

## Coming together to Help “Betty”

*North East LHIN Providers Working to Improve Home & Community Care for Northerners*

**March 28, 2018** – More than 115 Home and Community Care leaders from across the North East LHIN region spent two days looking at ways to improve way clients’ and their families’ access to receive services. The “Betty’s Journey Workshop,” supported by the North East Local Health Integration Network (NE LHIN), led participants through the experience of a client named Betty, as they identified challenges and ways to transform the way she received care.

The workshop is part of the region’s One Client One Plan (OCOP) project, whose team includes the Independence Centre and Network (ICAN), the March of Dimes Canada and the NE LHIN. Its goal is to deliver a consistent approach to care planning with clients and families that is inclusive of, and accessible to, all NE LHIN home and community care providers within a client’s circle of care. With OCOP, clients will only tell their story once and they will benefit from coordinated care focused on their needs. Elements of the project include a central intake, as well as standardized process to identify all available services, assessments, and the coordination/delivery of services.

“This is a great step forward and all partners are to be commended for working together to determine how people living in Northeastern Ontario can and will receive better coordinated, less fragmented, and more client-focussed care,” said Jeremy Stevenson, NE LHIN CEO, at the beginning of the workshop.



*North East LHIN CEO Jeremy Stevenson with Marie Leon (right), the chair of the Regional Home and Community Care Network, and Sherry Frizzell (left), NE LHIN Home and Community Care Director at the Betty’s Journey Workshop on Tuesday, March 27.*

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