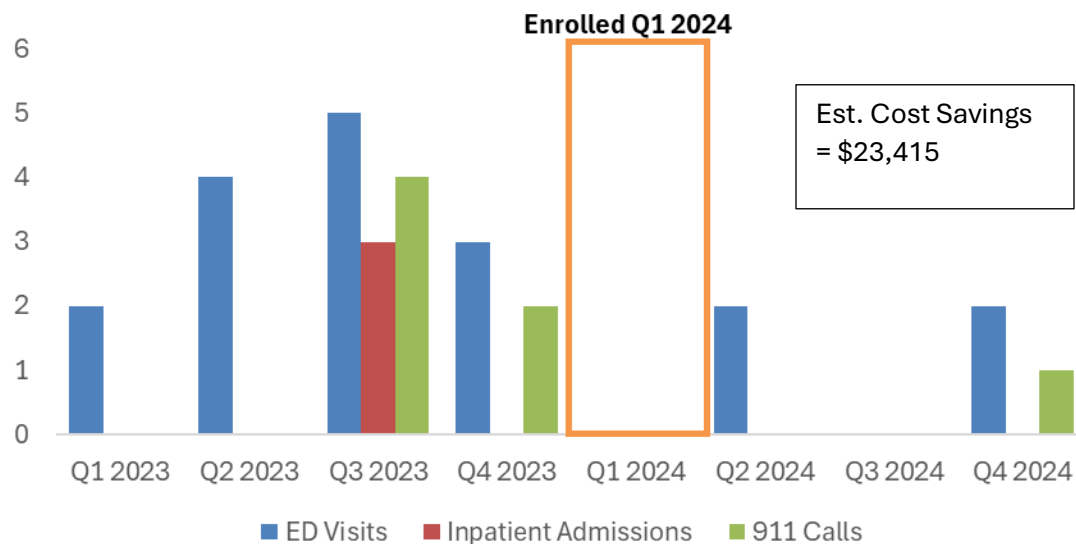


911 Calls & Hospital Visits 2023 - 2024

Client 1

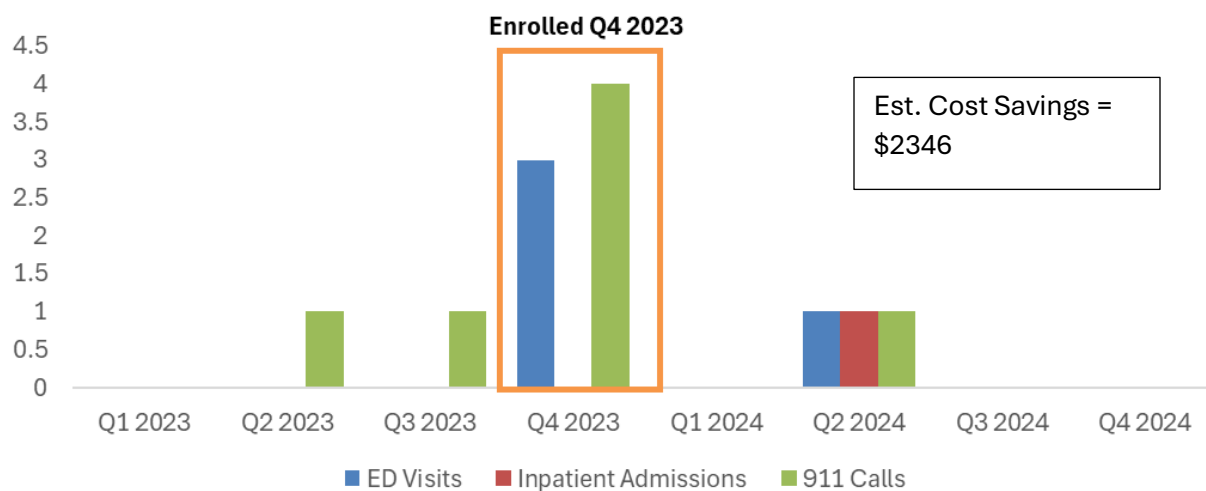
Number of ED visits, hospital admissions, and 911 calls



Post enrollment in CP program there has been an 83% decrease in 911 calls, 71% decrease in ED visits and 100% decrease in hospital admissions for an estimated cost savings of \$23,415.00. And the client remains at home, living safely and independently.

