2025 @ Home Impact Report

Integrated Care Solutions

Harmonizing Patient Care



Bayshore® HealthCare

Message from the President



As a mission-driven, values-based health, home care and pharmacy partner which proudly supports over 400 000 Canadians each year, Bayshore HealthCare puts patients at the heart of everything we do.

That's why I'm so pleased to share the Bayshore HealthCare Integrated Care Solutions (ICS) Report from 2025, because we strongly believe that every Canadian deserves care that is personal, compassionate, and close to home. By partnering with governments, hospitals, and health-care providers, we are creating new and innovative ways to strengthen care delivery across the system.

This report and reflection of 2025, highlights the success of those partnerships and the ICS @Home program - delivering more than 456,000 episodes of care to patients in Ontario, while helping families and communities receive trusted support in the comfort and safety of their homes and neighbourhoods.

We know that meaningful change happens when people come together with a shared purpose. By working together through innovations like the ICS @Home program, we can continue to put patients first while moving the system forward today and into the future.

Kevin Webster
President, Bayshore HealthCare

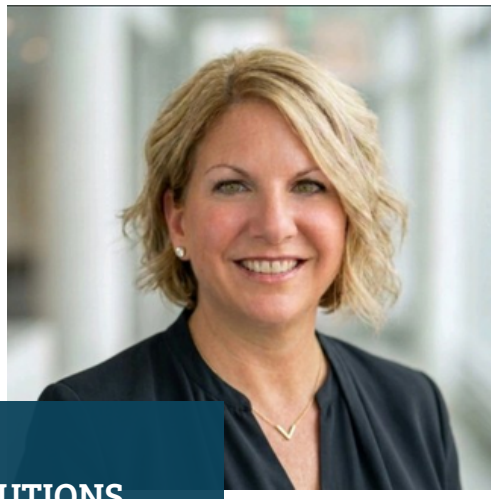
Senior Leadership Statements



"Hospital-to-home care models are essential to delivering coordinated, patient-focused healthcare. By bridging the gap between inpatient discharge and recovery at home, these programs promote continuity, reduce preventable readmissions, and provide timely, personalized support. The integration of digital solutions and collaborative care teams has demonstrated measurable benefits, including improved recovery experiences, higher patient satisfaction, and more efficient use of system resources. Continued focus on hospital-to-home approaches is key to building a sustainable, resilient healthcare system that meets patients where they are."

TANYA MCADAMS
MANAGING DIRECTOR, INTEGRATED CARE SOLUTIONS

"I am honoured to have the opportunity to go to work everyday and make valuable connections with health care partners. Together, we address challenges in the system and look for innovative solutions to solve them which includes advancing Hospital @home models of care and ensuring a smooth transition to the community. Bayshore HealthCare is proud to be working in communities across Ontario to create programs that meet the unique needs of the community we serve and hospital we support. The best solutions are made when we're working together."



DANIELLE HOLLER
REGIONAL DIRECTOR, INTEGRATED CARE SOLUTIONS



"As a trained community nurse, I have seen firsthand how coordinated care has a positive impact on patients and the community. The hospital-to-home program plays a vital role in providing excellent service and care to patients as they transition home and allows them to get the care they need where they want it most. I am proud of the work we do to transform patient care and the reward is in consistent and positive patient satisfaction and reduced wait times for care."

PAULYANA GOMES
AREA DIRECTOR, INTEGRATED CARE SOLUTIONS

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Mission, Vision & Values

VISION

We imagine being the difference

Each and every one of us has the ability to create special moments, both big and small. We constantly look for ways to make things better and "be the difference" in the lives of those we care for, work with and in our communities.

MISSION

We are passionate and caring

About everything that we do. About our time with clients, how we treat one another, and the quality of our work.

OUR VALUES

Compassion, Respect & Dignity

We value compassion and reliability, teamwork and diversity, innovation, leadership and growth.

