

## Nurse-Led Outreach Service in the Central LHIN - FAQ

### What is NLOT?

NLOT refers to the “Nurse Led Outreach Team” of specialized nurses who provide Emergency Mobile Nursing Services to the residents of Central LHIN Long-Term Care Homes (LTCHs), contribute to LTCH capacity building and optimize access to ambulatory hospital services as outlined below.

<i>Emergency Transport Avoidance</i>	<i>Capacity Building and Prevention</i>	<i>Planned Ambulatory Access and Rapid ED Engagement</i>
<ul style="list-style-type: none"> <li>• Rapid face-to-face response to emergencies</li> <li>• Telephone coaching</li> <li>• Tele-consult during outbreaks</li> </ul>	<ul style="list-style-type: none"> <li>• Identify acute change of resident condition</li> <li>• Support end of life care</li> <li>• Participate in rounds</li> <li>• Assist attending physicians</li> <li>• Build LTCH staff confidence on complex procedures e.g. IV and tube care</li> <li>• Repatriate residents when an ED/hospital visit is necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Develop opportunities for access to clinics, e.g.                             <ul style="list-style-type: none"> <li>• Interventional radiology</li> <li>• Video fluoroscopy</li> <li>• Transfusion</li> </ul> </li> <li>• Link with Geriatric Emergency Management Nurses (GEM)</li> <li>• Facilitate inter-organizational information exchange</li> </ul>

### How effective is the NLOT service?

In collaboration with LTCH staff, the CLHIN NLOT contributed to the care of almost 8000 residents and reduced the need for an ambulance transfer for approximately 800 residents last year. The service is highly valued by residents, their families and by LTCH staff.

### Why do we want to reduce transports?

NLOT services help to avoid the risks associated with ED and/or hospital admissions, help to reduce ED wait times and support the province’s Aging At Home Strategy.

### How can a LTCH contact their NLOT nurse and when?

NLOT staffs, based at five Central LHIN hospitals as seen below, are available to all CLHIN LTCHs when an ambulance transport is being considered.

<b>Nurse-Led Outreach Teams</b>		
<i>Humber River Hospital</i>	<i>Southlake Regional Health Centre</i>	<i>Mackenzie Richmond Hill Hospital / Markham Stouffville Hospital</i>
<p><b>CALL: 416 635-2456</b>  <b>7 days a week, 9:00am-7:00pm</b></p> <ul style="list-style-type: none"> <li>• Carefree Lodge</li> <li>• Downsview LTC Centre</li> <li>• Cummer Home for the Aged</li> <li>• Extendicare – Bayview</li> <li>• Gibson LTCH</li> <li>• Harold &amp; Grace Baker centre</li> <li>• Hawthorne Place</li> <li>• Leisureworld – Cheltenham</li> <li>• Leisureworld – Lawrence</li> <li>• Leisureworld – Norfinch</li> <li>• North Park Nursing Home</li> <li>• NYGH Seniors’ Health Centre</li> <li>• Thompson House</li> <li>• Ukrainian Canadian Centre (St. Demetrius)</li> <li>• Valleyview Residence</li> <li>• Villa Colombo – North York</li> <li>• Village of Humber Heights</li> </ul>	<p><b>CALL: 905 895-4521, ext. 6317</b>  <b>Mon-Fri 8:30am-4:30pm</b></p> <ul style="list-style-type: none"> <li>• Aurora Resthaven</li> <li>• Bradford Valley</li> <li>• Cedarvale Lodge</li> <li>• Eagle Terrace</li> <li>• Good Samaritan</li> <li>• King City Lodge</li> <li>• Mackenzie Place</li> <li>• Newmarket Health Centre</li> <li>• River Glen Haven</li> <li>• Simcoe Manor</li> <li>• Southlake Village</li> <li>• The Willows Estate</li> </ul>	<p><b>CALL: 647 448-2847, 416 917-5952, or 416 841-7147</b>  <b>Mon-Fri 8:00am-6:00pm;</b>  <b>Sat 8:00am-12:00pm</b></p> <ul style="list-style-type: none"> <li>• Bethany Lodge</li> <li>• Bloomington Cove</li> <li>• Markhaven</li> <li>• Parkview Home</li> <li>• New Unionville Home Soc.</li> <li>• The Woodhaven</li> <li>• Yee Hong – Markham</li> </ul> <p><b>CALL: 647 278-6384, or 416 841-7147</b>  <b>Mon-Fri 8:00am-5:00pm</b></p> <ul style="list-style-type: none"> <li>• Elginwood</li> <li>• Mackenzie Health LTCH</li> <li>• Kristus Darz Latvian Home</li> <li>• Leisureworld – Richmond Hill</li> <li>• Maple Health Centre</li> <li>• Mariann Home</li> <li>• Mon Sheong – Richmond Hill</li> <li>• Sherwood Court</li> <li>• Villa Colombo Di Poce Centre</li> <li>• Villa Leonardo Gambin</li> </ul>

*The NLOT service is developed in partnership with the Regional Geriatric Program of Toronto and is funded by the Central LHIN.*