

Supporting Better Care and Experience for Stroke Survivors within Toronto



This fall, 12 hospitals and community agencies within Toronto have just started implementation of the **Toronto Stroke Networks' Transition Improvement for Continuity of Care (TICC)**.

As part of Stroke Flow, the goals of TICC are to enhance patient experience and outcomes for those living with stroke, and improve communication between healthcare providers working in acute care, rehabilitation, and the community.

To achieve these goals, 3 core projects have been included in TICC:

- **Knowing Each Other's Work (KEOW):** An initiative to facilitate staff communication and understanding throughout the patient's journey;
- **The Stroke Passport:** A patient-mediated communication/education tool for stroke survivors and their caregivers; and
- **Peers Fostering Hope:** A volunteer program that links stroke survivors and their caregivers with peer supporters who have experienced a stroke or have experience in caring for a person with a stroke.



Implementation of KEOW and the Stroke Passport has already begun in most pilot sites; implementation of Peers Fostering Hope is set to start in December/January.

For all 3 projects, implementation planning has involved tremendous leadership and support from TICC champions, managers, and senior leadership. For example, some pilot sites have organized a TICC Education

Day that involved staff education workshops that were led by TICC champions. Photos shown on this site were taken from TICC Education Day events held at Sunnybrook Health Sciences Centre; these events involved the A3 Inpatient Team and Outpatient Team at the St. John's Rehab campus, and the C4 Stroke Unit Team and Regional Stroke Best Practice Team at the Bayview Campus. Other pilot sites have also organized education sessions with their healthcare teams, and all site champions and managers have provided valuable feedback along the way.



Overall, the Toronto Stroke Networks and the TICC Project Co-Leads are very grateful for the ongoing support, leadership, and involvement of all site champions and managers.

As the Toronto Stroke Networks and Project Co-Leads are encouraging the integration of TICC into processes of care (patient education sessions, team rounds, family conferences, stroke documentation, transition planning, etc.), the eventual plan is to view TICC as an essential part of usual practice that supports Stroke Flow, team communication, and the patient's journey.

For more information about TICC, please contact the TICC Project Co-Leads:

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