

HealthAchieve

Hôtel-Dieu Grace
Healthcare
CHANGING LIVES TOGETHER



Serving Those who Need us Most

Hôtel-Dieu Grace Healthcare

November 2017

AGENDA

-  HDGH – An Overview
-  Getting Back to our Roots
-  Serving Those who Need us Most
-  Looking Ahead

HDGH – An Overview

A unique community hospital offering Rehabilitation Services; Specialized Mental Health and Addictions; Complex Medical and Palliative Care; and Children and Youth Mental Health Services.

A blend of services spanning the continuum of care from specialized inpatient beds to outpatient residential beds to outpatient services all the way through to community and home based services.

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Getting Back to our Roots

The Mission of Hôtel-Dieu Grace Healthcare is to serve the healthcare needs of our community including those who are vulnerable and/or marginalized in any way be it physically, socially or mentally.

October 2013 – Realignment of Hospital Services in Windsor paved the way for a renewed commitment to this mission.



Serving Those Who Need Us Most

Living our Mission

In collaboration with our healthcare & inter-sectorial partners, HDGH is now providing care in new ways and in new locations throughout the region to address barriers, improve access and patient outcomes and improve the overall patient experience.





Serving Those Who Need Us Most

Bringing Care to our Patients:

- RCC satellite program in Leamington
- Program Gambling Services – Satellite at LDMH
- MHRU Program – outreach across the county
- ACT 2 – outreach across the county
- Injection Nurse – Essex monthly
- OTN for additional access closer to home
- Cardiac Wellness – Satellite Program: Leamington & Eastside





Serving Those Who Need Us Most

Building a Strong Foundation

- Cultivating a culture of recovery & hope
- Supporting each person's right to determine, to the greatest extent possible, their own path to mental health and well-being
- Personalized, holistic care on their terms
- No longer about what is easier for us as caregivers or easier for us to operationalize (real life happens outside of regular business hours)
- Acknowledging and supporting individual needs of diverse populations across the lifespan





Serving Those Who Need Us Most

Together with our partners we are improving access to care, reducing transitions, and decreasing readmission rates

Some of our Key Partners:

- CMHA – *Integrated Leadership Roles*
- Windsor Regional Hospital
- OPP - *COAST (Outreach)*
- Windsor Police Services – *Mental Health Response Unit (Outreach)*
- City of Windsor, Downtown Mission, etc. – *Inner City Strategy*
- United Way – *Community Hub*
- Hospice of Windsor Essex





Serving Those Who Need Us Most

Bringing it All Together - Transitional Stability Centre

- Outreach & care coordination for hard to serve and hard to engage population
- Located in the downtown core
- On site Inter-professional team
- Inter-agency and inter-sectorial collaboration providing clients with support/care services while ensuring tight client connections upon discharge
- Progressive assessment and care plans developed with the client reducing the need for the client to retell their story





Looking Ahead

- Continuing to work with our partners to find innovative ways to address system issues and barriers to meeting the needs of the most vulnerable in our community
- Further expanding our continuum of care to reduce gaps and further improve equity of access
- Establishing Centres of Excellence:
 - Mental Health and Addictions
 - Restorative Care

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