Rapid Response Nursing Program

Effective transitions between hospital and home are recognized as critical to achieving good outcomes for individuals and avoiding rehospitalization.

The RRN Program is committed to providing services that help to ensure your transition from hospital to home is successful.

**Key Responsibilities of the Rapid Response Nurse (RRN)**
The Central East CCAC’s Rapid Response Nursing program is a dedicated team of Registered Nurses providing a variety of intensive in-home services to patients and their families. Patients with complex care needs and their families are professionally assisted to support smooth and safe transitions from hospital to home.

**The Rapid Response Nurse (RRN) is responsible for:**
- Confirming the patient’s hospital discharge care plan including follow-up appointments;
- Initiating communication with the patient’s primary care provider, ensuring everyone has the necessary information for follow-up and continuing care;
- Reviewing the patient’s medications and helping them to understand how to take their prescribed medications;
- Helping the patient and their caregiver(s) to understand the care plan, treatments, how to manage symptoms and when/who to ask for help; and
- Identifying individuals requiring accelerated assessment by the CECCAC Care Coordinator.

These activities, combined set the foundation for ongoing integrated home care provided through the Central East CCAC and service providers.

The Rapid Response Nursing Program is part of the Ontario Government’s 9000 Nurses commitment, a key component of Ontario’s Health Human Resources Strategy. The 14 CCACs across Ontario are being funded to support a total of 126 registered nurses across the province.

**Philosophy Statement**
Through our compassionate and collaborative approach to care, we believe in building connections, bridging gaps and increasing health literacy for patients and their families as they transition from hospital to home.

The RRN program helps achieve positive outcomes for patients and assist with avoiding re-hospitalization, while promoting effective transitions between hospitals and home.

**Important Facts About Care Transitions**
- Increasingly, effective transitions between hospital and home are recognized as critical to achieving good outcomes for individuals and avoiding re-hospitalization.
- Research into care transition demonstrates that the risk of readmission to hospital when people receive their first homecare nursing visit within 24 hours of discharge is significantly lower. Similarly, findings indicate post-discharge individuals who have a Primary Care visit within seven days from discharge have a significantly lower probability of readmission back to hospital.

**Who the RRN Program Serves:**
The RRN Program is currently accepting referrals from the Central East CCAC Care Coordinators in the hospitals for patients who:
- Live at home or in a retirement residence;
- Have multiple complex medical issues;
- Have multiple medications or change in medication routine;
- Have difficulty with disease management; and
- Have a limited support network.
Hours of Service
7 days a week by appointment

For urgent situations outside of regular business hours call:
1. Your community agency nurse
2. Your physician
3. Central East CCAC Extended Hours Team

You can also call 9-1-1 or visit the emergency department of your local hospital.

Central East CCAC Offices
- Campbellford Branch - 119 Isabella Street, Unit 7, Campbellford, Ontario K0L 1L0  705-653-1005
- Haliburton Branch - PO Box 793, 13321 Hwy 118, Haliburton, Ontario K0M 1S0  705-457-1600
- Lindsay Branch - 370 Kent Street West, Unit 11, Lindsay, Ontario K9V 6G8  705-324-9165
- Peterborough Branch - 700 Clonsilla Avenue, Suite 202, Peterborough, Ontario K9J 5Y3  705-743-2212
- Port Hope Branch - 151A Rose Glen Road, Port Hope, Ontario L1A 3V6  905-885-6600
- Scarborough Branch - 100 Consilium Place, Suite 801, Scarborough, Ontario M1H 3E3  416-750-2444
  Chinese Line 416-701-4806
- Whitby Branch/Head Office - 920 Champlain Court, Whitby, Ontario L1N 6K9  905-430-3308
  Toll-free: 1-800-263-3877
  TTY Line: 1-877-743-7939

Centraleasthealthline.ca
Wherever you live in Ontario, to find health care and community-based services, call 310-2222 (CCAC) or 310-2272 (CASC) for service in French, or visit www.centraleasthealthline.ca.

Outstanding care – every person, every day.