

# 2024 @ Home Impact Report



# CEO Statement

As President of Bayshore HealthCare, I'm pleased to share our 2024 achievements as we continue delivering exceptional healthcare services to our community. Our Integrated Care Solutions (ICS) at-home program served more than 25,000 Canadians this year. This expansion enhanced patient satisfaction and accelerated hospital discharge times—reducing pressure on our healthcare infrastructure and improving patient flow system-wide.

Looking ahead, Bayshore is focused on expanding and innovating our services to address the evolving healthcare landscape. We're developing new programs and care models designed to improve quality and accessibility. Our dedication to high-quality, patient-centered care remains at the core of everything we do, ensuring our community receives the comprehensive healthcare solutions they deserve.

**Kevin Webster, President**



# Senior Leadership Statements



**TANYA MCADAMS**  
**MANAGING DIRECTOR, ICS**

"Hospital-to-home programs are a cornerstone of integrated care, ensuring smoother transitions and reducing readmission rates. These initiatives prioritize continuity of care by connecting hospital discharge planning with personalized home support services. In 2024, Bayshore integrated Care Solutions expanded its hospital-to-home offerings, leveraging digital tools and interdisciplinary teams to enhance patient outcomes. Stakeholders have seen measurable improvements in recovery times, patient satisfaction, and system-wide cost efficiencies. Continued investment in these programs supports a more resilient, patient-centered healthcare ecosystem."



**DANIELLE HOLLER**  
**REGIONAL DIRECTOR, @HOME TRANSITIONAL CARE**

As Regional Director at Bayshore ICS, Danielle Holler leads the @home transitional programs, partnering with hospitals and community organizations to design patient-centered solutions that improve access and continuity of care. She provides strategic direction and operational oversight to ensure high-quality service delivery and program sustainability. Danielle plays a key role in advancing integrated care models, sharing best practices across regions, and strengthening partnerships that promote safe transitions and support patients to age comfortably in their communities.



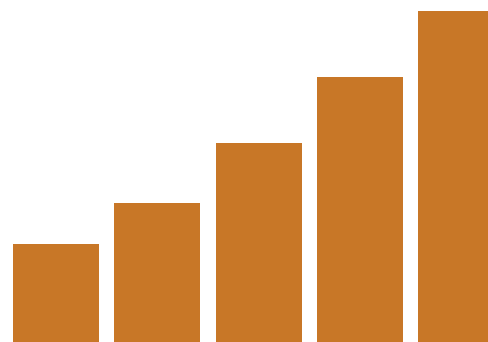
**BRITTANY COUTO**  
**AREA DIRECTOR FOR ONTARIO EAST & WEST @HOME PROGRAMS**

Brittany Couto, Area Director, has played a key role in supporting the co-design of multiple care bundles with hospital partners, including rapid access and mental health bundles. Hospital-to-Home programs ensure safe patient transitions and timely access to community services. Recently, ICS–Community expanded its offerings to include Mental Health, Rehabilitation-focused, and Rapid Access bundles, all co-designed to enhance patient support and improve hospital flow. These initiatives continue to deliver significant positive impacts on patient outcomes, ensuring Ontarians receive the right resources during their transition from hospital to home.



# Table Of Contents

<b>CEO Statement</b>	<b>3</b>
<b>Senior Leadership Statement</b>	<b>4</b>
<b>Mission, Vision, and Values</b>	<b>5</b>
<b>Executive Summary</b>	<b>6</b>
<b>Partnerships</b>	<b>7</b>
<b>@Home Program statistics</b>	<b>8-9</b>
<b>Patient Testimonials</b>	<b>10</b>
<b>Staff Experience</b>	<b>11</b>
<b>Community Involvement</b>	<b>12</b>
<b>EDI Promotion</b>	<b>13</b>
<b>Bridging Care Gaps: Mental Health</b>	<b>14</b>