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



Improve Patient Experience

Improve Efficiencies

Improve Population Health

Improve Health Equity

Improve Staff Experience

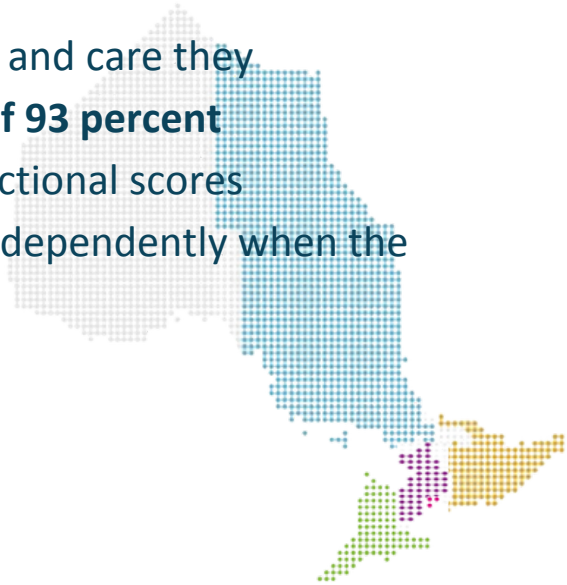
Patient Success Summary

The ICS @home community program is proud to support patients, communities and the health care system.
In 2025, we:

- Cared for 8,394 patients
- Diverted 569,366 patient days from hospitals to homes reducing burden on hospitals
- Ensured more than 99 percent of patients received their first visit within 24 hours of hospital discharge
- Ensured 90 per cent physical therapy visits (when required) occurred within 14 days of admission to the program

The patient care received through the ICS @home community program team resulted in:

- Patients feeling positive about the support and care they received, **delivering the program an NPS of 93 percent**
- 85 per cent of patients improving their functional scores
- 57 per cent of patients being able to live independently when the program was complete



Partnerships

Baycrest

Brant Community Healthcare System

Brightshores Health System

Cambridge Memorial Hospital

Collingwood G&M Hospital

Cornwall Community Hospital
Hôpital communautaire de Cornwall

La Fondation Hôpital général de la baie Georgienne
Georgian Bay General Hospital Foundation

Guelph General Hospital

Groves Memorial Community Hospital

Halton Healthcare

Hamilton Health Sciences

Health Sciences North
Horizon Santé-Nord

Headwaters Health Care Centre

Kingston Health Sciences Centre
Centre des sciences de la santé de Kingston

Lakeridge Health

Michael Garron Hospital
Toronto East Health Network

NHH
Northumberland Hills Hospital

niagarahealth
Extraordinary Caring. Every Person. Every Time.

Norfolk General Hospital

Oak Valley Health

Rural Roads Health Services
Alexandra Hospital Ingersoll
Tillsonburg District Memorial Hospital

RVH
Royal Victoria Regional Health Centre

SHN
Scarborough Health Network

Stevenson Memorial Hospital

Thunder Bay Regional Health Sciences Centre

Timmins and District Hospital
L'Hôpital de Timmins et du District

St. Joseph's · St. Michael's · Providence
Unity Health Toronto

Waypoint
Centre for Mental Health Care
Centre de soins de santé mentale

William Osler Health System

WRHN
Waterloo Regional Health Network

In 2025 the ICS @home community program teams delivered 456,383 episodes of care:

90,550
Nursing

18,587
Physiotherapy

236,429
PSW

669
Dietitian

96,616
Rehab Assistant

3,143
Occupational Therapist

5,663
Social Worker

11
Recreational Coordinator

713
Speech Language Pathologist

Patient & Family Feedback

NPS - 93%

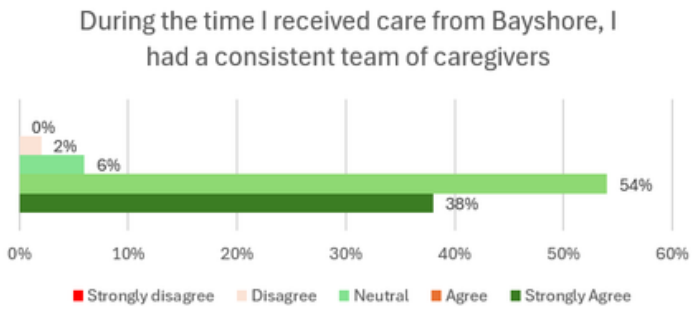
Net Promoter Score is calculated from the question:
How likely are you to recommend Bayshore to a friend or colleague?