Client 2

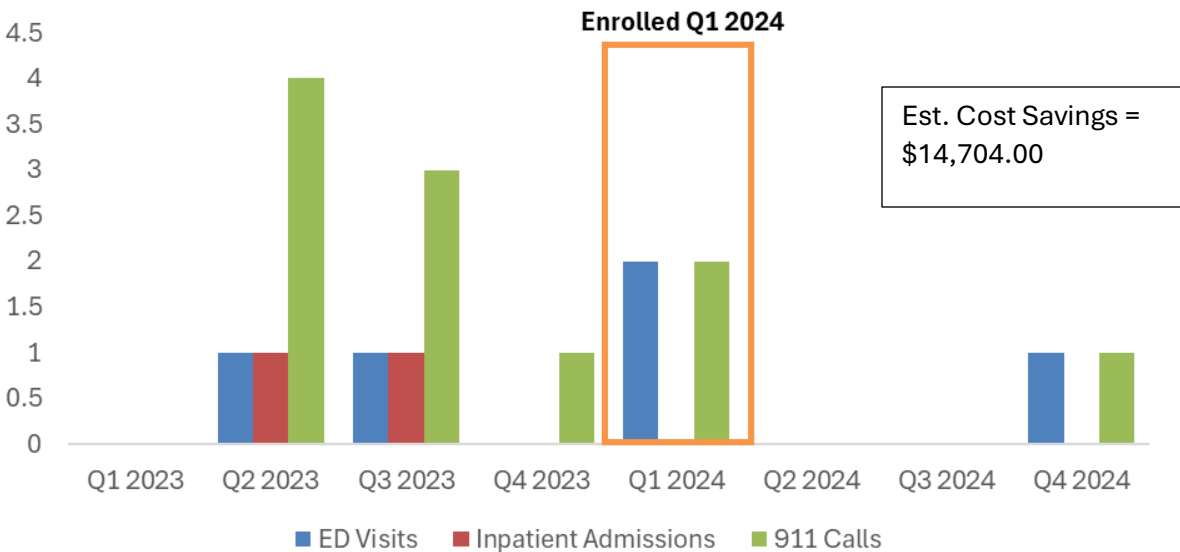
Number of ED Visits, Hospital Admissions, and 911 Calls



Following enrollment into the CP program we saw an 83% decrease in 911 calls for an estimated cost savings of \$1200.00 and 67% decrease in ED visits with an estimated cost savings of \$1236.00 (total \$2346.00). Of note, during the 12 months after the client joined the CP program there was only 1 instance where they required 911 or in hospital care.

Client 3

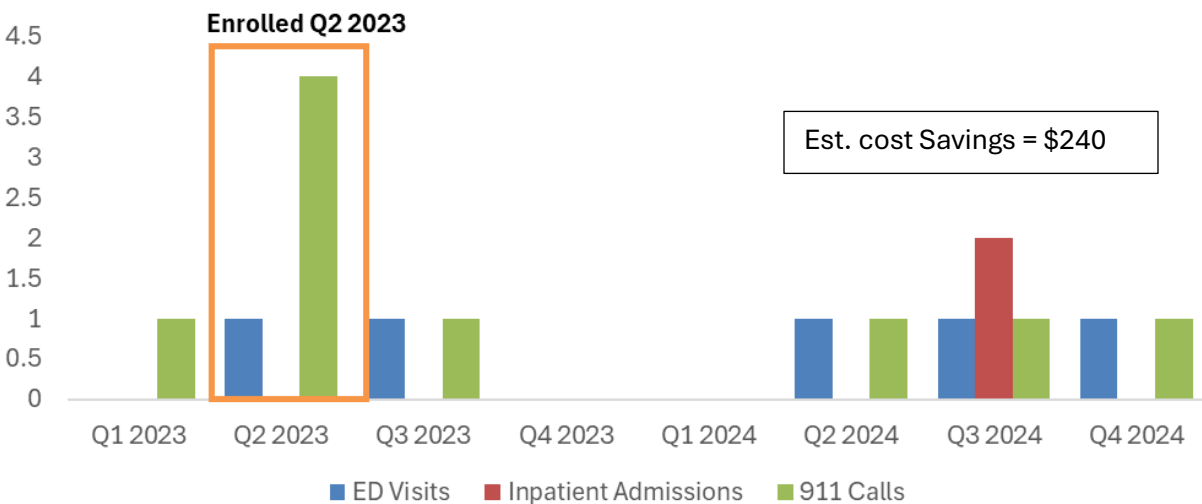
Number of ED Visits, Hospital Admissions, and 911 Calls



