

# Rapid Response Nursing (RRN) 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)

Home and Community Care Support Services Central East'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 a Home and Community Care Support Services Central East Care Coordinator.

An RRN assessment serves as the foundation for the delivery of ongoing integrated care provided through Home and Community Care Support Services Central East and its 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 Home and Community Care Support Services 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 assists 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 home care 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 accepts referrals for patients in hospital 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.

To be referred to the RRN Program please speak to the hospital-based Home and Community Care Support Services Central East Care Coordinator.

## Your Rapid Response Nurse (RRN)

is \_\_\_\_\_

who visited you on \_\_\_\_\_  
(Date)

## 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. Home and Community Care Support Services Central East Extended Hours Team

You can also call 911 or visit the emergency department of your local hospital.

## Home and Community Care Support Services Central East Offices

- **Campbellford Branch**  
119 Isabella Street, Unit 7  
Campbellford ON K0L 1L0  
705-653-1005
- **Haliburton Branch**  
73 Victoria Street  
Haliburton ON K0M 1S0  
705-457-1600
- **Lindsay Branch**  
370 Kent Street West, Unit 11  
Lindsay ON K9V 6G8  
705-324-9165
- **Peterborough Branch**  
700 Clonsilla Avenue, Suite 202  
Peterborough ON K9J 5Y3  
705-743-2212
- **Port Hope Branch**  
151A Rose Glen Road  
Port Hope ON L1A 3V6  
905-885-6600
- **Scarborough Branch**  
100 Consilium Place, Suite 801  
Scarborough ON M1H 3E3  
416-750-2444  
416-701-4806 Chinese Line
- **Whitby Branch/Head Office**  
920 Champlain Court  
Whitby ON 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 or visit **www.centraleasthealthline.ca**.

**www.healthcareathome.ca/  
centraleast  
www.centraleasthealthline.ca**