



FORMAL REPORT

To:	Chair Strathtdee and Members of Strategic Priorities Committee
From:	Stephanie Ische, Director of Community Services
Date of Meeting:	15 May 2017
Subject:	DCS 10- 2018 Care Coordination Agreement

PURPOSE

To provide information to the Committee about the Huron Perth Community Support Services Network Client Centered Care project and receive subsequent approval of the Care Coordination Agreement.

RECOMMENDATION

THAT DCS 10- 2018 Care Coordination Agreement report be received for discussion; and

THAT Strategic Priorities Committee recommend to Council:

THAT the Care Coordination Agreement be approved, subject to insurance provision being satisfied; and

THAT the Mayor and the Clerk are authorized to sign the associated agreements.

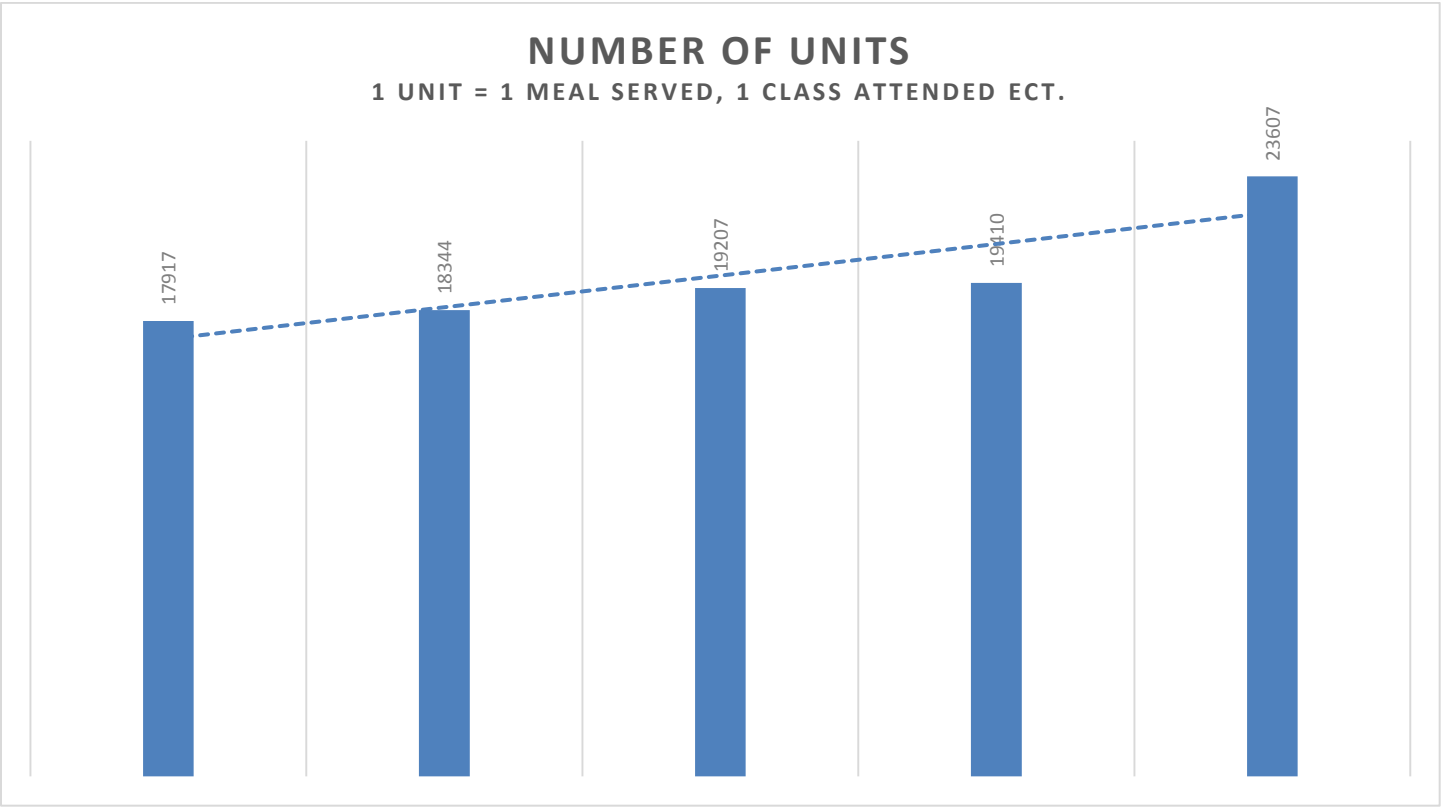
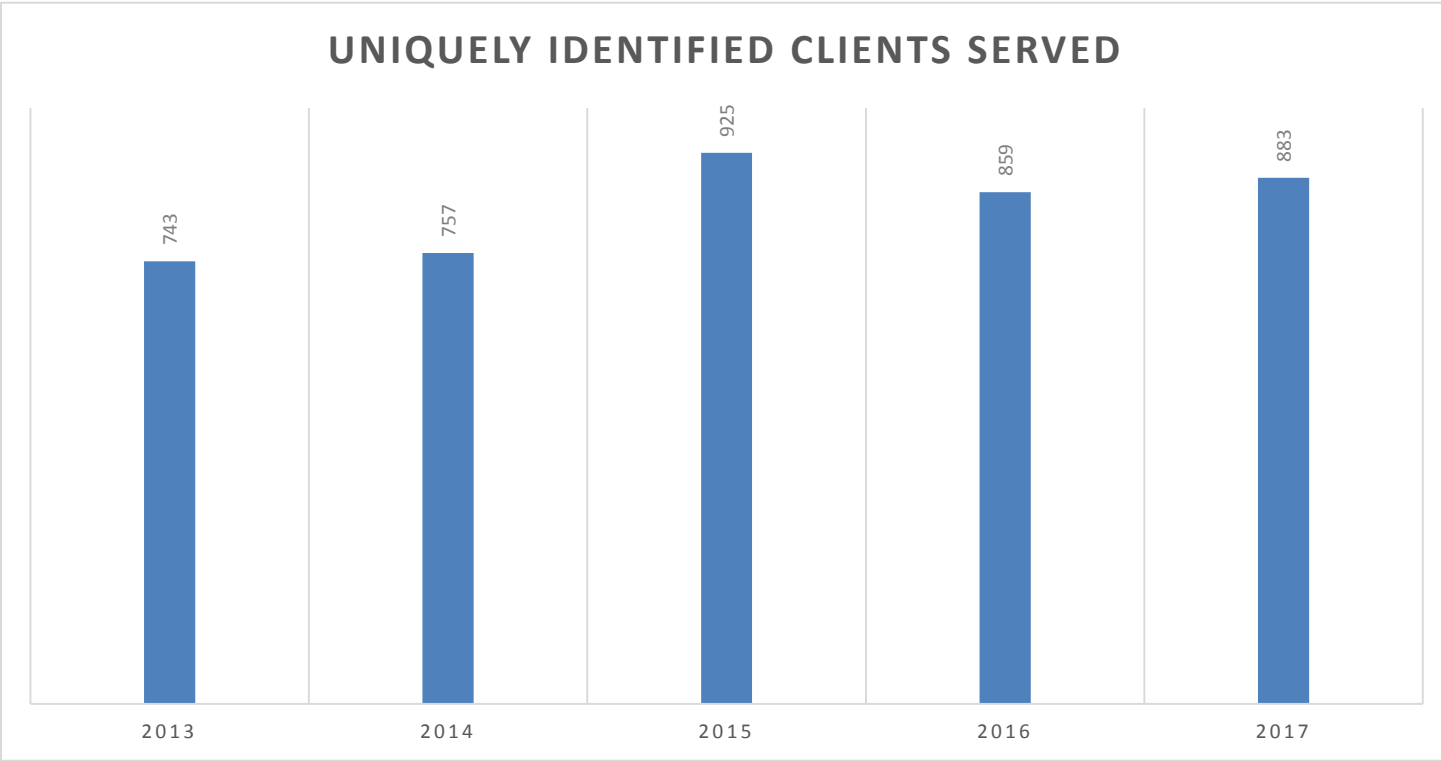
BACKGROUND

