

FOR IMMEDIATE RELEASE

**Peel Regional Paramedic Services and Trillium Health Partners win top provincial award for bringing hospital specialists into patients' homes**

*Innovative collaboration between paramedics and physicians recognized with an Ontario Health System Quality and Innovation Award*

**MISSISSAUGA/BRAMPTON, ON (December 8, 2025)** – Peel Regional Paramedic Services and Trillium Health Partners have been honoured with an Ontario Health System Quality and Innovation Award in the Collaborative Partnership category for their trailblazing collaboration that reimagines health care by bringing hospital-level expertise directly into patients' living rooms. The award, presented on November 25 at the University of Toronto, recognizes the partnership's General Internal Medicine Virtual Consult Model – a first-of-its-kind approach that combines in-home assessments and diagnostics by community paramedics with real-time virtual consults from internal medicine specialists.

This innovation helps frail seniors and people living with dementia or chronic conditions to receive timely, personalized care in the comfort of their homes – avoiding unnecessary emergency visits, easing pressure on hospitals and delivering significant cost savings for the health system. For patients already in hospital, the partnership supports safer, more coordinated discharges and follow-up care.

**Impact snapshot:**

- 95% of patients were treated in the comfort of their home without needing a trip to the emergency department.
- Hundreds of avoided emergency room visits and hospital admissions, freeing up critical resources for those requiring specialized in-hospital care.
- General Internal Medicine consult volume through the Community Paramedicine program has grown 6% year-over-year, with close to 400 virtual specialist appointments delivered since 2022.

Last year alone, Peel's community paramedics supported more than 1,800 residents through the Community Paramedicine Program, including individuals recently discharged from hospital, patients awaiting long-term care, and tenants in Peel Living buildings receiving wellness checks. The collaboration with Trillium Health Partners adds real-time physician support and diagnostics, so treatment can begin immediately in the home.

This award celebrates the vision for a seamlessly connected health system, demonstrating what is possible when providers work across settings to build digitally-connected, compassionate and community-based models of care close to home, and close to what matters most.



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### **Quotations**

“This partnership reflects our vision for a new kind of health care – one that is more connected, more compassionate and closer to home. By working with Peel colleagues to bring hospital specialists directly into people’s homes, we are improving access, supporting patient dignity and building a more responsive and equitable health system for a growing and aging population.”

**Karli Farrow, President & CEO, Trillium Health Partners**

“Peel is growing and aging rapidly, and many of our residents live with mobility challenges, cognitive decline or barriers to accessing traditional care. By partnering with Trillium Health Partners and bringing virtual doctors to residents who can’t easily leave their homes, we’re making our health system more responsive, equitable and compassionate.”

**Nancy Polsinelli, Commissioner of Health Services, Peel Region**

“This recognition reflects the remarkable work of our paramedics, physicians and partners who are re-imagining how we care for older adults. We are grateful to Ontario Health for this acknowledgement, and we remain committed to advancing innovative, community-based models of care that help Peel residents live safely, independently and with dignity.”

**Dr. Sudip Saha, Medical Director of the Peel Region Community Paramedicine Program, William Osler Health System**

“The General Internal Medicine Virtual Consult model reflects what becomes possible when we modernize care to meet people where they are. By connecting community paramedics with internal medicine specialists through real-time diagnostics and virtual consults, we are providing safer, faster and more coordinated care – while reducing pressure on emergency departments and inpatient units.”

**Dr. Shaan Chugh, Medical Director, Trillium Health Partners’ Solutions Clinic**

“Community paramedics are exceptional clinicians, and knowing that I can facilitate timely follow-up of my patients allows me to give patients their dignity back – by receiving care in their home environment where they are most comfortable. This safely frees hospital capacity by shifting ongoing care to community paramedics supported by THP, when appropriate.”

**Dr. Deana Hathout, Clinical Lead for the Peel Regional Paramedic Services Community Paramedicine Program and emergency physician at Trillium Health Partners**

“When a community paramedic can walk into someone’s living room, connect them to a hospital specialist and start treatment on the spot, we’re not just avoiding a 911 call; we’re also improving the quality of life of residents who need our help.”

**Brian Gibson, Paramedic Chief, Peel Region**



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### About Peel Region

Peel Region works with residents and partners to create a healthy, safe, and connected **Community for Life** for approximately 1.6 million people and over 200,000 businesses in Brampton, Mississauga, and Caledon. Peel's services touch the lives of residents every day, including innovative initiatives like community paramedicine. For more information explore [peelregion.ca](https://peelregion.ca) and follow us on X [@regionofpeel](https://twitter.com/regionofpeel) and Instagram [@peelregion.ca](https://www.instagram.com/peelregion.ca).

### About Trillium Health Partners

Trillium Health Partners is one of the largest community-based hospital systems in Canada. Comprised of the Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, Trillium Health Partners serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities. Trillium Health Partners is a teaching hospital affiliated with the University of Toronto, an associate member of the Toronto Academic Health Science Network and a proud member of Mississauga Health (Ontario Health Team).

### Media contacts

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