PPATH program are able to return home, on average, **one day sooner** following heart surgery. In addition to supporting patients' choice to recover at home, this frees up three hospital beds annually and thus creates better access to inpatient hospital care for patients who need it.
- Patients report **96% satisfaction** with the program and **98% would recommend the program** to family and friends. This reflects the active involvement of patients in co-designing the service alongside THP and SE Health, ensuring it incorporates what matters most to them.
- PPATH has resulted in a reduction in post-surgery emergency department visits by **33%**, and hospital re-admission rates by **25%**. Health system savings of **\$1.7 million** were achieved over 2 years. **3.5 times** more patients received community care.
- In addition to receiving this year's Minister's Medal, the program has been recognized across Canada receiving the recent [Canadian College of Health Care Leaders, 3M Health Care Quality Team Award – Improvement Across a Health System](#).

QUOTES:

"Trillium Health Partners is honoured to be awarded the 2018 Minister's Medal with our partner SE Health. We believe in the power of teamwork and that partnerships create better health outcomes and experiences by bridging gaps inside and outside of the hospital, while increasing capacity to meet the growing demands of our community."

Michelle DiEmanuele, President and CEO, Trillium Health Partners

"We often talk about how hard it is to change the health care system, yet the collaborative, agile approach behind this bundled care program provides us with a roadmap for success. By engaging patients and caregivers and leveraging the core expertise of both community and hospital nurses, physicians, health leaders and professionals, we have achieved meaningful change in a simple, efficient and scalable way. The results of PPATH speak for themselves. A big shout-out to the bright minds at Trillium Health Partners and SE Health for showing us the way."

Shirlee Sharkey, President and CEO, SE Health

"We are so pleased that Putting Patients at the Heart (PPATH) has been honoured with the 2018 Minister's Medal. This important provincial award recognizes the partnership between Trillium Health Partners and SE Health that enables cardiac surgery patients to return home sooner and with 24-hour support. PPATH is a great example of new partnerships working collaboratively to improve the patient experience and health outcome. Congratulations for your commitment to a seamless health system for our community, a key priority for the Mississauga Halton LHIN."

Mary Davies, Acting Board Chair, Mississauga Halton LHIN

"I was scared when I first left the hospital 5 days after open heart surgery, but I was so glad when I was home the second day. I still felt like I was in the hospital, I had so much help. The nurses supported me every step of the way through the PPATH program. I had done so well that at the end of the third week they said 'I don't think you need us here anymore; and they were right, I didn't."

Claire Scott, Patient, PPATH program

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Trillium Health Partners is one of the largest community-based hospital systems in Canada. Comprised of Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, Trillium Health Partners serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities. Trillium Health Partners is a teaching hospital affiliated with the University of Toronto and is an associate member of the Toronto Academic Health Science Network. Trillium Health Partners serves over 1.6 million patients every year. THP's Regional Cardiac Health Program currently experiences an average of **11,454 rehabilitation visits, 1,364 cardiac surgeries** and **20,000 ambulatory visits** per year. These numbers continue to increase each year. The Regional Cardiac Health Program is made up of 14 Nurse Practitioners, 50 Physicians and 617 Interprofessional Team Members. Visit us online at thp.ca.

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SE Health is a not-for-profit social enterprise applying knowledge, vision and drive to forever impact how people live and age at home, today and into the future. With Canadian roots and 110 years of expertise, the organization brings quality excellence and innovation to home care, seniors' lifestyle, and family caregiving. Through its team of 9,000 Leaders of Impact, SE Health delivers 20,000 care exchanges daily, totaling 50 million in the last decade alone. Visit us online at sehc.com.

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