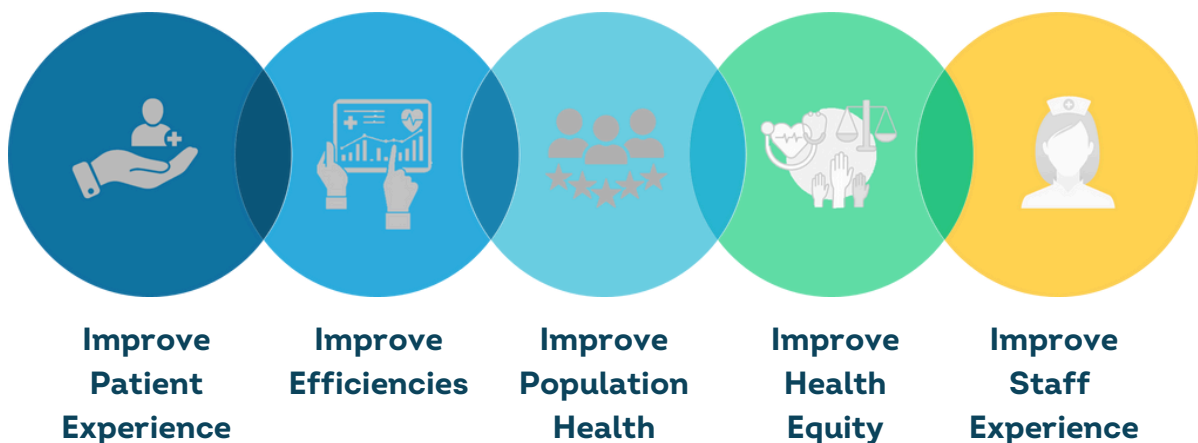




# Mission, Vision & Values



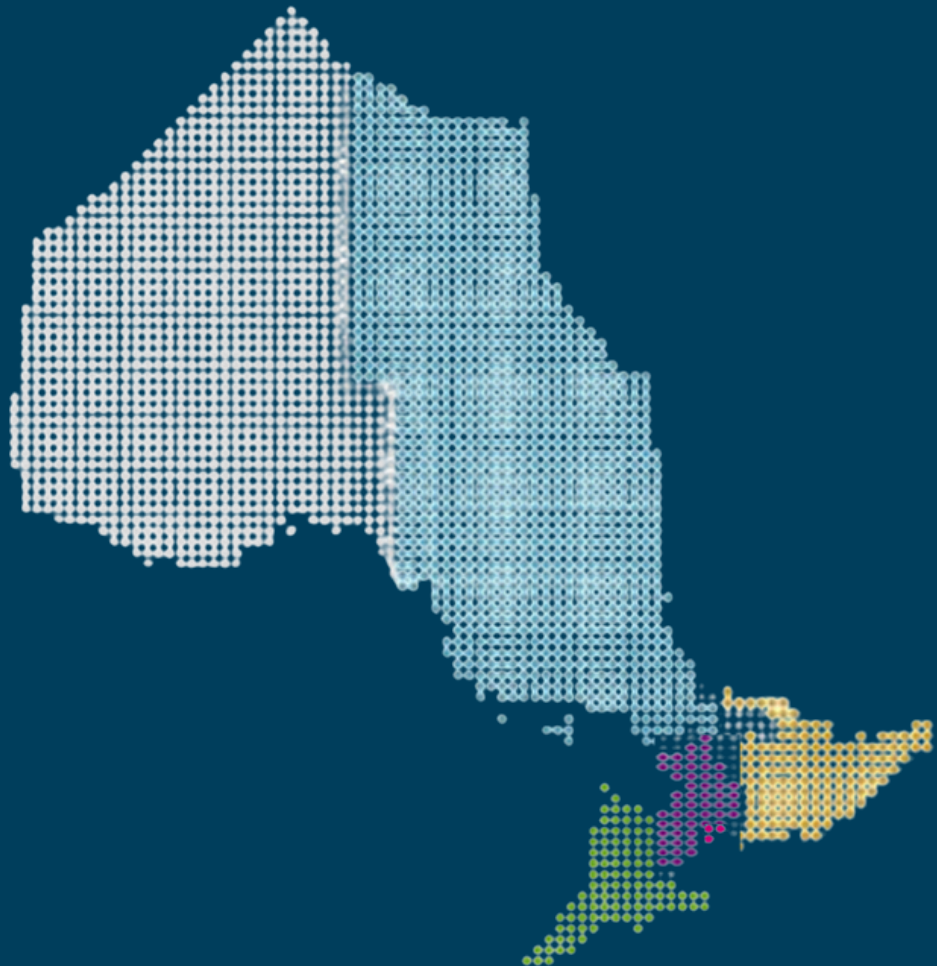
Bayshore ICS emphasizes a holistic approach to healthcare focused on the Quintuple Aim framework



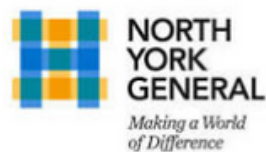
# Executive Summary

In 2024 ICS @home community program has:

- NPS 95 %
- Served 4,511 patients
- 291,323 total length of stay days
- Discharged 49% 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
- 85% of eligible patients improved their functional scores



