



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

The Ottawa Hospital COPD Outreach Model

The Ottawa Hospital (TOH) Chronic Obstructive Pulmonary Disease (COPD) Outreach Program enrolls patients admitted to TOH with an acute exacerbation of COPD (AECOPD) from Respiriology, Medicine and Family Medicine Services across two campuses. Patients with COPD have a high rate of readmission to TOH within 30 days of discharge following an AECOPD, and the cost of treating these patients is higher than any other disease.

TOH set a goal of reducing the 30-day COPD-related readmission rate by 25%, through improved coordination and communication among all stakeholders and optimization of medical and self-management. Through collaboration and coordination of care by TOH clinicians with specialized training in COPD management, patients are safely transitioned back into their homes with a home visit scheduled and conducted within two weeks of discharge. They are also monitored monthly for three months following the discharge, and at 12 months post-discharge. Further, they have telephone access to the COPD Outreach team throughout their enrollment.

The COPD Outreach Program is a patient-centred collaborative model that actively engages and empowers patients and families in their health care decisions. Through this program, TOH was able to exceed their goal—reducing the 30-day COPD-related readmission rate by 75% in the first six months.

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