



## Minister's Medal Honouring Excellence in Health Quality and Safety

*Team-based Honour Roll*

### Headwaters Health Care Centre: Hospital to Home (H2H) - The Central West Integrated Care Model

H2H is a collaboration between the Central West community care access centre, Headwaters Health Care Centre and William Osler Health System, working with the Ontario Telemedicine Network and supported by the Central West LHIN. Created with and inspired by patients, H2H supports patients requiring short-term nursing interventions, initially targeting those diagnosed with cellulitis and/or urinary tract infections. H2H consists of directly-hired nurses who are integrated into acute care and community teams and equally accountable to all three health service providers, which allows for seamless access to hospital and community health records.

In the H2H model, patients are cared for by the same team as they transition from hospital and are discharged home. By eliminating the need to transfer care to a third party service provider upon hospital discharge, patients experience a smoother transition. Breakdowns in communication and potential medication errors are also reduced. Since launching in January 2016, over 400 patients have received 3,100 in-home nursing visits. H2H is a patient-centred example of health care partners working together to prevent unnecessary hospital admissions and re-admissions, shorten acute length of stay provide greater continuity of care and ultimately, enhance the experience for patients and families.

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*The information provided above is taken directly from 2016 Minister's Medal applications –  
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*