Enrolled in CP program in Q1 2024 after 4 ED visits, 2 hospital admissions and 10 911 calls in 12 months. Following enrollment, the client has had only 1 ED and 911 call in the following 9 months. Through collaboration and education, the client has been able to avoid the need for 911, ED visits and hospitalization for an estimated cost savings of \$14,704.00.

Client 4

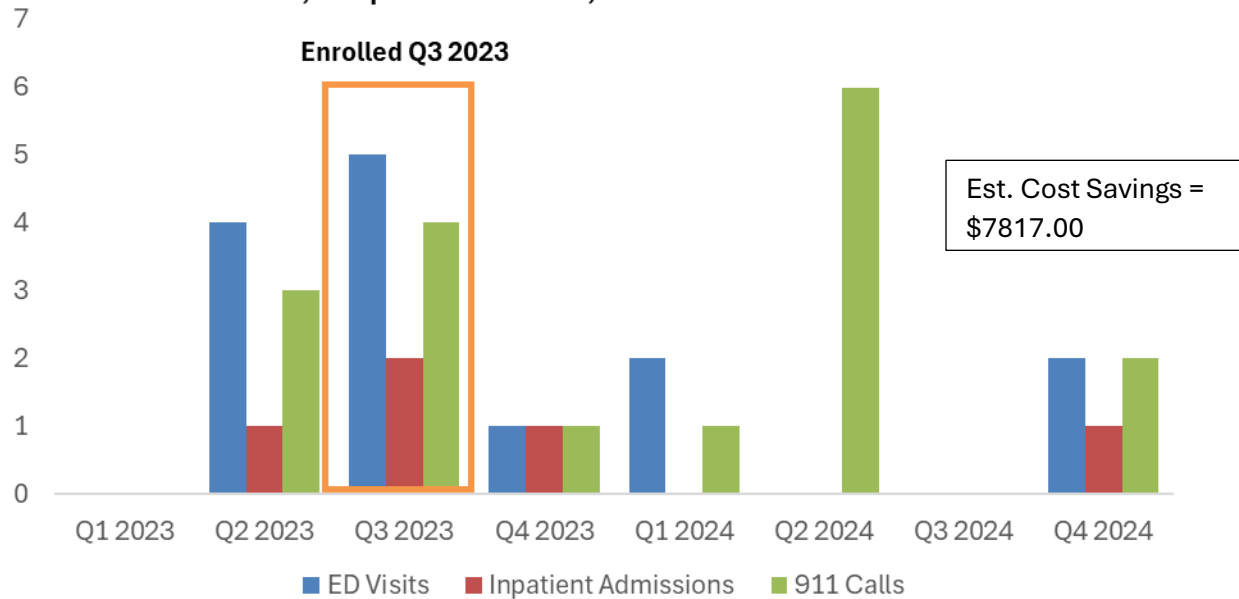
Number of ED Visits, Hospital Admissions, and 911 Calls



84-year-old client who, following enrollment in the CP program had a significant decrease in 911 calls. The client has begun to experience a decline in their mobility leading to an increase in falls. We continue to work with community partners to provide support. In Q3 2024, hospital admission was following a fall requiring surgery and the recovery required afterward.

