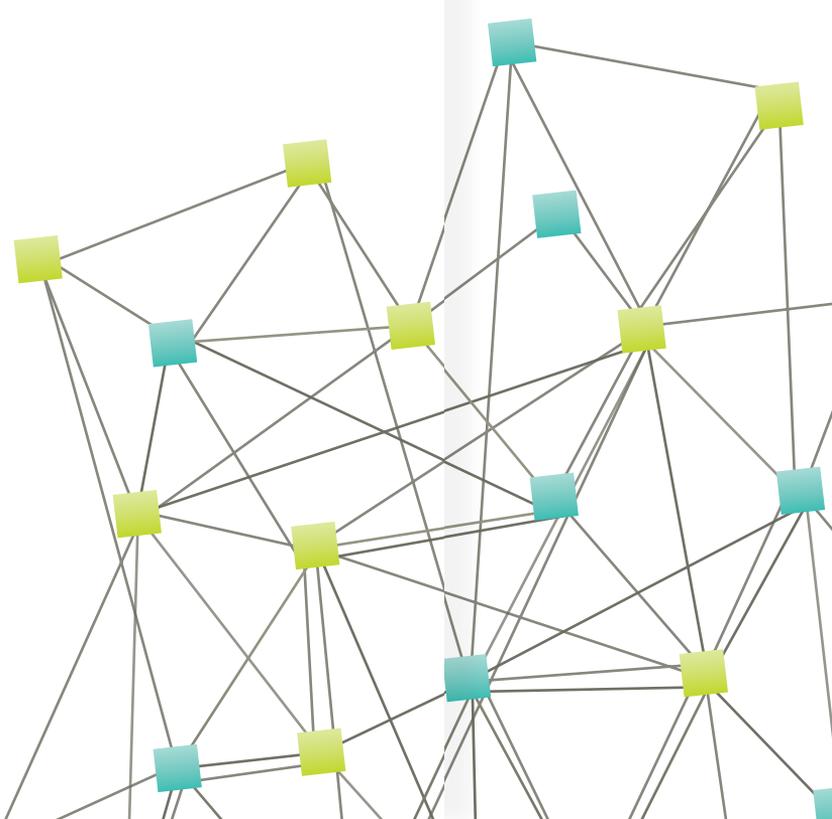
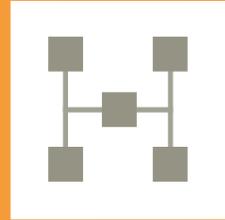
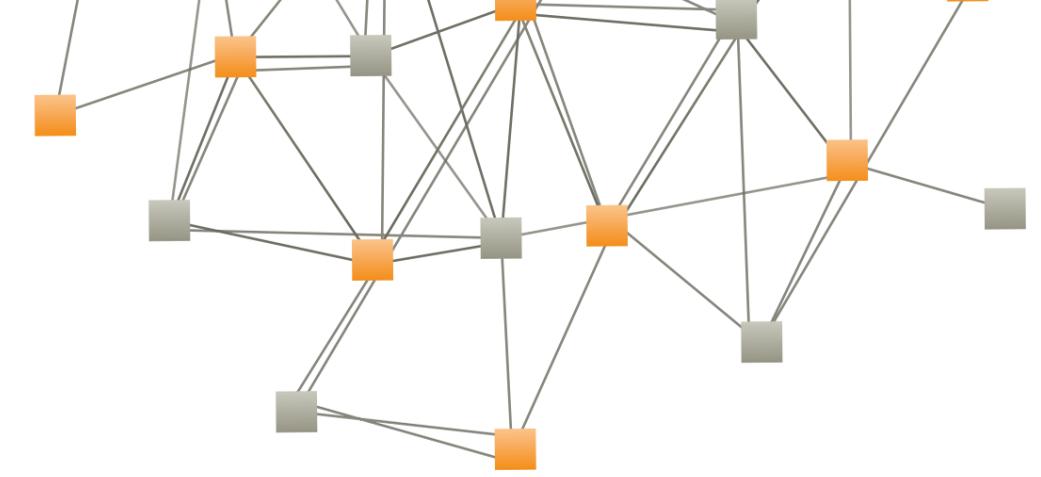


