



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

*Team-based Honour Roll*

### Regional Critical Care Response (RCCR)

The RCCR program was developed in 2015 to provide hospitals in Northwestern Ontario with real time, virtual access to critical care specialists. RCCR was developed in partnership with Thunder Bay Regional Health Sciences Centre, 11 regional emergency and critical care departments, ORNGE, CritcALL, Ontario Telemedicine Network and the Northwest Health Alliance. Using an interprofessional care team model and telemedicine technology, RCCR provides resuscitative support, early stabilization, facilitates quicker patient transfer times, and enables some patients to remain within their communities with assistance of clinical experts who are accessible 24/7. In addition, RCCR is standardizing critical care drug formularies and processes across all North West hospitals and ORNGE.

Patients and families are encouraged to participate in the RCCR video-conference, helping to strengthen engagement between patients, families and their healthcare providers. Transferring critically ill patients to appropriate care settings within target time frames can be difficult in an area as large as the North West LHIN. By streamlining the processes associated with patient transfer, the RCCR program has been able to increase the number of patients who are transferred within the recommended target time.

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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.*