



On March 19th 2022, the Integrated Comprehensive Care (ICC) Program celebrates a decade of delivering integrated and evidence-based care.

Ten years ago, our very first patient was enrolled into the Integrated Comprehensive Care (ICC) program. Our integrated care work has grown to positively impact over 40,000 patients and their families through the delivery of evidenced based integrated care. More recently, the COVID Care @ Home program was successfully launched.

The ICC program team forged a path for healthcare innovation in Ontario by being the first program of its kind to use a bundled care model. It has since evolved into a tried and true philosophy dedicated to improving people-centred care.

“We have much to celebrate as we reach our 10 year milestone. The essence of our ICC model is to ensure that care is integrated with a strong focus on continuity. The evidence is clear. Patients receiving care in this model receive more effective care, have a better experience and their healthcare outcomes are improved. We intend to continue to spread this model across the St Joseph's Health System, as we partner with our local OHTs and beyond.”
 ~Winnie Doyle, Interim President & CEO, St. Joseph's Health System

Want to know more?

Visit <https://stjoescic.ca/integrated-comprehensive-care-program>

“What an exciting time for SJHC and our ICC team to be celebrating 10 years of quality care in our communities. Our leadership team is always looking at ways to be innovative within our ICC program and build new opportunities. One of our greatest accomplishments within the program has been the successful partnerships we have made over the years. We are grateful to have a dedicated team who have shared in the successes of the program to-date. As pioneers of this program, with our “One team/One electronic health record/and One number to call”, we will continue to provide exceptional care to every patient that is onboarded within the ICC program with;

- Education and resources for patients to manage their care in the community
- Outstanding outcomes
- Continuum and continuity of care with the best experience in home care.

In addition, I am amazed by our staffs openness and willingness to try new ways of care delivery. I am so grateful to all of the deeply dedicated front line staff that continue to promote our ICC model of care. I personally have gained tremendous knowledge from everyone on our team. I look forward to many more years of success

With sincere thanks,
 Michelle Zivanovich, Director, Clinical Programs, SJHC



“It's hard to believe we have reached 10 years! Congratulations to all the ICC warriors. We did it, all the hard work, dedication and passion shown to the ICC Program has brought us to this remarkable milestone. I am blessed to work alongside such a wonderful team. Everyone should be proud to be a pioneer of this new way of providing care in the community.”
 ~Janene Buskey, RN-ICC Program

“Caring for patients in an integrated system benefits all involved.

1. The patient, ensuring they are monitored and supported throughout the trajectory of care from hospital to home.
2. The health care staff; having autonomy in managing patient care, providing excellent health teaching and support.
3. Working with a team of supportive people who value the patient experience and high quality care.
4. The ability to document and communicate seamlessly to improve patient care.

~Danielle Fox, RN-SJHC-ICCP Team



The ICC Program launched on Mar 19th 2012. The original launch date was to be March 12th. The program was not ready, and the decision to postpone it to March 19th was made. It is fitting that the anniversary of this exceptional program falls on this date.

March 19th, St. Joseph's Day is an opportunity to give thanks, and celebrate both our Patron Saint, and this significant anniversary.

It is my absolute pleasure to be sharing in our 10th Anniversary celebration for the Integrated Comprehensive Program (ICCP). This program is very near and dear to my heart as I was one of the privileged team members in building the vision of the program from the beginning.

As a long standing employee of SJHC, I have seen many initiatives over the years but not one that truly puts the patient at the centre of care. This program was developed with the vision of providing centralized care to patients from hospital to home with no interruption in the quality and continuum of care.

Patient caregivers are also involved in the care of the patient and the team does a wonderful job with all the education we provide at each visit. Whether it is in home care visits or virtual care visits, our dedicated team is committed to providing our patients with compassionate care from hospital to home. The ICC program's focus is to ensure we give our patients the best experience in their care at home.

I am incredibly proud to be part of a team that is taking home care to a new level and excited to see what the future will bring. This is truly a team effort and we are grateful to have all the team members and partners as part of the ICC Program.

~Angela Batelic, Manager, ICC

Congratulations ICC Program!