changing needs evolving focus

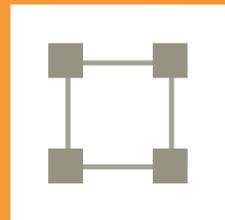


changing needs

annual report 2015/2016



community services



concussion care



care for complex needs

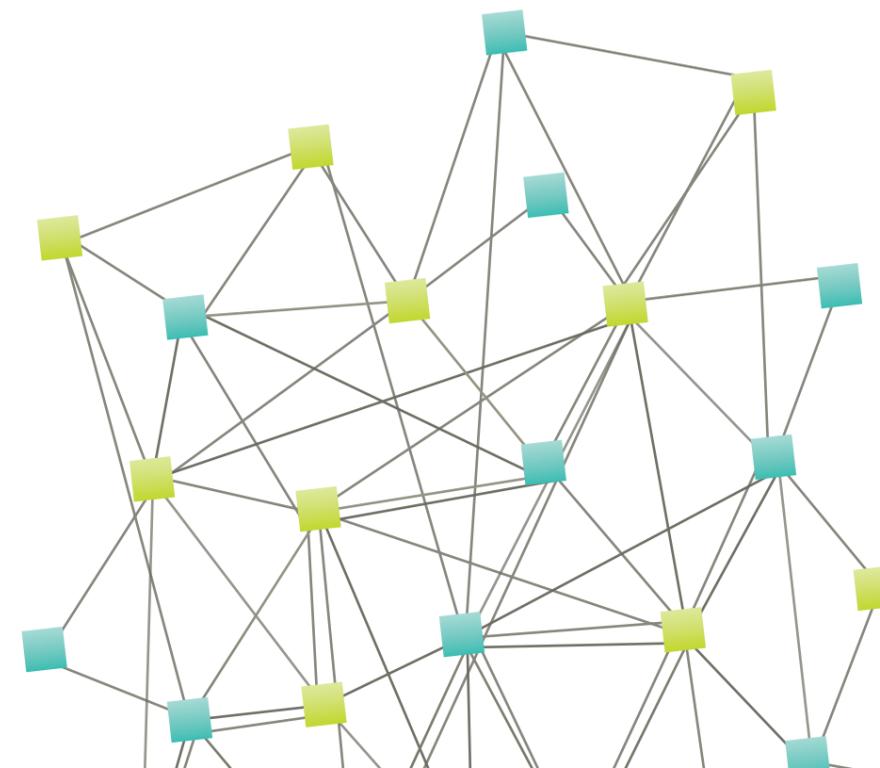
The demand for acquired brain injury (ABI) services in the Greater Toronto Area is changing. And the Toronto ABI Network is evolving to meet those needs.

For more than two decades, we have provided critical support to service providers and people with ABI through our centralized navigation and referral services for rehabilitation and community services. Over the past decade, the number of referrals we receive has climbed by 171%* – with the percentage of referrals for community/outpatient services growing steadily. The type of services requested is also changing. Increasingly, our members are looking for services for people with concussion or post-concussion symptoms, as well as supports for the complex needs of people with ABI, addiction and mental health issues.

Together, we can improve the lives of those living with the effects of ABI.

In response to these changing needs, we're increasing our focus on:

- meeting the need for referrals to community services
- connecting people with concussion resources and services where possible
- working with the ABI, mental health, addictions and justice communities to improve access to care for individuals with complex needs
- supporting hospitals to ensure patients waiting for inpatient ABI rehabilitation after transfer from neurosurgery or trauma programs receive rehabilitation in a timely way
- providing ABI service providers with opportunities for sharing knowledge, skills and best practices.



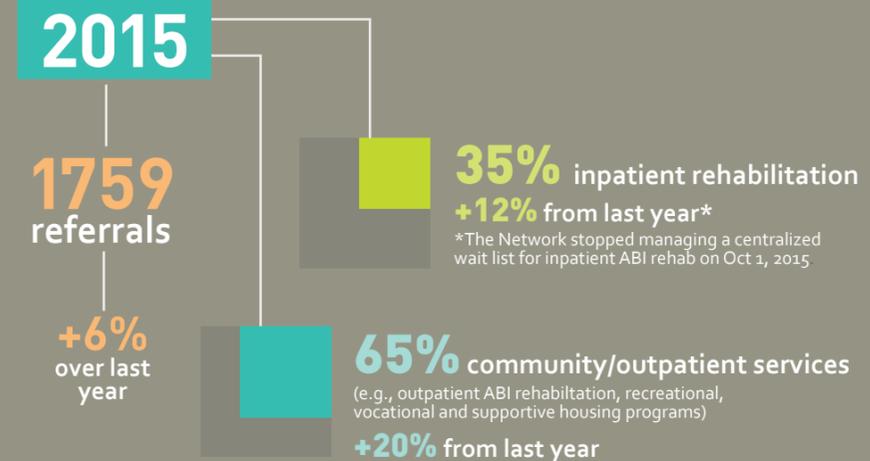
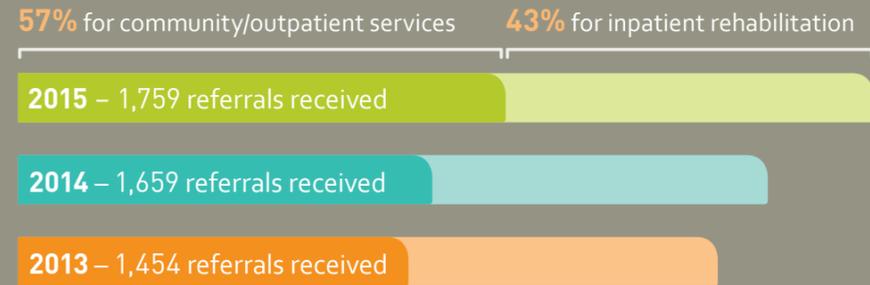
The Toronto ABI Network is a leader and collective voice for ABI. Our members are drawn from across the health care and social services continuum, and our membership continues to grow. Together, we are working to improve the quality and accessibility of publicly funded services for people with ABI.

