

CCAC RAPID RESPONSE NURSES BACKGROUND



CCAC CASC
Community
Care Access
Centre Centre d'accès
aux soins
communautaires

Rapid Response Nurses Support Patients to Return Home from the Hospital

Although patients are eager to return home after their acute care needs have been met in a hospital, some patients end up being re-admitted to the hospital shortly after they have been discharged because they did not receive the clinical support they needed to help them stay at home. With over 14,500 active clients, thousands of patients per year depend on North East CCAC Care Coordinators and allied health care professionals – nurses, social workers, occupational and physiotherapists, to name a few – to lead their clinical care at home.

Now, the North East CCAC will be able to intervene to support patients with a range of transitional care needs to successfully return home from the hospital. 13 Rapid Response Nurses have been hired by the North East CCAC to provide enhanced front-line care to some of the most vulnerable patients: frail adults or seniors with 2 or more readmissions to hospital within the last 3 months, diagnosis of COPD, CHF, Diabetes or Dementia, poor support network.

Rapid Response Nurses will care for these patients in consultation and collaboration with CCAC Care Coordinators, community nurses and other community health providers by providing care at home within the first 24-48 hours after the patient is discharged home from the hospital. The Rapid Response Nurses will be responsible for ensuring the patient is connected to a primary care provider and has an appointment within 7 days after discharge from hospital.

Rapid Response Nurses will help patients:

- understand their illness and symptoms,
- understand their hospital discharge plan,
- understand how to take prescribed medications and perform medication reconciliation,
- arrange for follow-up medical appointments or tests,
- connect with their primary care providers, ensuring everyone has necessary information about each step of the patients' journey and,
- receive appropriate home supports as quickly as possible so that they have everything they need to stay at home safely.

CCACs know the communities they serve and help ensure people receive the right care, at the right time, in the right place. CCACs connect people with the health and support services they need to:

- remain at home,
- avoid hospital admission,
- access support upon discharge from hospital and
- explore long-term care and other supportive housing options.

For more information or to schedule a presentation about the Rapid response Nursing Program for your physician group, please call the North East CCAC at (705) 522-3460, and speak with Melanie Arsenault, ext. 4508, or Patsy Forget, ext. 4671.

Supported by: / Financé par:



North East Local Health
Integration Network
Réseau local d'intégration
des services de santé
du Nord-Est