Senior Services support the needs of older adults, their care givers and people with varying abilities within in the Town of St. Marys. The Senior Services department operates the Friendship Centre and Home Support Services programs. These programs, which were originally two separate departments where amalgamated in 2010 to create staffing efficiencies within the department while better serving the needs of the community.

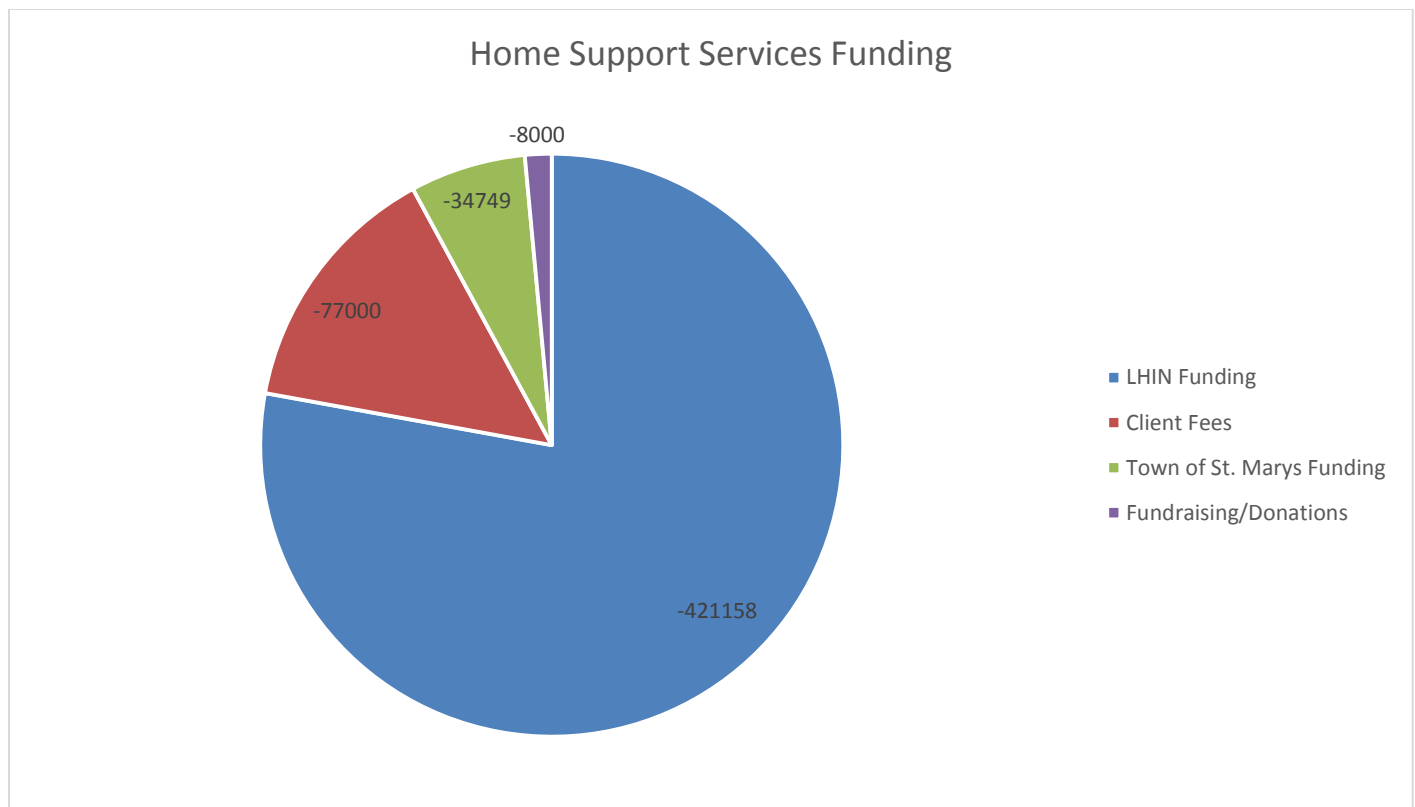
The Friendship Centre is an older adult recreation centre offering various social, educational and recreational programs and many special events. The Friendship Centre started out as a grass roots organization built by the community for the community, to provide a space for older adults to congregate in St. Marys. It was through the development of the Friendship Centre that Home Support Services was established. The two organizations have been connected for over 40 years

