

ASSOCIATION OF FAMILY HEALTH TEAMS OF ONTARIO

BRIGHT LIGHTS AWARDS



2019

Board Award

County of Simcoe Paramedicine Program



Each year, AFHTO's Board of Directors honours a person or organization for their special contribution to team-based primary care. By design, the honoree is not a member, although candidates are usually nominated by them or an AFHTO board member.

The County of Simcoe Community Paramedicine Program is skillfully run by Director Merideth Morrison, Clinical Program Supervisor Kristen Gilmartin, and Community Paramedicine Co-ordinator Kyle MacCallum and has made a difference to hundreds of vulnerable patients, many with chronic health diseases, in Orillia, Oro Medonte and Ramara. It has also relieved pressure on primary care providers and the hospital system.

BRIGHT LIGHTS AWARDS

2019

Community Paramedicine in the County of Simcoe includes a three-pronged approach including; paramedic referrals, chronic disease home visits, and frequent caller follow-up. Patients enrolled in the home visit program can contact paramedics with their health concerns, rather than 911, and they will get a prompt response. In 2018, 652 home visits were provided and there were 79 emergency department visits avoided. In addition, care coordinators from other organizations have begun referring patients to the program, too.

The home visit program began in Ramara as a pilot project then due to its success it quickly spread to Orillia and Oro-Medonte. There are now 47 physicians on board from the Couchiching Family Health Team with over a hundred patients. The County created a Community Paramedicine steering committee focusing on continuous improvements and established partnerships necessary for success with representatives from the five local Health Links, Health Quality Ontario, home and community care and 211.

The County measures program success through analysis of reductions in; 911 calls, emergency usage, hospital admissions and patient satisfaction feedback. The County has a five year plan for program expansion starting with Midland, Penetanguishene, and Tiny in 2019.

Under its capable leadership, the County of Simcoe Community Paramedicine Program has influenced all partners involved to think or work in a different manner, expanding their scope and services and always putting the patient at the forefront.

Key Facts:

- The program has reduced primary care visits, emergency room visits and 911 calls
- 652 home visits in 2018; 79 ER visits avoided
- 47 physicians involved
- The program is a partnership with the 5 local Health Links, Health Quality Ontario, home and community care and 211
- Success is measured through outcome tracking analysis of 911 calls, emergency usage, hospital admissions and patient satisfaction feedback