



## FOR IMMEDIATE RELEASE

### **Sunnybrook improves access and care for patients with hip and knee arthritis with a unique team approach**

*Success garners the Holland Centre a prestigious 3M Health Care Quality Team Award*

**June 11, 2010 (Toronto, ON)** – A successful new model of care that improves access and quality of care for patients with hip and knee arthritis has resulted in a 3M National Quality Health Care Team Award for Sunnybrook's Holland Orthopaedic and Arthritic Centre (Holland Centre).

The Holland Centre is one of the largest hip and knee joint replacement centres in Canada, performing over 2,200 procedures annually. In 1994, 3M and the Canadian College of Health Service Executives developed the 3M Health Care Quality Team Awards to encourage and recognize those teams within health care organizations that are using the quality process to create measurable benefits within their programs and services. The 3M award recognizes three important elements - innovation, quality and teamwork.

"We are delighted to have received this honour," says Deborah Kennedy, Manager, Program Development, Sunnybrook's Holland Orthopaedic & Arthritic Centre. "The new model of care truly speaks to the interdisciplinary team behind the initiative and their dedication and commitment to providing the best possible care for our patients living with hip and knee arthritis."

The team-based care model was officially launched for patients in 2007 in response to the Ontario Wait Time Strategy and utilizes centralized referral intake with an electronic referral tracking system to monitor wait times and the status of referrals throughout the program. In the Assessment Centre, each patient is assessed promptly after referral and is managed proactively to receive either conservative or surgical management.

A key member of the team is the Advanced Practice Physiotherapist/Occupational Therapist who has been specially trained to conduct a comprehensive physical assessment to confirm patients' need for surgical consultation. The work of the Advanced Practice Clinicians reduces the time spent by orthopaedic surgeons seeing new patients who are not surgical candidates. If surgery is required, patients have choice in terms of selecting a specific surgeon or waiting for the next available surgeon.

Community partnerships have also been established to assist patients following their treatment, whether surgical or non-surgical. The Arthritis Society, YMCA and Shoppers Home Health have all been valuable community partners to support and ensure healthy, active living for patients at Sunnybrook's Holland Centre.

Response from patients to the new approach has been overwhelmingly positive. A patient survey, compiled from February to June 2009 in the post-operative follow-up clinics shows that patients are very satisfied with both the surgeon-led and the Advanced Practice Physiotherapist-led clinics. Among the 750 patient surveys that were analyzed, 88 per cent indicated that they had no further suggestions for improving the care and services in the outpatient clinics.

An interdisciplinary team from the Holland Centre traveled to Winnipeg to attend the Canadian College of Health Service Executives' National Healthcare Leadership Conference on June 8, 2010 where they were recognized in front of 600 of their peers. On Tuesday, June 22, 2010, 3M will make a formal presentation to Holland centre staff actively involved in the new model of care.

"The Toronto Central Local Health Integration Network has been a strong advocate and supporter of this new model of care and has used it as the framework for its Hip and Knee Arthritis Program," notes Dr. Keith Rose, Executive Vice President and Chief Medical Executive, Sunnybrook Health Sciences Centre. "The change process that was used and the key elements of the model can easily be transferred and adapted to other patient populations."