St. Marys Home Support Services (Home Support Services) strives to promote wellness and enhance the quality of life for seniors, people recovering from illness or injury and people with varying abilities. Home Support Services provides a variety of services to St. Marys and surrounding area. Programs include; Meals On Wheels, Community Dining, Footcare, Blood Pressure Clinics, Fitness Assessments, Volunteer Visiting, Telephone Reassurance, Falls Prevention and Group Fitness classes, Education and Personal Shopping Services. All of the services offer by Home Support Services are delivered with the support of volunteers.

Over the past number of years Home Support Services has seen steady growth in those who utilize the services and the frequency of use. The charts provided below present the number of clients served year over year.



The South West Local Health Integration Network (LHIN) funds St. Marys Home Support Services. Home Support Services is accountable to the LHIN through a yearly Multi Sector Service Accountability Agreement. In addition to LHIN funding, Home Support Services receives funds from client fees, fundraising and donations, and municipal funding from the Town of St. Marys.



St. Marys Home Support Services has a long history of working in partnership with various Community Support Services to provide comprehensive supports across Huron and Perth Counties. Partners in care include; OneCare Home and Community Support, St. Marys & Area Mobility Services, Mitchell Community Outreach Service, Milverton Community Outreach, Blue Water Rest Home, and VON Perth- Huron. Through this Community Support Services Network, St. Marys Home Support Services has been successful in obtaining funds to enhance the services delivered.

In 2014, St. Marys Home Support Services was invited by OneCare Home and Community Support (as the Lead Agency) to join them and the four other agencies listed above to participate in a LHIN funded pilot project. The project goal was to develop a “Virtual Organization”- a network of Huron and Perth Community Support agencies. The goal of this Virtual Organization network was to:

1. Reduce client confusion when accessing various services.
2. Allowing every door to be the right door.
3. To enhance the users experience by developing a shared common intake and central access for Community Support Services.
4. Developing shared care coordination for resources, consultation and support for complex clients, planning and advocacy for the highest need clients and coordination of Community Support Service providers with other health service providers in Huron and Perth.

Prior to this time, agencies were servicing clients independently and unaware if they both provided services to the same client. If a St. Marys resident required service from multiple Community Support

providers they would be required to tell their story multiple times. There was little communication or collaborative care planning to ensure that the best services were in place for the client.

In 2015, the pilot evolved and continued to develop with further financial funding from the LHIN to develop a common client database where client records could be shared when services were provided by more than one agency. As well, the partners involved in the coordination of care expanded to include other health providers in Huron and Perth including Family Services Perth Huron, the Alzheimer Society of Huron and Perth, Dale Brain Injury, and Cheshire, with the goal of making the client the centre of their own care across broader community sectors.

In June of 2016, the network was awarded a Quality Award from the South West LHIN at their annual Quality Symposium for their work on the model of seamless integrated community support. The project was also awarded the Ministers Medal honouring Excellence in Health Quality and Safety.