*Data reflects referrals received by the Toronto ABI Network only and is not an indication of incidence or prevalence data.

evolving role

The Toronto ABI Network connects people with ABI to the services they need. But our role is evolving.

The majority of hospitals in the GTA now use the electronic Resource Matching and Referral (RM&R) system. As a result, we no longer need to manage a centralized wait list for inpatient ABI rehabilitation. We continue to facilitate referrals for clients with complex needs and referrals for providers not using the RM&R system. However, our focus has shifted to addressing the rising numbers of referrals for community-based services.



Data reflects referrals received by the Toronto ABI Network only and is not an indication of incidence or prevalence data. Referrals received for more than one service are counted for each service type.

2015/16 initiatives

- 1 Improving flow between acute and community hospitals**

Our new ABI Rehab Resource Tool improves communication when an ABI patient is transferred from an acute hospital to a community hospital to wait for specialized inpatient rehabilitation. The tool includes information to support the rehabilitation referral process and to help the community hospital meet care needs while the patient is waiting.
- 2 Ensuring continuity of care**

Through our early notification process, we track patients who are receiving care in community hospitals until they are ready for specialized rehabilitation. By monitoring the process and providing support to community hospitals, we support appropriate transitions across the continuum of ABI services and ensure patients receive the specialized inpatient or outpatient rehabilitation they need.
- 3 Improving access to post-concussion services**

Together with our members, we are working to improve access to services for people with post-concussion symptoms. We've made the referral process more efficient by educating referrers and patients about the Ontario Neurotrauma Foundation's Concussion Guidelines and by clarifying admission criteria for programs in the GTA. We also added new resources to our website to provide individuals and families with the information and support they need.
- 4 Monitoring and analyzing system-level performance**

We monitor patient flow and assess performance across the health system in areas such as referral decision times and wait times. To help providers monitor their own performance, we worked with RM&R to include ABI-specific referral data for organizations within ORBIT (*Online Reporting Business Intelligence Tool*). We identify when the ABI referral system isn't working and why, and work with providers to find solutions.
- 5 Mobilizing resources for those with complex needs**

We're playing a leadership role in developing a new model to ensure individuals with complex needs – ABI, addiction, mental health and criminal justice issues – receive the services they need. A joint initiative of the ABI, addiction, mental health and justice sectors, the new process will bring all organizations and agencies to a common table to find ways to meet the needs of individuals who often face barriers within the system.
- 6 Building expertise of ABI service providers**

More than 340 health care professionals, physicians and community service providers attended the Network's two educational events this year. The events provide front line staff with the latest knowledge and best practices in ABI and help them integrate that knowledge into care and support.

improving outcomes through collaboration

Members of the Toronto ABI Network

Chair: Hedy Chandler

Acute Care

Mackenzie Health
St. Michael's
Sunnybrook Health Sciences Centre
University Health Network

Inpatient & Day Hospital Rehabilitation

Baycrest
Bridgepoint/Sinai Health System
Holland Bloorview Kids Rehabilitation Hospital
Ontario Shores Centre for Mental Health Sciences
St. John's Rehab/Sunnybrook Health Sciences Centre
Toronto Rehab/University Health Network
West Park Healthcare Centre

Community Service and Support

Central Community Care Access Centre
Community Head Injury Resource Services
Cota
March of Dimes Canada
PACE Independent Living
Peel Halton Dufferin Acquired Brain Injury Services
Toronto Central Community Care Access Centre

Ex Officio

Brain Injury Association of Durham Region
Brain Injury Society of Toronto
Ontario Neurotrauma Foundation
University of Toronto

Toronto ABI Network Staff

Charissa Levy, Executive Director*†
Chantal Larose, Administrative Assistant
Linda Ngan, Project Manager
Julie Osbelt, Referral Coordinator

*staff shared with GTA Rehab Network

†staff shared with the Rehabilitative Care Alliance

www.abinetwork.ca

TORONTO ABI NETWORK

700 Bay Street, Suite 601, Toronto, Ontario M5G 1Z6

P: 416-597-3057 E: info@abinetwork.ca

