



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

Seamless Care Optimizing the Patient Experience (SCOPE)

SCOPE (Seamless Care Optimizing the Patient Experience) is a quality improvement collaborative involving the University Health Network, Women's College Hospital, the Toronto Central Community Care Access Centre, and several solo primary care physicians (PCPs). SCOPE aims to improve care for complex patients with multiple chronic conditions who previously relied on the emergency department for care.

SCOPE offers PCPs a single access point to a comprehensive range of interdisciplinary supports, including a resource navigation hub, hospital internist on-call, diagnostic imaging on-call, and an electronic database containing real-time hospital records and lab results. Essentially, SCOPE provides just-in-time access to acute care resources, thereby transforming the way PCPs provide care to their most complex patients. PCPs who use SCOPE services have seen 15 per cent fewer avoidable emergency department visits when compared to visits prior to program inception.

Contact:

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Individual Champion

Dr. Pauline Pariser

Dr. Pariser's passionate, visionary and pragmatic leadership has been instrumental to SCOPE's success. Her passion for improving the patient experience for those who have complex health issues is what motivates the team to challenge the status quo, by constantly seeking opportunities to evolve the program's design.

A pilot project that was initially met with skepticism and resistance by its key enablers was transformed into a scaled program and source of excitement about future possibilities because of Pauline's incredible tenacity and her determination to not take "no" for an answer. To ensure commitment, she led the successful execution of numerous creative physician engagement events and several educational webinars for her peers.

Since the first phase of SCOPE, under Pauline's leadership, the program has spread to an additional acute care organization and 65 additional primary care physicians.

The information provided above is taken directly from 2014 Minister's Medal applications – Facts and information herein have not been checked for accuracy.