

2023 @ Home Impact Report



CEO Statement

As President of Bayshore HealthCare, I'm proud to report on our significant progress in providing exceptional healthcare services to our community. Our Integrated Care Solutions (ICS) at-home program has grown remarkably, allowing us to serve more patients in their own homes. This expansion has improved patient comfort and led to faster hospital discharges, easing the strain on our healthcare system and enhancing overall patient flow.

Bayshore's high Net Promoter Score (NPS) reflects our employee's dedication and quality care. Patient satisfaction and recommendations demonstrate our commitment to healthcare excellence.

Bayshore aims to expand our offerings by exploring innovative ways to meet evolving healthcare needs. We're developing new services to enhance healthcare quality and accessibility. Our commitment to high-quality, patient-centered care remains steadfast as we strive to provide expanded and improved healthcare solutions to our community.

Kevin Webster, President



Senior Leadership Statements



ANITA FITCHES
MANAGING DIRECTOR, ICS

“Safe and seamless transitions of hospital to community programs creates a holistic environment for care providers to not only efficiently support positive patient experiences but also provide effective hospital transitions. The expertise and dedication of our team serves as the key to shifting the focus to a patient centric approach. We are proud of the hard work and dedication of teams have to making clients feel safe and happy.”



DANIELLE HOLLER
REGIONAL DIRECTOR, @HOME TRANSITIONAL CARE

As the Regional Director at Bayshore ICS, Danielle Holler holds a pivotal role in the management and strategic direction of the @home transitional programs. Her responsibilities span a broad spectrum, encompassing both operational oversight and enhancing service delivery, patient care and operational efficiency. “I am proud to have an amazing team who dedicate their time and effort to support our patients and our partners to ensure safe and timely transitions in care.”

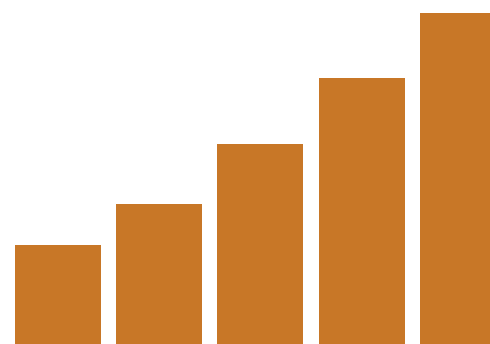


KIM JOYCE
AREA DIRECTOR FOR GTA @HOME PROGRAMS

Kim oversees several hospitals for the 16 week Frail and Elderly Bundle and 3 hospitals for the Elective Surgery Bundles. “My team helps to identify clients who are medically stable to return home but still require assistance to get stronger to obtain their independence. This includes Nursing, PSW, and Allied Health. I am super proud of the hardworking ICS staff putting patients first! I am looking forward to finding new geographical areas to serve the population who would benefit from our programs.”

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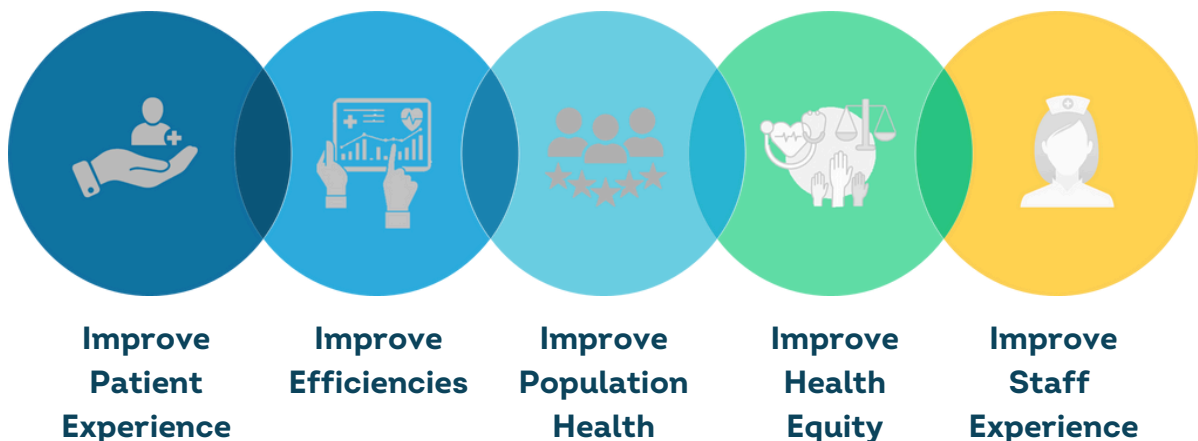
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Mission, Vision & Values



