

Neighbourhood Care Teams:

Changing the Experience of our Clients, One Neighbourhood at a Time

Toronto Central Community Care Access Centre

Background

Since March 2011, Toronto Central CCAC, Service Providers and community partners have collaborated to build effective, integrated and sustainable client-centred care in defined neighbourhoods.

Neighbourhood Care Teams (NCT) are made up of dedicated inter-disciplinary comprised of multiple health service providers (PSW, Nursing, Rehab) working together to provide:

- Support services for clients and their families;
- Services delivered in blocks of time based on care plan;
- Access to support from the on-site team to meet regular and unexpected needs;
- More client touch points through a consistent team approach

The accomplishments to date have been significant, and the success of the model can be attributed to the commitment, collaboration and partnership between the CCAC and Service Providers.

At the end of Phase 1 (March 31, 2013) 100 dedicated teams of PSWs were operating across Toronto Central CCAC. Phase 2 will see the introduction of nursing, rehab and community services over the upcoming years.



Goals of Neighbourhood Care Teams

1 Enhance Client and Caregiver Experience

- Allow for greater responsiveness and enhanced flexibility in care delivery
- Improve continuity of care from dedicated team of providers assigned to neighbourhood
- Strengthen social support network for clients and caregivers

2 Improve Staff Satisfaction

- Joint assessments between CCAC and Service Provider to develop integrated care plans for clients
- Better client and team collaboration and communication through regular meetings and rounds
- Greater awareness of diverse client needs
- Reduced travel time for front-line providers

3 Build Value for Money

- Leverage health care resources by fostering connections to community partners and neighbourhood resources
- Support clients to stay at home and reduce emergency department and hospital visits
- Increase capacity to provide care to more clients

Outcomes

Preliminary evaluation through CCEE surveys and focus groups indicates early success in improved client and staff satisfaction, and health system sustainability. We continue to evaluate, assess and modify the model.

Key Findings

- NCTs are serving 18% more clients, however, service utilization has increased by only 3% indicating more clients are being served efficiently
- Joint visits to clients between CCAC and SP support the clients in transitioning to NCTs
- Service Providers reported to enjoy the flexibility to arrange PSW service and collaboration in care planning
- NCTs contribute to slowing client decline in falls

Experience with Services Overall - Key CCEE Results

