CHANGE. EVOLVE. LEAD.

ANNUAL REPORT

2016/2017

Toronto abi Network

A STRONG VOICE FOR ABI

CHAIR: Hedy Chandler, Community Head Injury Resource Services

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

INPATIENT & DAY HOSPITAL REHABILITATION
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

TORONTO ABI NETWORK
700 Bay Street, Suite 601, Toronto, Ontario M5G 1Z6
P: 416-597-3057 E: info@abinetwork.ca

www.abinetwork.ca

2016/2017 INITIATIVES

01 Addressing barriers for those with complex needs

Individuals with complex needs often face barriers in getting the services they need. The Network is providing leadership in a unique, joint initiative that brings the ABI, addiction, mental health and criminal justice sectors to a common table to create personalized solutions for these individuals. Fred Victor has been selected as the host organization to manage the new process and a coordinator is now in place.

02 Improving post-concussion care

The demand for post-concussion care continues to outpace the availability of specialized ABI services, and specialized care is not always needed. Given this reality, the Network created two resources to help health care professionals: 1) a quick guide provides key recommendations for managing or referring patients based on the provincial guidelines for concussion care and 2) a resource listing identifies programs in the GTA with expertise in managing specific symptoms (e.g., headache, dizziness).

03 Monitoring system performance

The Network continues to monitor system performance to ensure patient flow. Working with data from ORBIT (Online Reporting Business Intelligence Tool) and the Network's own data, the Network conducts a quarterly review and analysis to monitor issues such as referral response time and wait times. When issues are identified, the Network works with acute care and rehabilitation hospitals to identify the causes and potential solutions.

04 Managing challenging behaviours

Many hospitals struggle to support ABI patients with neuro-behavioural issues who must remain in hospital while waiting for transfer to a specialized ABI program. To build knowledge and skills in this area, the Network partnered with West Park Healthcare Centre to provide a webinar focused on strategies to prevent and manage these challenging behaviours. More than 100 rehab professionals, nurses, case managers and others from across Ontario participated.

05 Bridging theory and practice

The Network's 2016 conference received one of its highest ratings ever from a sold-out audience of more than 500 health care professionals, physicians and community service providers. The conference brings together evidence-based theory and practical approaches to help frontline staff integrate the latest knowledge and best practices into the care and support they provide to individuals with ABI.

> **The ABI Network has been amazing to work with. They provide advice, information and support to health care providers and patients seeking help after a concussion. Having one place to reach out to saves time and lessens the pressure on our program. Patients thank us for connecting them to the Network!**
>
> Alicja Michalak
> Head Injury Case Manager, Head Injury Clinic
> Trauma & Neurosurgery Program, St. Michael's Hospital

2016/2017

The Toronto ABI Network plays an important role in bringing together all of the organizations that provide ABI services. Together, we're able to coordinate efforts and problem solve issues, strengthening our ability to advocate for people with ABI.

Joanne Zee
Senior Clinical Director
Brain and Spinal Cord Rehab Program
& Business Development
Toronto Rehab-UHN

CHANGE. EVOLVE. LEAD.

The Toronto ABI Network connects people with acquired brain injury (ABI) to the services they need. Our members, who are drawn from across the health care and social services continuum, depend on our centralized navigation and referral services to link clients to rehabilitation and community resources.

But the demand for Network services continues to change. Referrals and requests for navigation support for community and outpatient services are growing. And there are more and more requests for resources to support people with post-concussion symptoms and those with multiple diagnoses, such as ABI, addiction and mental health issues.

Our 2016/2017 initiatives (*see reverse*) are addressing these gaps. Needs are changing. So we're changing too.

Toronto abi Network

SETTING A PATH FOR THE FUTURE

This year we consulted our members to determine priorities as our role continues to evolve. Throughout those conversations, members affirmed our strengths and the value of the Network:

- We bring stakeholders together from across sectors and the ABI continuum to identify and address shared issues.
- We provide a strong voice for ABI.
- We monitor how well the system is meeting the needs of individuals with ABI by collecting and analyzing data on referrals, wait lists and patient flow.
- We are a central source for information and referrals for members, patients and families.

Clear directions for the future also emerged.

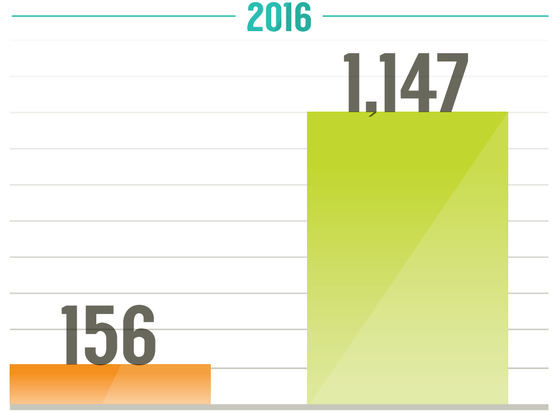
For example, transitions from hospital to the community must be improved to ensure people with ABI receive the necessary support to successfully reintegrate into the community and their lives. And there is a need to better coordinate and integrate services for people with complex needs.

As we begin to address these priorities, we will continue to engage our members to identify new opportunities and creative solutions. Working together, we will improve the lives of those living with the effects of ABI.

CONNECTING PEOPLE WITH SERVICES

The Network provides a single point of entry for referrals to all community-based services. We also facilitate referrals to inpatient ABI rehabilitation for providers who don't have access to the Resource Matching and Referral (RM&R) system and help our members find appropriate health care and community resources for individuals with complex needs.

Individuals with ABI and their families turn to us as well. We help them navigate the health care and social service system to find and access the support they need through the various stages of recovery.



Referrals to Inpatient Rehabilitation
For hospitals that do not have access to the Resource Matching and Referral (RM&R) system only

Referrals to Community/ Outpatient Services
Outpatient ABI rehabilitation; mental health services; recreational, vocational and supportive housing programs

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.