



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Initiative/Program

Toronto Central Integrated Client Care Program

The Integrated Client Care Program's (ICCP) goal is to **allow more clients to remain at home longer, in safety and comfort**. The program focuses on the **one to five per cent of frail seniors** who result in 30 to 60 per cent of health care costs, and integrates services at the level of the individual client.

Key partners in primary care, speciality, acute care, complex continuing care, rehabilitation, Toronto Central Community Care Access Centre (TC CCAC), Emergency Medical Services (EMS), social services and others, came together to smooth transitions and form a care team around each client. Each team is quarterbacked by a TC CCAC care co-ordinator, who works with primary care to develop a co-ordinated care plan based on the priorities of the client and caregivers.

The program has been very successful in its aim to allow individuals to live at home while feeling more satisfied. The program has reduced demand for Alternate Level of Care (ALC) beds, long-term care beds, EMS and acute care. The program is notable because it uses existing resources, and integrates many partners. Since 2010-11, the program is now on its third generation, reaching more people, including children with complex care needs and end-of-life clients.

Toronto Central's ICCP program is an inspiring story of what can be achieved by organizations willing to break down silos and work together for the health of their patients, and it's a program that can be duplicated quickly across the province with significant potential savings, to transform our health care system for the better.

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The information provided above is taken directly from 2013 Minister's Medal applications – Facts and information herein have not been verified for correctness.