

ST. JOE'S INTEGRATED COMPREHENSIVE CARE TEAM RECOGNIZED BY CHANGE FOUNDATION FOR INNOVATIVE APPROACH TO PATIENT CARE

HAMILTON, ON – Thursday, March 12, 2015 – Accolades for St. Joseph's Healthcare Hamilton for its dedication and innovation to patient centred care. The hospital's Integrated Comprehensive Care Team has been named one of the 20 Faces of Change, by the Change Foundation, a provincial body committed to improving and advancing the health care experience in Ontario.

The ICC Team earned the honour for providing continuity of care to patients who move from hospital to home care or rehab. Often described as a fragmented process in the past, patients are now witnessing a seamless approach; a care coordinator is the link between agencies, community partners and the patient. The scheduling of follow-up appointments, therapies, even delivery of care supplies are managed by the coordinator.

The patient has access to 24/7 phone support. Communication between the patient and care team has also been simplified with the use of inexpensive technology; pictures and conversations with Ipads or tablets cut down unnecessary return trips to hospital.

In recognizing its first award recipients, Change Foundation CEO Cathy Fooks said, "The individuals and teams we honoured at our 20 Faces of Change Awards have made outstanding contributions to patient and family-centred care. Their hard work, innovation and influence have had a true and meaningful impact on health care services and delivery for all Ontarians."

St. Joe's ICC Team was among 80 submissions for the foundation's inaugural award, open to any person, group or organization that has been instrumental in bettering the patient experience.

- 30 -

Media Contact:

Maria Hayes

Communications Specialist | Public Affairs Department

[St. Joseph's Healthcare Hamilton](#)

225 James St. South | Hamilton, ON

T: 905-522-1155 ext. 33506

E: mhayes@stjoes.ca

Twitter: @STJOESHAMILTON

www.stjoes.ca