



# NEWS RELEASE

## from Halton Healthcare

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### For Immediate Release

November 23, 2021

### SCOPE Program Launched in Halton

An exciting program called *Seamless Care Optimizing the Patient Experience (SCOPE)* was launched in Halton on November 23, 2021. Healthcare providers from Halton Hills, Milton and Oakville joined the virtual event to learn about how SCOPE could help them enhance patient care. More than 45 family physicians have already registered for the Program, which is scheduled to go live on November 30, 2021.

SCOPE connects registered family physicians and nurse practitioners to a team of specialists and services at the hospital and in the community with just one phone call.

Dr. Pauline Pariser, Primary Care Clinical Lead, University Health Network, and the primary architect of the SCOPE Program established in Toronto, was the featured guest speaker at the launch.

“We originally started SCOPE in 2012 to support family physicians in Toronto who were unaffiliated with teams. The Program has since grown by leaps and bounds and this team approach has made a world of difference in enhancing the patient care that SCOPE associated family physicians and nurse practitioners are able to provide. It has been effective in averting both emergency visits and hospitalizations,” explains Dr. Pariser. “We are delighted to have Halton Healthcare and the Connected Care Halton Ontario Health Team join us under the SCOPE umbrella.”

In Halton, the SCOPE team will include an experienced Nurse Navigator, and specialists from General Internal Medicine, Diagnostic Imaging, Mental Health and Addictions, Palliative Care, and Home and Community Care. Family physicians and nurse practitioners registered with SCOPE will connect with the Nurse Navigator, who will then direct them to the most appropriate provider(s) or service(s) based on their patient’s health concerns.

“As family physicians, we are seeing more patients than ever before who are struggling with multiple complex diseases as well as social and mental health issues in our offices. We don’t always have resources to turn to such as specialist advice and social supports – especially for our high-risk patients who have urgent concerns. Now, one phone call to SCOPE will get the ball rolling,” explained Dr. Nadia Alam, SCOPE Primary Care Lead in Halton. “This leading edge Program will extend our reach so we can provide our patients the highest quality of care possible. It will ensure that patients get the right care, in the right place, and at the right time so they don’t have to go to the Emergency Department.”

**SCOPE Launch in Halton**

“We are proud to be implementing this renowned program in Halton and joining the SCOPE community. Special thanks to the Connected Care Halton Ontario Health Team and our Halton Physicians Association for supporting this initiative and of course, Dr. Pariser and her team for their support,” said Denise Hardenne, President and CEO, Halton Healthcare. “This initiative will be key in helping us advance and optimize patient care both inside and outside our hospitals.”

More information about SCOPE is available on the Halton Healthcare website - [www.haltonhealthcare.on.ca/scope](http://www.haltonhealthcare.on.ca/scope).

**About SCOPE**

SCOPE was originally established as a joint project between Women’s College Hospital, University Health Network, and the Toronto Central LHIN Home and Community in 2012 to support family physicians who were unaffiliated with teams. Based on its success, SCOPE has since been implemented at eight hospitals within and outside the GTA.

**About Connected Care Halton Ontario Health Team (CCHOHT)**

The Connected Care Halton Ontario Health Team (CCHOHT) represents a partnership of health care providers in the Halton Hills, Milton and Oakville communities committed to better ‘population health’, better patient experiences, reduced costs and a better care team experience. Follow us on Twitter and Instagram@CCHOHT.

**About Halton Healthcare**

Halton Healthcare is a healthcare organization comprised of three community hospitals - Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital, along with several community programs and services. Together we provide healthcare services to nearly 400,000 residents in the communities of Halton Hills, Milton and Oakville. Halton Healthcare has been recognized for its best practices in a number of patient safety and patient care initiatives. For more information, visit [www.haltonhealthcare.com](http://www.haltonhealthcare.com). Follow us on Twitter @HaltonHlthcare, Facebook and Instagram

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