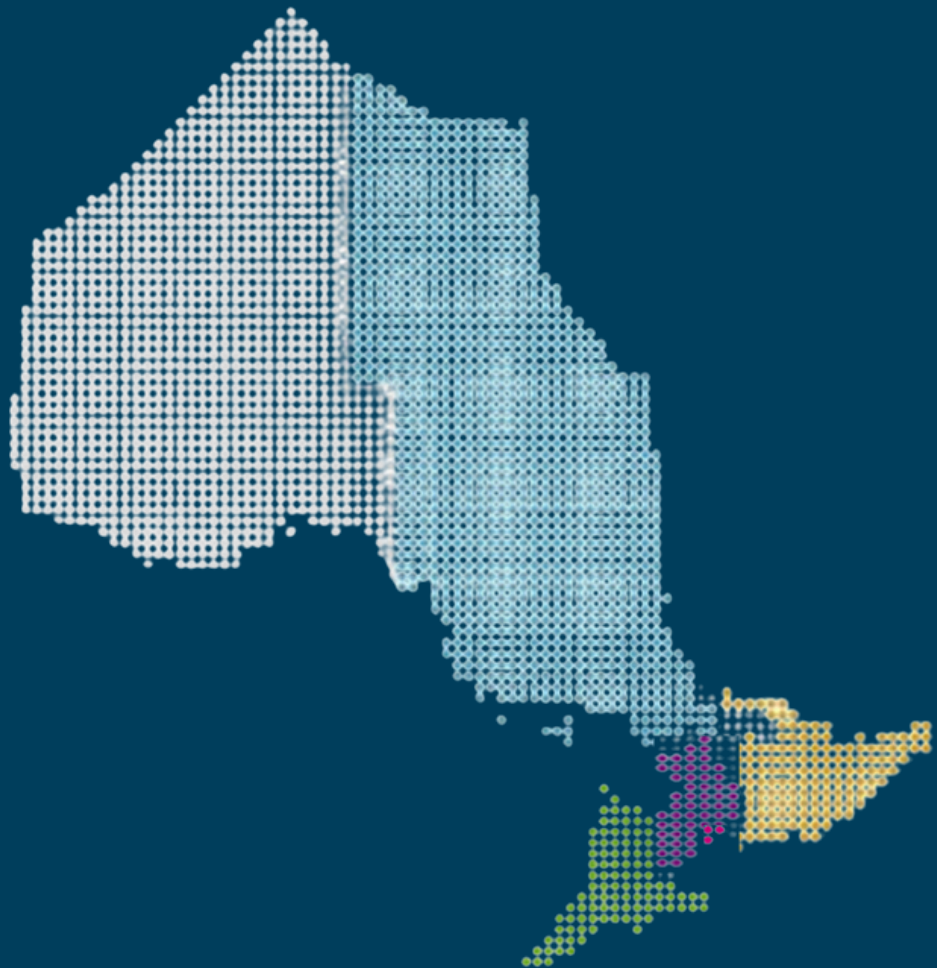
Bayshore ICS emphasizes a holistic approach to healthcare focused on the Quintuple Aim framework



Executive Summary

In 2023 ICS @home community program has:

- NPS 92 %
- Served 2674 patients
- Accumulated 184047 total length of stay days
- Discharged 48% of patients to independent living
- Ensured 100% of patients had their first visit within 24 hours of hospital discharge
- 90% physical therapy visits (if required) within 14 days of admission
- 80% of eligible patients improved their functional scores