A score of 4 or 5 counts as a promoter,
3 is neutral, and 1 or 2 count as detractors.

NPS = count of promoters - count of detractors.

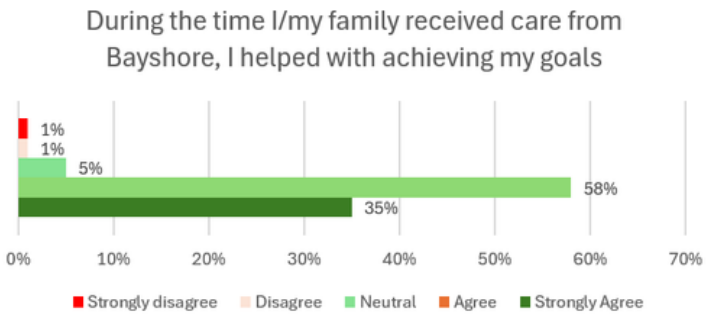
92%

of clients/caregivers felt they received appropriate amount of support



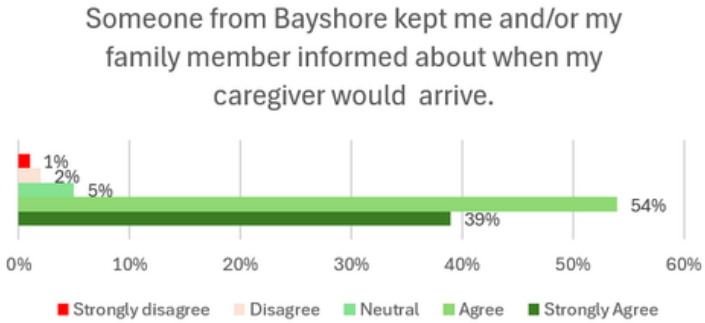
93%

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



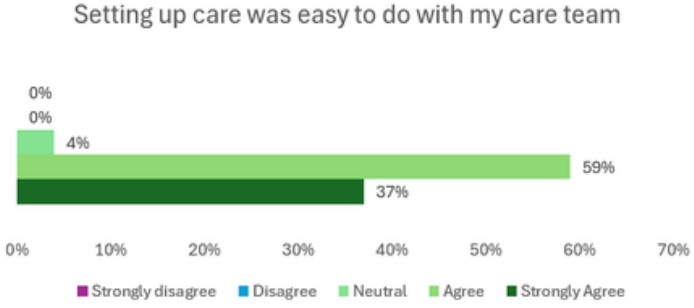
93%

of clients/caregivers felt involved in the decision-making



96%

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



Client Testimonials

Both S.F and her family expressed deep gratitude for this continuity of care. They were especially thankful for the dedication of the program team and the compassionate staff who went above and beyond to ensure Susan felt supported, safe, and cared for both during and after her time in the program.

William Osler @ Home (7/2025)

W.M progressed to ambulating with a one-person assist and was approved for supported shower transfers. The exercise program was advanced to include resistance bands and weights, and the client was very pleased with the progress made.

RVH @Home (10/2025)

I was very happy with the services I received.

Royal Victoria Hospital @Home (6/2025)

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

Collingwood @Home (5/2025)

Supporting Our Communities Beyond Care

In January 2025, Integrated Care Solutions demonstrated its commitment to community engagement by hosting in a Charity Pickleball Tournament in support of William Osler Health System. The event brought together staff, community members, friends, and families for a day of friendly competition while raising $4,000 toward the purchase of essential mobility equipment, including wheelchairs, walkers, canes, and crutches for patients in need.

Building on the success of the event, we hope to establish the Charity Pickleball Tournament as an annual initiative, creating ongoing opportunities to give back to our communities while supporting local healthcare organizations and the patients they serve.









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.