Client 5

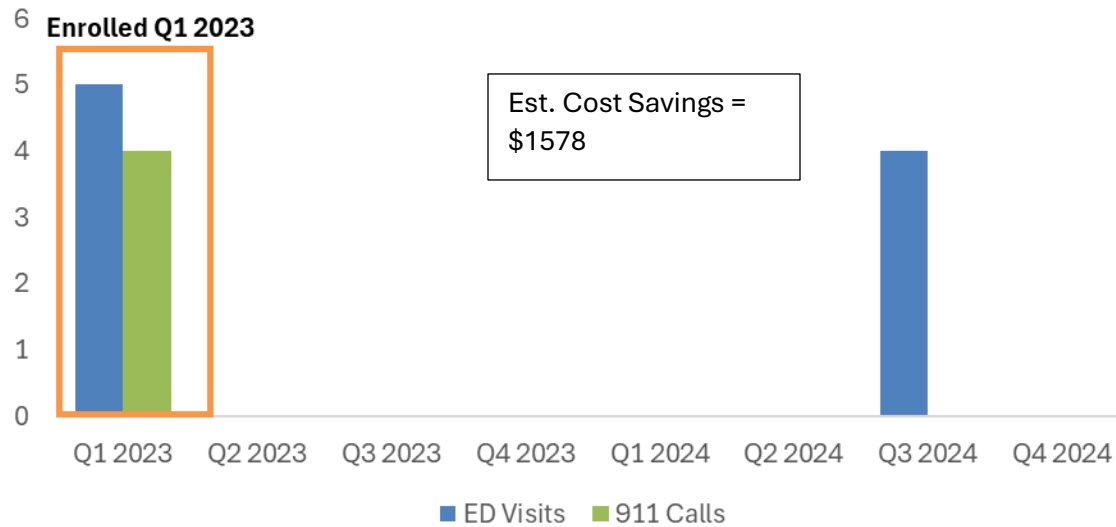
Number of ED Visits, Hospital Admissions, and 911 Calls



In 6 months prior to joining the CP program, this client had 9 ED visits, 3 hospital admissions and 7 911 calls. In the following 15 months, the client only had 5 ED visits and 2 hospital admissions for an estimated cost savings of \$7817.00. In Q2 2024 there was an increase in 911 calls due to an exacerbation of underlying medical condition.

Client 6

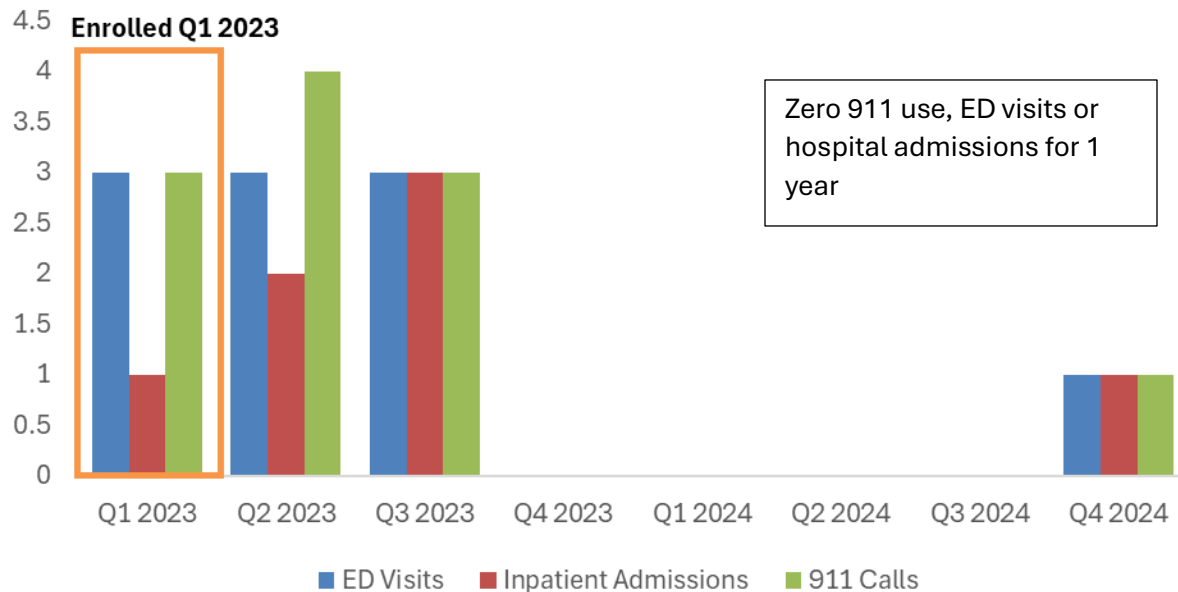
Number of ED Visits and 911 Calls



This client was enrolled in the CP program in Q1 2023 following an increase in ED visits and 911 calls. More than a year after joining our program this 87-year-old client visited the ED only 4 times in 1 week for similar complaints over the course of 21 months.

