

Delivering Better Care for High-Need Patients in Eastern Ontario

New Health Link to Co-ordinate Care for Seniors and Patients with Complex Conditions

NEWS

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High-need patients in Eastern Ontario will soon benefit from better co-ordinated care from a new Health Link bringing together all health providers in the community.

The new Napanee Health Link will offer seniors and patients with complex conditions better care through personalized care plans and more co-ordinated support from a tightly knit team of providers. It will help improve patient transitions within the health care system by encouraging providers to share patient information and work together to develop solutions that address the patient's specific needs.

Providing better care for seniors and patients with complex conditions supports the government's [Action Plan for Health Care](#) and its commitment to provide the right care, at the right time, in the right place. This is part of the Ontario government's economic plan to invest in people, invest in infrastructure and support a dynamic and innovative business climate.

QUOTES

"This new Health Link will make it easier for seniors and patients with complex conditions to get the care they need. The Napanee Health Link will ensure that health providers in Eastern Ontario are working together to improve patient outcomes for those who need care the most."

— John Gerretsen, MPP, Kingston and the Islands

"Improving the quality of care in rural Ontario is a key priority for our government. Through Health Links, we are not only improving health care for high needs patients, but will make better use of our resources so rural Ontarians get the right care, at the right time, in the right place."

— Jeff Leal, Minister of Rural Affairs

"Health Links break down barriers for Ontarians, making access to health care easier and less complicated. By encouraging local health providers to work together to co-ordinate care for individual patients, we're ensuring our highest needs patients — seniors and those with complex conditions — get the care they need and don't fall between the cracks."

— Deb Matthews, Minister of Health and Long-Term Care

"We know how important it is for high-need patients in the South East LHIN to have smooth transitions between different parts of the health care system. With this new Health Link, we can better serve these patients with complex conditions — particularly seniors — and provide the type of care they want and need."

— Paul Huras, CEO, South East LHIN.

QUICK FACTS

- Since the program's launch in December 2012, 37 Health Links have been established across Ontario, including the new Napanee health link.
- Health Link patients typically have complex conditions, including seniors, multiple chronic diseases, and mental illness and addictions.
- Health Links bring together health care providers in a given geographic area, including primary care providers, specialists, hospitals, home care, long-term care and community agencies.
- A recent study found that 75 per cent of seniors with complex conditions who are discharged from the hospital receive care from six or more physicians and 30 per cent get their drugs from three or more pharmacies.
- Complex patients represent up to five per cent of Ontario's population, but use two-thirds of the health care budget.

LEARN MORE

About [Health Links](#).

Read [an example](#) of how a Health Link can provide better care for a patient with complex conditions.

[Quotes from health care providers](#) in support of Health Links.

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