

## **New Hamilton Ontario Health Team to Provide Better Connected Care for Patients**

*Ontario Health Teams Part of Province's Plan to End Hallway Health Care*

**NEWS**

November 26, 2019

HAMILTON — Ontario is delivering on its commitment to end hallway health care and build a connected and sustainable health care system centred around the needs of patients. The province is introducing Ontario Health Teams, a new model of care that brings together health care providers to work as one team.

Today, Christine Elliott, Deputy Premier and Minister of Health, was at that David Braley Health Sciences Centre to announce the Hamilton Ontario Health Team as one of the first 24 teams in the province to implement a new model of organizing and delivering health care that better connects patients and providers in their communities to improve patient outcomes. Through an Ontario Health Team, patients will experience easier transitions from one provider to another, including, for example, between hospitals and home care providers, with one patient story, one patient record and one care plan.

“This is an exciting time for health care in Ontario as we finally break down the long-standing barriers that have prevented care providers from working directly with each other to support patients throughout their health care journey,” said Elliott. “Together with our health care partners, the Hamilton Ontario Health Team will play an essential role in delivering on our commitment to end hallway health care and building a connected and sustainable public health care system centred around the needs of patients.”

The Hamilton Ontario Health Team, known as the Hamilton Health Team, has a vision to provide an equitable and seamless continuum of care that actively improves population health and meets the individual needs of their community.

“With our new Hamilton Health Team, patients will benefit from better integrated health care, with a seamless experience when moving between different health care services, providers and settings,” said Elliott. “I would like to thank all the health care providers and organizations that helped plan the Hamilton Health Team; there is lots of work to be done, but with their dedication and hard work, we will continue to improve health care in our communities and ensure Ontarians get the care they deserve.”

As it continues its work to integrate care, the Hamilton Health Team will put in place 24/7 navigation and care coordination services for patients and families. A focused group of patients will receive these services through their integrated primary care teams and the broader Ontario Health Team partners. This work will be implemented in phases and over time will provide care for everyone within the Hamilton's Health Team's population. Initially, this work will focus on three priority populations in Hamilton – adults with mental health and addiction concerns, children and youth with mental health and addiction concerns and older adults with multiple chronic conditions.

“As a patient who has contributed to changes in health care, I’ve seen the impact we can have when we work with health care providers to make improvements,” said Bernice King, Co-Chair, Hamilton Health Team. “Patients see the gaps and know the opportunities to create a more integrated and seamless care system. We are grateful for the leadership and insights patients have provided in our early work and look forward to continuing to build patient and caregiver partnerships in the Hamilton Health Team.”

“This is a remarkable opportunity to redesign and rebuild health care, focused on improving access for patients and creating more opportunities for providers to work together,” said John Fleming Co-Chair, Hamilton Health Team. “I am incredibly proud of the patients and partners who have come together from across Hamilton to bring us to this point. We look forward to working with the Ministry and other Ontario Health Teams as we move forward.”

The [Hamilton Health Team](#) will begin implementing some of their proposed programs and services in 2020 and will communicate with patients and families about the changes and improvements they can expect in their community.

Ontario has a comprehensive plan to end hallway health care, which includes making investments and advancing new initiatives across four pillars:

1. **Prevention and health promotion:** keeping patients as healthy as possible in their communities and out of hospitals.
2. **Providing the right care in the right place:** when patients need care, ensure that they receive it in the most appropriate setting, not always the hospital.
3. **Integration and improved patient flow:** better integrate care providers to ensure patients spend less time waiting in hospitals when they are ready to be discharged. Ontario Health Teams will play a critical role in connecting care providers and, in doing so, helping to end hallway health care.
4. **Building capacity:** build new hospital and long-term care beds while increasing community-based services across Ontario.

## Quick Facts

- An Ontario Health Team will be responsible for delivering care for their patients, understanding their health care history, directly connecting them to the different types of care they need, and providing 24/7 help in navigating the health care system.
- Ontarians can be confident that they can continue to contact their health care providers as they always have to access the health care they need.
- The first wave of Ontario Health Teams is being approved after an extensive readiness assessment process, which involved significant time, collaboration, research and effort from partners across the health care sector.
- The government will continue working with its partners to review their applications to become an Ontario Health Team.

## Additional Resources

- [Ontario Taking Next Step in Building a Connected Public Health Care System for Patients](#)
- [Ontario's Government for the People to Break Down Barriers to Better Patient Care](#)
- [Building a Connected Public Health Care System for the Patient](#)

For public inquiries call ServiceOntario, INFOLine at 1-866-532-3161 (Toll-free in Ontario only)

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