Client 7

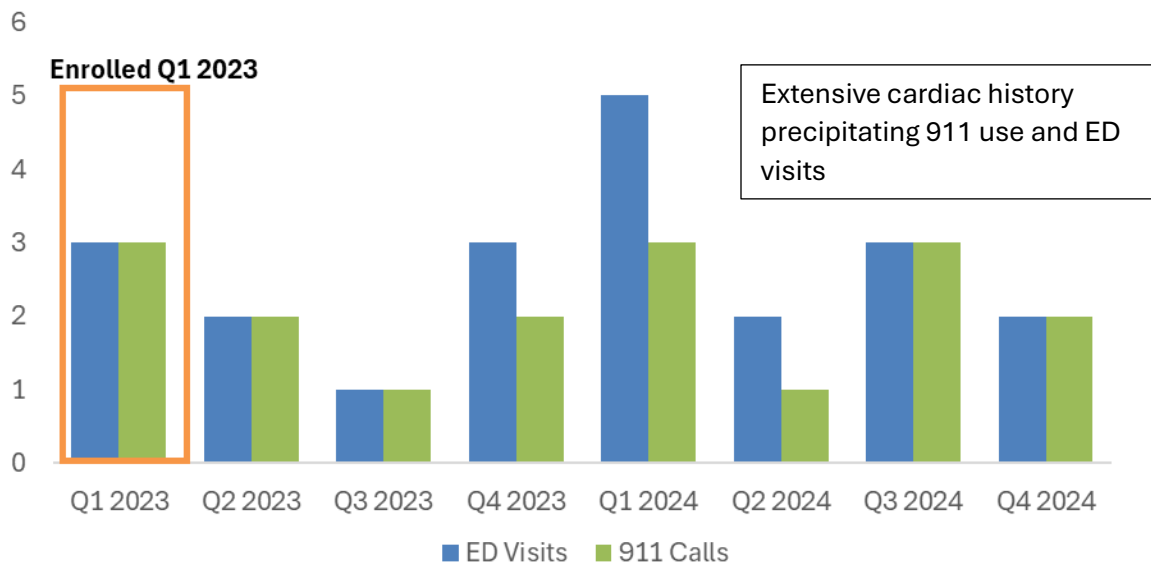
Number of ED Visits, Hospital Admissions, and 911 Calls



This client had some complications following surgery and with their underlying medical condition in the first 3 quarters of 2023. Following this the CP program, along with other community partners have helped to keep the client at home safely and significantly reduced the use of the emergency healthcare system including ED visits, hospital admissions and 911 calls. Hospital use in Q4 2024 was due to a fall with injury requiring rehabilitation but prior to that the client had zero 911 calls, ED visits or hospital admissions for 1 year.