Partnerships

Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston



Hôpital
Général de
Kingston



Hôpital Général de
Kingston



Lakeridge
Health



ST. JOSEPH'S • ST. MICHAEL'S • PROVIDENCE
UNITY HEALTH
TORONTO



William Osler
Health System



**Humber River
Health** Lighting New Ways
in Healthcare™



HEADWATERS
Health Care Centre

SHN
SCARBOROUGH
HEALTH NETWORK



LOYALIST
FAMILY HEALTH TEAM



STEVENSON
MEMORIAL HOSPITAL



Cornwall Community Hospital
Hôpital communautaire de Cornwall

Bruyère



**Oak Valley
Health**

Providence
Care

RVH

Royal Victoria
Regional Health Centre



**NORTH
YORK
GENERAL**

*Making a World
of Difference*



**COLLINGWOOD
G&M HOSPITAL**

@Home 2023 Visits - 172852 total Episodes of Care



30422
Nursing

7076
Physiotherapy



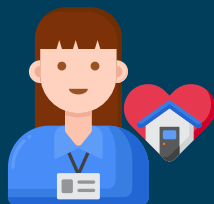
88452
PSW

408
Dietitian



40242
Rehab
Assistant

2374
Occupational
Therapist



3505
Social Worker

134
Recreational
Coordinator



239
Speech
Language
Pathologist

Client Survey Results

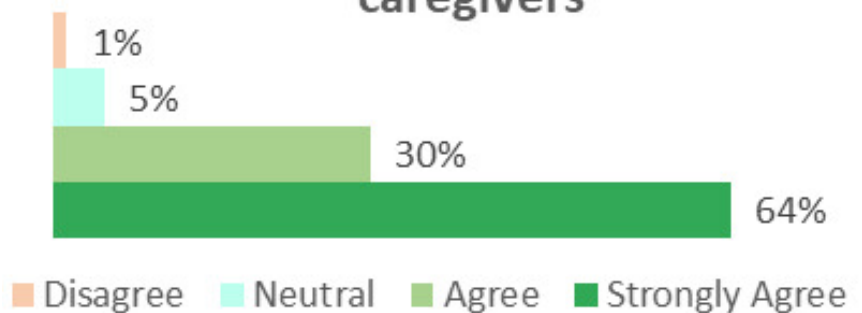


NPS - 92%

80%

of clients/caregivers felt they received appropriate amount of support

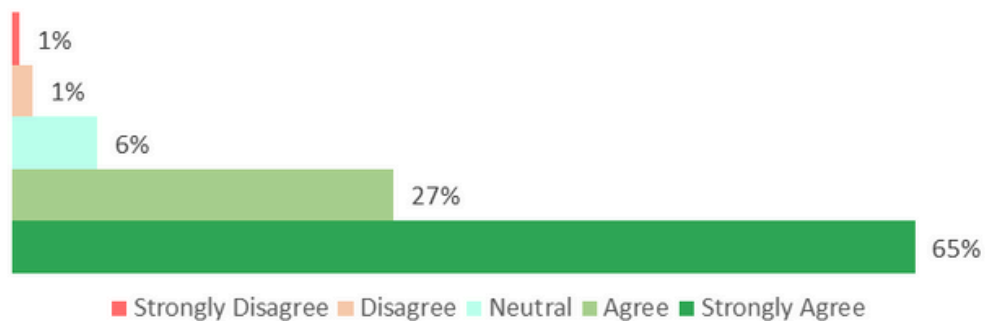
During the time I received care from Bayshore, I had a consistent team of caregivers



93%

of clients/caregivers felt that the care they received helped them achieve their healthcare goals

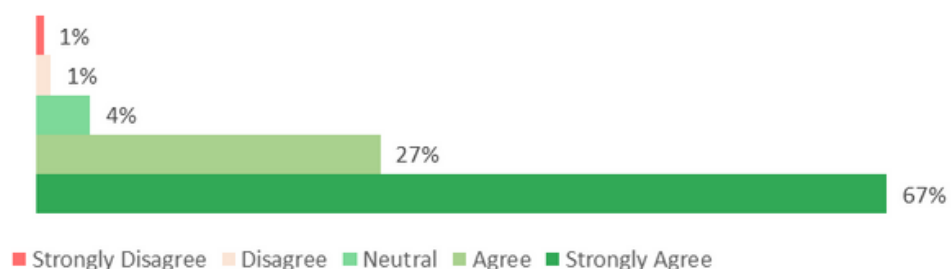
Someone from Bayshore kept me and/or my family member informed about when my caregiver would arrive.



94%

of clients/caregivers felt involved in the decision-making

Setting up care was easy to do with my care team



97%

of clients/caregivers felt their questions were answered in a way they would understand

Client Testimonials

Loved the program. They helped our family get through a tough time and the support workers were phenomenal. My mom felt so comfortable with them. The consistency of having the same support worker each time was what helped the most. She was so comfortable seeing a familiar face.

William Osler @ Home (11/2023)

The dream team came through! I'm happy with everyone who came around. They were taking their time, not rushing service.

Kingston @Home (6/2023)

My experience was very positive and I feel I've come a long way in 16 weeks. I'm almost ready to lose my cane. Thank you very much Bayshore and Trisha.

W.B Royal Victoria Hospital @Home (12/2023)

I'm thankful for the experience at Bayshore and I have been given the tools to take care of myself even after discharge. I feel confident with the exercises and the ability to progress on my own.