REPORT

Today, there is a legislative requirement for St. Marys Home Support Services to be better connected to other care providers. St. Marys Home Support Services is legislated as a Health Services provider under the *Patients First Act*. Patients First was introduced received royal assent late in 2016 with the goal of giving patients, clients and caregivers integrated, accessible high quality care. Through this new legislation Health Services providers are mandated to be better connected by delivering better coordinated and integrated care in the community, closer to home. To achieve this goal each LHIN was divided into Sub-Regions.

The goals of the Community Support Services Network align with Patients First Goals, and not only are there great benefits for the clients and residents that we serve, but there are also benefits for us as the provider by being aligned and involved in the project. As a participating partner in this project, Home Support Services has been able to leverage existing resources and access newly-shared resources. Through funding from the project, the client database system currently used has been improved, as there is greater ability to produce and analyze data, both for our own reference as well as for reporting purposes, and we have been able to develop efficiencies and work towards consistent service standards. As well, we have been recognized and engaged in the broader health care system. As the project has been adopted by the LHIN and will be rolled out across all regions in the South West, it has become increasingly more important for Home Support Services program to remain a continued partner in the project.

As the project has moved forward, OneCare has developed Data Sharing and Network Sharing agreements on behalf of the Community Support Service Network partners. These agreements pertain to OneCare operating the central intake process, the database system used for the shared record as well as act as a relationship agreement between partners outlining roles and accountabilities for each of the 13 agencies to each other.

Each agency was given an opportunity to provide feedback. During this phase of the project, St. Marys Home Support Services consulted with Corporate Legal and Insurance to vet the agreements. Changes were presented, however at the same time the South West Local Health Integration Network adopted the “pilot” program developed by the Network as the working model for all Sub-Regions within the LHIN. In light of the project being rolled out across all regions the agreements were revised with the changes requested by St. Marys and now encompass all Community Support providers across the entire South West LHIN.

The Huron Perth Community Support Services Network Client Centered Care project is in the process of being rolled out to all Sub-Regions with heavy support from the South West LHIN. While it is not currently mandated, we anticipate that it will become that standard for all Community Support agencies moving forward and participation may be written into the funding agreement between each agency and the LHIN.

St. Marys Home Support Services is currently only partially involved in the project due to the outstanding agreement. By supporting the signing of the Data Sharing and Network Sharing agreement it will enable St. Marys Home Support Services to utilize the technology developed for the project and allowing for stream lined data flow between providers to better service the community.

Our Corporate Legal and Insurance support our participation based on meeting the specified insurance requirements have reviewed the final agreement.

Currently staff are working with Corporate Services and Finance to identify and secure the required insurance specified in the agreements.

SUMMARY

Senior Services has maintained an excellent working relationship with local partners, our funders and the clients we serve. With the new legislation, more emphasis is being placed on community support services to support the aging at home process. The goal of the LHIN is to group regions together so planning and coordination of services can be done at a local level, thus making the client the primary focus in the planning efforts. With Senior Services being an integral partner of this pilot project we have already been included with our region, which has been a benefit to the organization and the clients we serve. The Care Coordination program allow us to better serve the needs of the clients in our local community while complying with the new direction of regional accountability.

FINANCIAL IMPLICATIONS

All costs to date have been covered by the LHIN; however, there will be an increase cost for the insurance coverage. Cost is unknown at this time.

STRATEGIC PLAN

☒ Not applicable to this report.

OTHERS CONSULTED

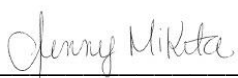
Kim Leis, Home Support Coordinator

ATTACHMENTS

Data Sharing Agreement
Network Sharing Agreement

REVIEWED BY

Recommended by the Department



Jenny Mikita
Senior Services Supervisor



Stephanie Ische
Director of Community Services

Recommended by the CAO

A handwritten signature in black ink, appearing to read 'Brent Kittmer', followed by a horizontal line.

Brent Kittmer
CAO/Clerk