Client 8

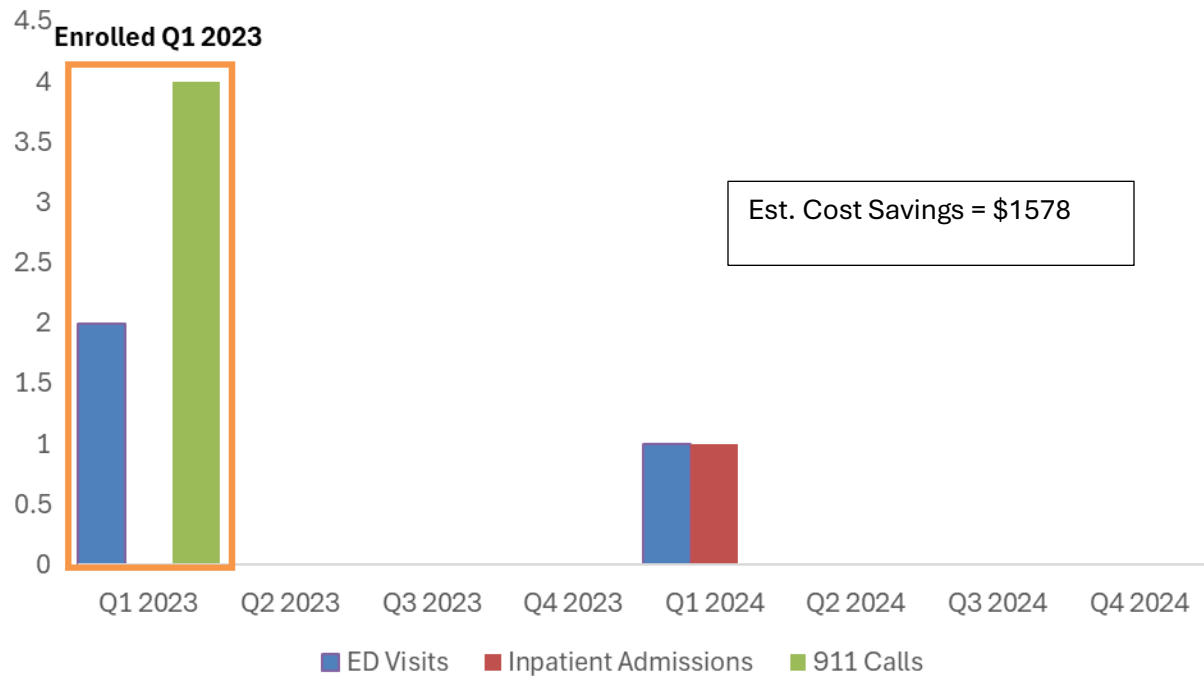
Number of ED Visits and 911 Calls



This client has an extensive cardiac history that has precipitated fluctuations in 911 and ED visits. Almost all 911 use and ED visits were due to their cardiac history.

Client 9

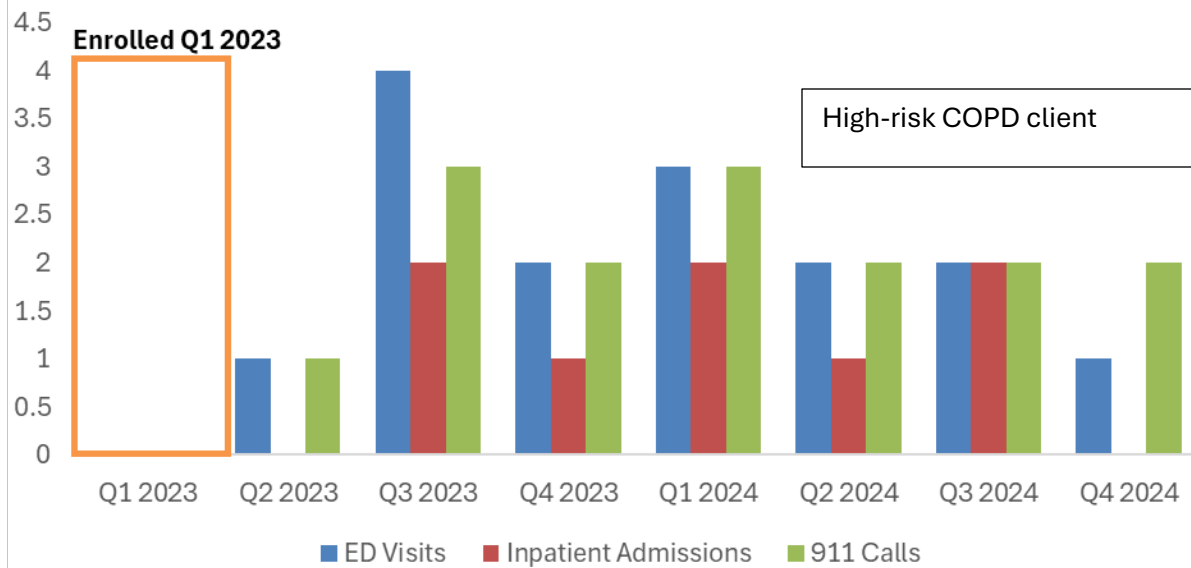
Number of ED Visits, Hospital Admissions, and 911 Calls



Working closely with this client's primary healthcare provider and other community partners such as Ontario Health at Home and the Palliative Care Community Team, we have been able to help this client reduce their use of the ED department and 911 significantly. The need for hospitalization in Q1 2024 was due to an exacerbation of their underlying medical condition.