A.S Scarborough Health Network @Home (09/2023)

What our Staff Say

93%

Manager effectiveness

Equity, inclusion and diversity

91%

89%

Feeling supported

“It's been my pleasure to work with a company that recognizes their employees. I enjoy working with Bayshore ICS and I look forward to working with you for the years to come. Once again, thank you for the recognition

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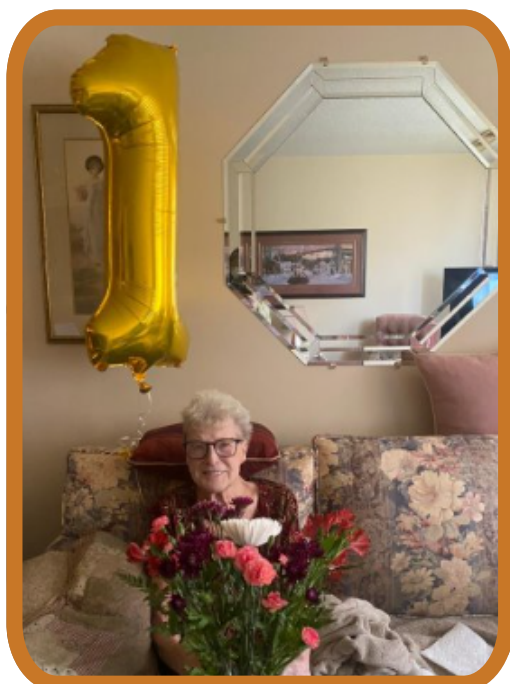
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“I have worked in many settings including hospital and long term care and I am the happiest I have ever been, working for Bayshore [ICS]. I think what we are doing is amazing and I plan to work with Bayshore until I retire. I feel we have an amazing team of people in all aspects that our client's require. I am proud to be a Bayshore employee.”

Community Involvement



Lunch and learn collaborative event with William Osler clinical team



**Stevenson @home - CTV
patient number 1 story**
Read more here:



**South Georgian Bay OHT
clinical findings event**

EDI Promotion

Equity, Diversity & Inclusion Journey at Bayshore

Our commitment to Equity, Diversity & Inclusion is our strength. It's how we bring our vision of being the difference in the lives of those we care for, work with and in our communities. We have a strong sense of pride in terms of how far we have come, and we are committed to continuing to elevate the human experience with innovative and inclusive strategies.

At ICS, we nurture an inclusive environment where our EDI Journey is fostered through education, celebrations, and inspiration to ensure everyone feels valued and included.

EDUCATE



Educated **100%** of our Senior Leaders on creating inclusive teams with Cultural Humility Training.

At ICS, **new hires** are educated on the importance of Equity, Diversity, and Inclusion at Bayshore, ensuring they understand and embrace our commitment to fostering an inclusive and respectful workplace

CELEBRATE



Celebrating together in ICS **80%** of our colleagues share that feel they can succeed by being their authentic self at work.

Together, we can converse in and understand over **20+** different languages; this allows us to communicate effectively with our patients, so they feel safe, understood and cared for.

INSPIRE



We inspire and embrace our diversity because we believe it makes the patient care experience **UNIQUE**; we are proud to serve our community with a dedicated healthcare team that represents cultures from all around the world.

Innovations

High Intensity Program

Designed for clients with complex medical conditions waiting for long term care placement. These clients receive more care with a focus on activity of daily living goals. Clients receive care through shifts

MyBayshore Care App

Stay Connected. Anywhere. Anytime.



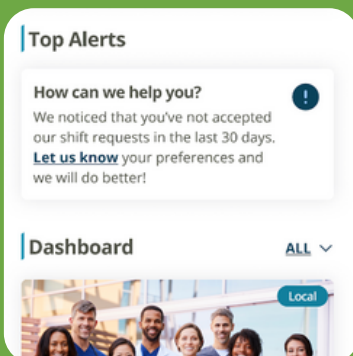
A Bayshore Mobile app that keeps patients connected with the care team by combining everything about the care at home at their fingertips

Click or Scan the QR code to learn more



OneBayshore App

A Bayshore interactive employee app that allows staff to view their pay, shift schedule, manage password, access Intranet documents and more.



Click or Scan the QR code to learn more



Better Care for a Better Life

A proudly Canadian owned and operated company, it is our mission to deliver passionate and caring service to all Canadians every visit, every time.

Connect with us on social



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