

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

# BRIGHT LIGHTS AWARDS



2019

## **Nomination**

**Continuous care: ensuring seamless transitions for patients across the continuum of care**

### **Mount Sinai Academic Family Health Team**

**Integration of a Complex Care Coordination to ensure seamless transitions for patients with medical and social complexity across the continuum of care**



The Mount Sinai Academic FHT established a process to identify patients with social and medical complexity that would benefit from involvement with a Complex Care Coordinator. Our Coordinator works with patients who have been unsuccessful in connecting with various healthcare and social systems. Oftentimes, these are the most vulnerable patients and the Coordinator works to address gaps in services when transitioning from hospital to home and living in the community. Working closely with patients and/or families, the Coordinator navigates the multilayered social and healthcare systems to ensure the patient's journey through the health and community sector is seamless and timely.