# Partnerships





# @Home 2024 Visits - 253,501 total Episodes of Care



**51,941**  
Nursing

**9695**  
Physiotherapy



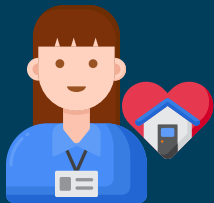
**131,031**  
PSW

**503**  
Dietitian



**53257**  
Rehab  
Assistant

**3466**  
Occupational  
Therapist



**2866**  
Social Worker

**168**  
Recreational  
Coordinator



**574**  
Speech  
Language  
Pathologist

# Client Survey Results



**NPS - 95%**

**85%**

of clients/caregivers felt  
they received appropriate  
amount of support

**93%**

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

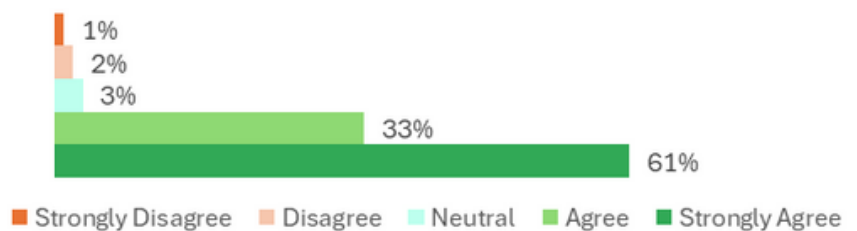
**94%**

of clients/caregivers felt  
involved in the decision-making

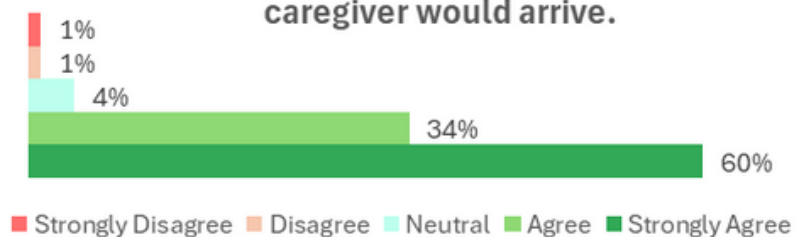
**97%**

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

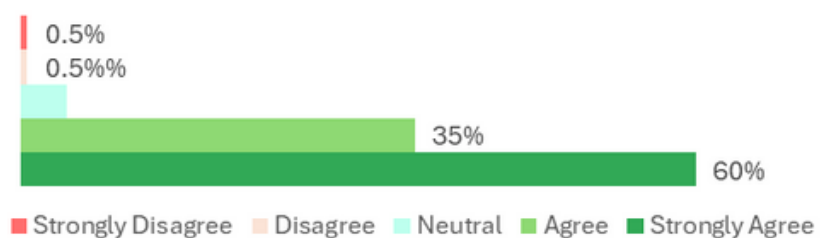
During the time I received care from Bayshore,  
I had a consistent team of caregivers



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



Setting up care was easy to do with my care  
team



# Client Testimonials

I didn't know how many services would have been available from Bayshore, but you were already putting them in place before I left GreyStone. That timing was INVAUABLE, I am so grateful. I wouldn't have had the knowledge, or especially the energy, to set up what you set in place for me. Thank you from the bottom of my heart.

Bruyere @ Home (12/2024)

Generally, every staff was respectful and concerned for me. They were also respectful. I appreciate the exercise session because it left me feeling better.

North York General Hospital @Home (10/2024)

I was very happy with the services. Things were explained to me on what I could do. I have no complaints.

Royal Victoria Hospital @Home (7/2024)

For me it has been a wonderful program, it helped me feel not so alone during my recovery.

Collingwood @Home (5/2024)



# What our Staff Say

**84%**

Manager effectiveness

Equity, inclusion and diversity

**81%**

**83%**

Feeling supported

“

Bayshore has given me the opportunity to grow in my career and support my goals...my thoughts are respected and I feel like I am an important part of the team. I look forward to what the next year brings.....

”

“

Thank you Bayshore for providing the opportunity to work and do my best with timely support and encouragement when ever is needed

”

# Community Involvement



**Collaborative Wound Care Training with 3M Educators  
for William Osler @Home Team**



**South Georgian Bay OHT  
clinical findings event**



**Annual Community  
Leadership Conference**

# 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 **86%** of our colleagues share that they feel Bayshore's work environment promotes inclusion; and **82%** feel they can succeed to their full potential, no matter who they are.

Collectively, we converse in over **20+** 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.



# From Hospital to Home: Closing Mental Health Care Gaps

In just over a year since its launch, Waypoint's Mental Health @home Program has been transforming lives. Designed to deliver 8–16 weeks of expert care right in the client's home after a hospital stay, the program ensures timely access to mental health support and helps close critical gaps in the system.

Leaving the hospital can feel overwhelming, but our team is here to make the transition back to home or community smoother, safer, and more supported.



Watch the video to hear powerful testimonials from clients, support staff, and program administrators about the difference the program is making every day.



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.

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