

Timmins and District Hospital Strengthens Mental Health Support and Reduces ED and Inpatient Visits with SeamlessMD

Key Results:

- ↓ **74%**
ED Visits
- ↓ **71%**
Inpatient visits
- ↑ **31%**
Outpatient visits
(improved continuity of care)
- ✓ **96%**
of patients would recommend the program

Advancing Mental Health Care Across Northern Ontario

The Timmins and District Hospital (TADH) is a fully accredited referral and teaching hospital serving a local population of 41,000 and a catchment area of more than 110,000 residents across Northern Ontario – including communities throughout the Cochrane District and the adjoining James and Hudson Bay coast, Temiskaming, Sudbury, and Algoma regions.

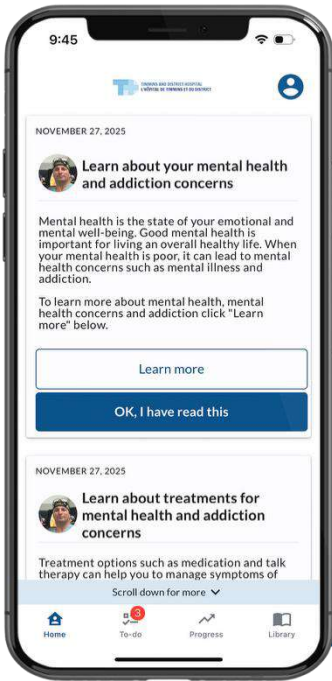
As the only Schedule 1 facility in the Cochrane District, TADH provides a wide range of inpatient and outpatient mental health services supported by a multidisciplinary team of psychiatrists, social workers, nurses, and allied health professionals. The Mental Health program is designed to deliver compassionate, high-quality care to patients across the continuum – from acute treatment to ongoing community-based support.

Beyond mental health, TADH also leverages SeamlessMD across multiple surgical specialties including Urology, General Surgery, Orthopedics, Ophthalmology, and Gynecology – underscoring the hospital’s broader commitment to innovation and patient-centered digital care.

Partnering with SeamlessMD to Transform Mental Health Support

In January 2024, TADH launched SeamlessMD for Mental Health to improve the patient experience, outcomes, and system efficiency. The program supports both patients awaiting care and those transitioning between inpatient, outpatient, and community settings.

Through SeamlessMD, patients receive digital education, interactive self-management tools, and appointment reminders – all accessible through their own devices (e.g. phones, tablets, desktop computers). The program also helps patients stay connected to their care teams, complete community follow-ups, and access trusted education resources anytime.



The goals were clear:



Reduce Emergency Department (ED) visits and inpatient admissions for mental health reasons



Increase engagement with outpatient visits and community appointments



Support patients on the waitlist for services



Improve patient education and experience

"This initiative represents how technology can be used to truly enhance mental health care in Northern Ontario. We're empowering patients with education, improving continuity of care, and supporting our clinical teams with better data. The fact that TADH now ranks among the top hospitals in the region for visit avoidance speaks volumes about the value of digital care."



Kate Fyfe,
President and CEO, Timmins and District Hospital

Empowering Patients and Care Teams with Digital Support

SeamlessMD is a digital companion for patients that provides real-time insights for care teams.

For patients, SeamlessMD offers a suite of tools to help manage symptoms effectively, including:

- ✓ Local and online resources for mental health & addiction as well as resources for practical areas such as housing and access to food
- ✓ Positive daily affirmations, and daily gratitude journaling exercises
- ✓ Daily self-care reminders, including reminders for taking medications, managing withdrawal symptoms, and exercising
- ✓ Questionnaires to monitor mood, substance use, coping skills usage, medication compliance, withdrawal symptoms, sleep, and other self-care items via surveys. Once questionnaires are complete, patients get automated recommendations for self-care including coping strategies, calling a crisis service, or going to the Emergency Department in more serious situations
- ✓ A weekly goal setting module to set goals for recovery

For care teams, SeamlessMD:

- ✓ Offers centralized dashboards to monitor patient engagement and trends
- ✓ Helps identify patients at risk of disengagement or readmission
- ✓ Provides data-driven insights into program effectiveness and community care utilization

Outcomes: Significant Reductions in ED and Inpatient Visits

An outcomes analysis demonstrated strong results across key measures:

	Control (Non-Seamless)	SeamlessMD	Change
Sample size	2,547	130*	--
Average ED Visits per Patient (for MH reasons)	0.96	0.25	↓74%
Average Inpatient Visits per Patient (for MH reasons)	0.29	0.08	↓71%
Average Outpatient Visits per Patient (for MH reasons)	2.75	3.62	↑31%

*This enrollment sample size for SeamlessMD in year one was in line with the expected referrals and uptake into the program based on patient eligibility and ability to participate.

Patients supported through SeamlessMD experienced 74% fewer ED visits and 71% fewer inpatient visits, while outpatient visits increased by 31% – indicating improved continuity of care and stronger engagement with community-based services.

Next Steps

Building on the success of its first year with digital care journeys for Mental Health, TADH plans to:

- ✓ Translate the program into additional languages to expand accessibility
- ✓ Extend the program to support referrals from the Weeneebayko Area Health Authority (WAHA), strengthening cross-regional collaboration and continuity of care

“SeamlessMD has allowed us to reach more patients with consistent, high-quality information and improve coordination between inpatient and outpatient services. The early results with digital care journeys for our Mental Health programs are very encouraging.”



Joan Ludwig,
Chief Nursing Executive, Timmins and District Hospital