Client 10

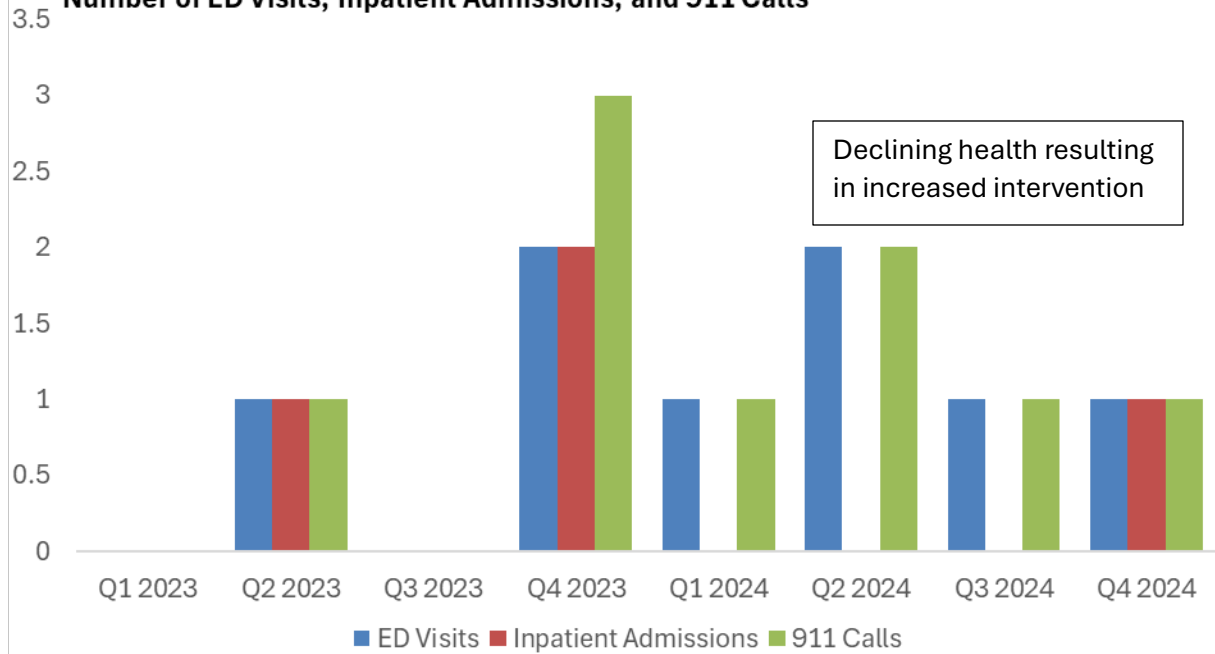
Number of ED Visits, Inpatient Admissions, and 911 Calls



Client is a high-risk COPD client who has routine exacerbations. We continue to work closely with the client and primary care in an effort to decrease their need for ED / hospital visits including increasing visit frequency and education of the client/family.

