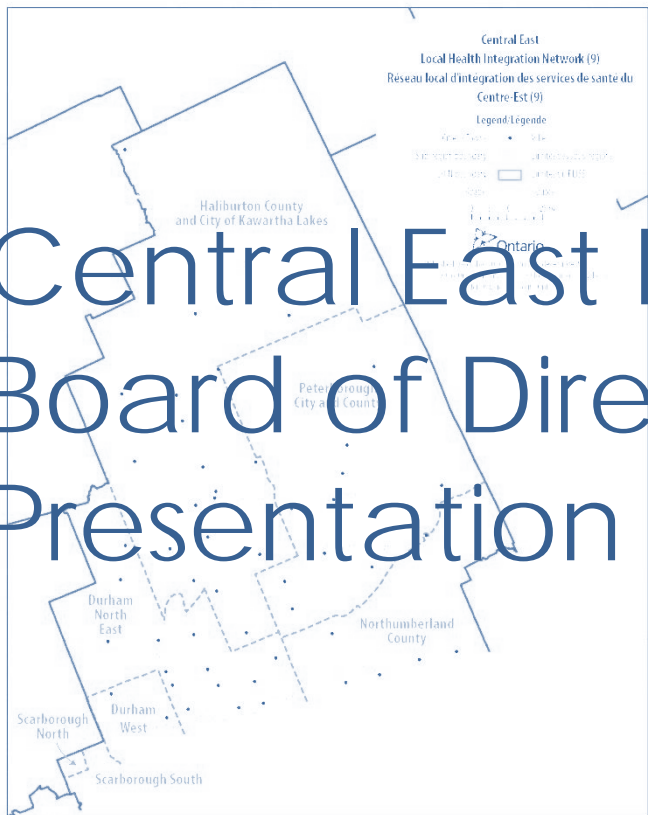


# Central East LHIN Board of Directors Presentation

Sue VanderBent  
CEO, Home Care Ontario  
February 22, 2017



HOME CARE  
ONTARIO

# LHINs

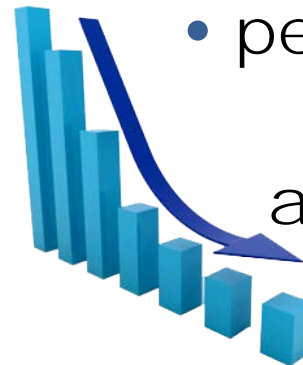
Home Care Ontario is a strong supporter of the LHINs and their potential future role to plan, fund and integrate the Ontario health care system.

The promise of structural and work process change is exciting and a great opportunity for the health care system in Ontario.

# High Level System Needs



- number of patients served at home
- numbers of patients who can be better cared for outside the hospital system (palliative, renal, chronic diseases)



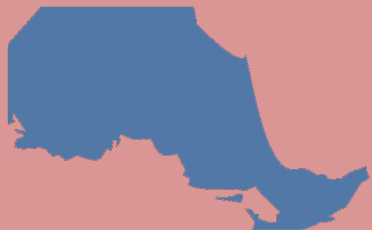
- percentage of patients designated as alternate level of care

- Hold overall system growth costs at 2% (MOHLTC)

2%



44 Home Care Ontario  
Service Providers



31 Associate Members



28,000 Staff



30M Hours of Service/year  
Delivered by Members

# Home Care Providers at the Front Line

## Accountable for

- Direct clinical care at the front-line
- Clinical expertise and evidence-based practice
- Managing safety, risk, performance and quality management
- Patient outcomes
- Innovation



## Held to strict contractual measures in relationships with government including

- Client Satisfaction
- Missed Care
- Referral Acceptance Rate
- Discharge Report Rate



# Existing Home Care Delivery Enablers during Transition

- Establishment of performance-based contracts
- 24x7 delivery mechanism at the front line
- Harmonized rates
- Health Quality Ontario reporting
- Bundled care pilots
- Major technology investments by home care providers



# LHIN and Home Care

- Passage of Patients First Act is a milestone to catalyze change
- Key Issues: Timing of “Transition” to “Transformation” and realignment Current Roles



# High Level Priorities during Transition and Transformation

**Burning Platform:** *Ontarians want more care at home. Auditor General will probably review changes to improve the system by Patients First Act in the future.*

