



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Honour Roll

Carefirst's Seamless/Timely/All-Inclusive/Right-Scaled (STAR) program

Carefirst's STAR program is a care coordination and integrated hub that enables the Scarborough Hospital to discharge patients to a virtual ward that is composed of community care services within the community. STAR provides access to home and community care, primary care, chronic disease management, short-stay respite care, and acute care. In 2015, the 'Carefirst One-Stop Multi-Services Centre' opened, which expanded the STAR program for complex, at risk patients discharged from hospitals. The Centre provides a physical location for in-home and community support services, primary health care, full-day respite services and a 30-bed Transitional Care Centre.

The Centre also includes a network of different health care disciplines including physicians, nurse practitioners, social workers, personal support workers and dieticians working together to provide patient/family centred-care. The Carefirst Family Health Team offers inter-disciplinary team-based primary care to 8,000 patients, and is partnered with the Scarborough Hospital, the Scarborough Doctor's Family Health Organization and the Central East community care access centre to support patient transitions through the program. Patients report high levels of satisfaction with the program, and the Scarborough Hospital has seen its length of stay in pilot units reduced by an average of 2 days since the introduction of the virtual ward program.

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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.*