Client 11

Number of ED Visits, Inpatient Admissions, and 911 Calls

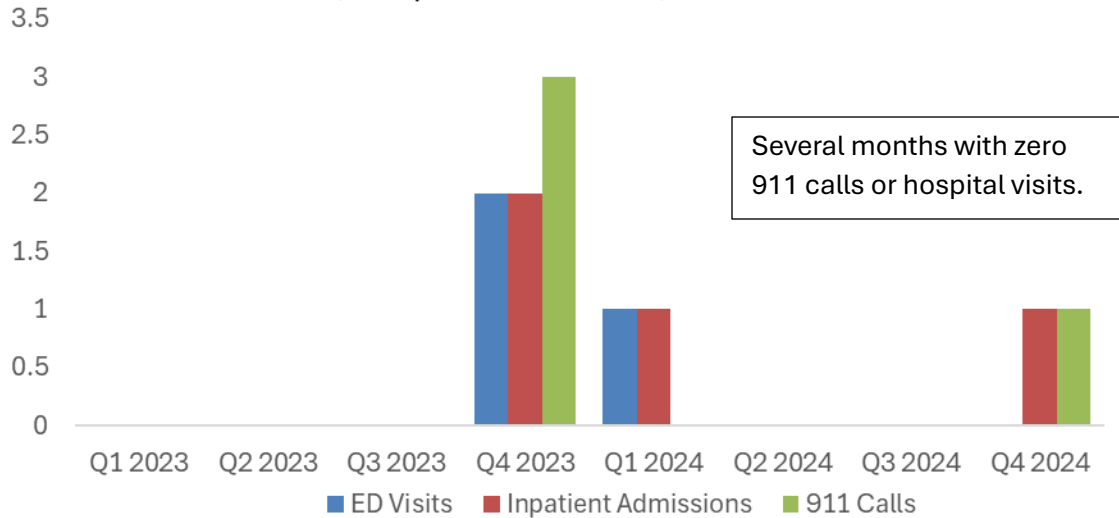


Note: Client enrolled in CP program December 2022

Since joining our program, this client has had a significant decline in their health resulting in an increase in ED/hospital visits and 911 calls. We continue to work with the client and community partners to support them.

Client 12

Number of ED Visits, Hospital Admissions, and 911 Calls

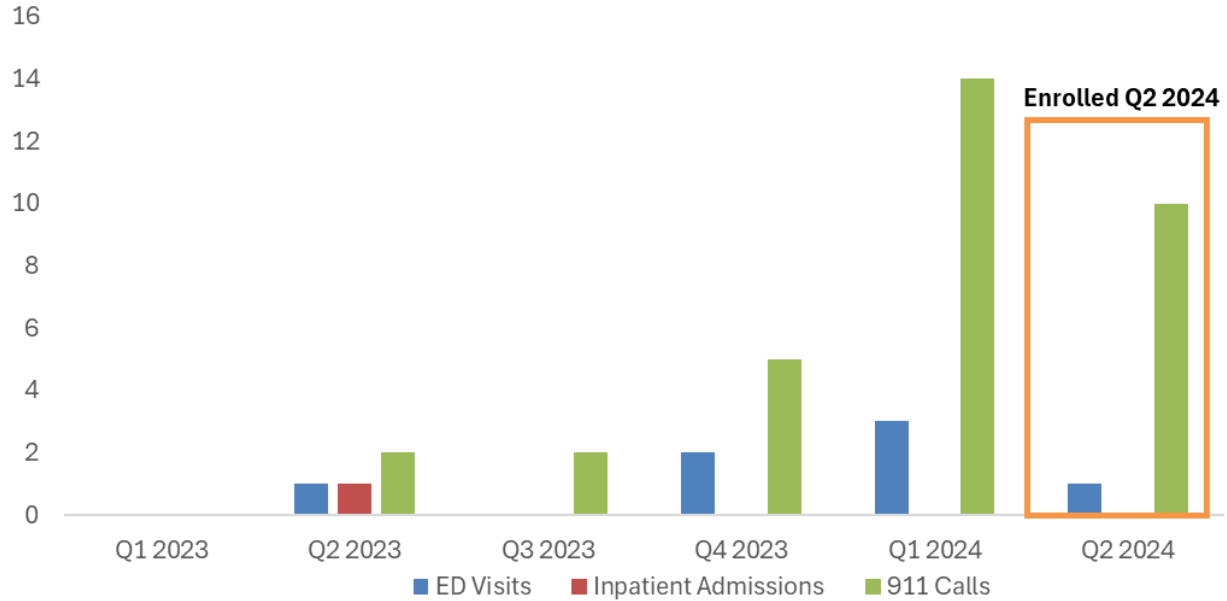


Note: Client enrolled in CP program Oct 2022

This client experienced a fluctuation in their health in late 2023 resulting in hospitalization. During their time with the CP program, we have collaborated with their primary care provider and community partners to allow them to remain in their own home and minimize hospital visits. For 6 months in 2024 there were zero 911 calls, ED visits or hospitalizations while we work with the client, family and primary care to prevent the need.

Client 13

Number of ED Visits, Hospital Admissions, and 911 Calls



Note: Client moved out of Northumberland at end of Q2 2024

This client was enrolled in the CP program just prior to moving into long-term care so it is difficult to determine what our long-term impact may have been.