



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

DIVERT Home Care Initiative – Hamilton Niagara Haldimand Brant Community Care Access Centre (HNHB CCAC)

Hamilton Niagara Haldimand Brant Community Care Access Centre's (HNHB CCAC) Detection of Indicators and Vulnerabilities for Emergency Room Trips (DIVERT) Initiative is a patient-centred model of care that educates and supports patients to self-manage their chronic conditions according to their own goals and preferences. The aim of this initiative is to prevent avoidable emergency department (ED) use in home care, as these patients are at high risk for unplanned ED visits.

DIVERT tested the feasibility and effectiveness of this model of care with 100 high-risk home care patients, capitalizing on the DIVERT scale: an evidence-based tool used to identify patients at risk of ED visits and planning appropriate care. Individual patient needs were assessed through an extensive needs assessment and individual partnerships between patients and specially trained home care teams. Patient-centred tools were also developed to support patient self-management. Further, the model leveraged the use of advanced care planning consultants, who helped patients make informed decisions; rapid response nurses, who coached patients on achieving their goals; and care coordinators, who helped to organize care through community partners. Patients were also involved in all evaluation activities.

The relative rate of unplanned ED visits between intervention and control cohorts determined the effectiveness of the model. Compared to matched patients from six surrounding caseloads, DIVERT reduced the risk of ED utilization by 79%.

Contact: Melody Miles, CEO, Hamilton Haldimand Brant Community Care Access Centre,
melody.miles@hnhb.ccac-ont.ca

*The information provided above is taken directly from 2015 Minister's Medal applications –
Facts and information herein have not been checked for accuracy.*