



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

Toronto Central Integrated Palliative Care Program

The Toronto Central Integrated Palliative Care Program is an exceptional partnership formed between the Temmy Latner Centre for Palliative Care and Toronto Central Community Care Access Centre (CCAC). This program supports people living with a life-limiting illness who wish to spend their final months at home. This partnership has had successful outcomes with a 30 per cent reduced risk for hospitalizations and ED visits for patients. Building on this success and listening to feedback from clients and caregivers who felt confused by multiple people coming to their homes and frustrated at having to repeat their story, the program responded by breaking down the silos of individual organizations and creating a single integrated care team around each client and their family.

Using no net new dollars but putting existing resources to better use, the program achieved results that are nothing short of amazing, with 80 per cent of clients dying outside of an acute care hospital and a 91 per cent overall positive experience rating for the program. Developed and tested in three districts using quality improvement techniques, this program with its client-centred approach to care is expanding to all Toronto Central palliative clients this year.

Contact:

Dipti Purbhoo, Senior Director, Client Services, Toronto Central CCAC,
Dipti.Purbhoo@toronto.ccac-ont.ca

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