## LHINs must

- Understand contract mechanisms
- Elevate performance management to a higher level
- Differentiate from current transactional state
- Enable clinical autonomy and allow providers to work within established fiscal and clinical outcomes
- Increase shared access to client information within the circle of care

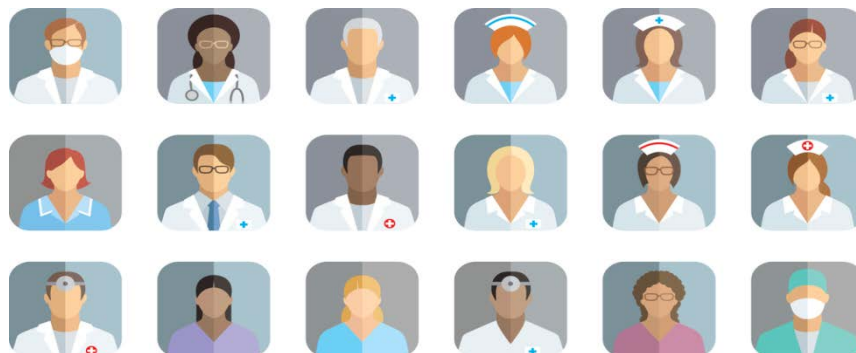




# LHIN and Home Care

## Roles

- Current CCAC case manager is both the administrator (assesses and authorizes care) and patient navigator
- Current home care providers are the clinical managers in the home responsible for safe and appropriate care



# Transition leading to Transformation

- First order of Business: Need for an externally-led LEAN Mapping process (Kaizen)
- Establish a LHIN province-wide transition team that includes representation from Home Care Providers
- Areas of opportunity include assessment processes, reduction of inefficient transactional exchanges



# Transition



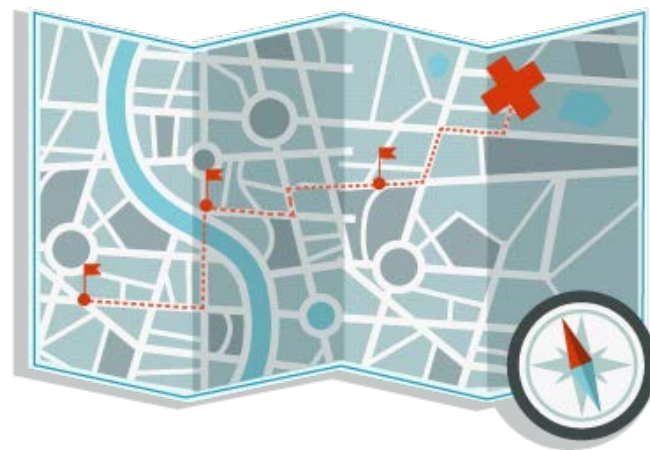
- Process issues can be better understood in a re-envisioned LEAN process: value of existing processes, streamlined pathways, shortened assessments, self-assessments, innovation opportunities
- Geo-coding can be achieved through natural attrition as client turnover is high
- Length of visits and patient care requests that impact on HHR



- Understand current technology impediments that preclude the 'direct line of sight' from frontline to LHIN

# Roadmap for Transition and Transformation

- Local Home Care Ontario members offer to host a 'Meet and Greet' with LHINs
- Engage Home Care Providers in a local transition team



# Central East LHIN Home Care Ontario Members

	A-Supreme Nursing & Home Care Services		Bayshore HealthCare
	CarePartners		CBI Home Health - Ontario
	C-care Services Inc.		Circle of Care
	Community Advantage Rehabilitation		CommuniCare Therapy
	Home Instead Senior Care		Homewatch CareGivers
	Integrated Rehab Professionals		Nightingale Nursing Registry Ltd.
	Nursing & Homemakers Inc.		ParaMed Home Health Care
	Regional Nursing Services		Reliance Homecare and Health Services Canada Inc.
	Rest Assure Community Support Services		Retire-at-Home
	Seniors for Seniors		Spectrum Health Care
	S.R.T. Med-Staff		Trillium Home Care and Nurses

# Thank You



**Sue VanderBent, CEO**

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