

# One Client One Plan (OCOP)

Quarterly Communique, #6, July 2019

PLEASE CIRCULATE TO YOUR TEAM MEMBERS!



North East Ontario Home & Community Care  
United in our Commitment to Care  
Soins communautaires et à domicile du Nord-Est de l'Ontario  
Unité dans notre engagement

Ontario 

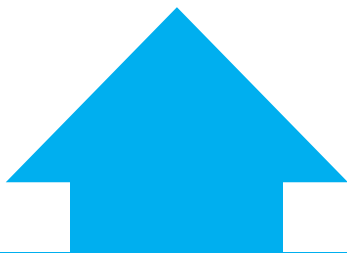
## What's New? Caredove

CHECK OUT  
CAREDOVE  
FAQS

Caredove is being offered for *FREE* to Home & Community Care health service providers as a **software solution to support referrals, book appointments, and follow-up care** through accurate and precise access to health service provider information. At this stage Caredove will be used **in addition** to existing sources such as Healthline, 211, and HealthPartner Gateway (HPG). The OCOP team is currently working with low acuity, assisted living, and adult-day program providers (*programs using HPG for referrals*) to ensure that we are making use of the best possible solutions for both staff and clients.

### The Benefits ...

- **Improving the client's journey** so that appointments can be booked online directly into participating health service providers' calendars. No second phone call need be made!
- **Caredove matches clients to the most appropriate service provider who can meet their needs, based on eligibility and home address (using GPS translation)**. Eventually anyone with access to the internet can make referrals using Caredove!
- **Caredove streamlines the referral process by:**
  - reducing phone calls
  - eliminating voicemails and faxing for booking
  - allowing organizations to own their profiles, provide up-to-date details on services, and additional information



### The Caredove Roll Out ... (See page 2 for more)

- **Introductory Webinars** were held in May and **Organization Administrator** training in June. **THANK-YOU TO COHORT 1 PARTICIPANTS --13 ORGS! -- FOR YOUR TRAILBLAZING!**
- **Regional on-site health service provider training** –summer/ fall
- **Phase 1 (July-September):** Participating health service providers begin receiving/making referrals.
- **Phase 2** – NE LHIN Home & Community Care joins.
- **THERE'S STILL TIME TO SIGN-UP FOR COHORT 2 ORGANIZATION ADMINISTRATOR TRAINING (July)**. Email [OCOP-UCUP@lhins.on.ca](mailto:OCOP-UCUP@lhins.on.ca).

## Update from Regional Home and Community Care Network Meeting

On June 25 and 26, the Network had its annual face to face meeting to highlight successes of the past year and set the work-plan for the coming year.

Some of the successes tied into OCOP's objectives to:

- *Improve Information Sharing*
- *Remove Duplication*
- *Sharing Resources*

The **Regional Assisted Living Working Group** has endorsed a process that supports formal collaboration between Home & Community Care health service providers so that clients are aware of the services they will receive while at the same time reducing unnecessary discharges and admits between providers and/or programs. Through this collaborative work, clients will eventually have an integrated service plan involving multiple providers. Assisted Living providers have agreed to test this new process. Thank-you!

Work is also underway with the **Personal Support Services Low Acuity Working Group** to test pathways that will improve role definition between LHIN and other Home & Community Care providers in the delivery of services that will support:

- Addressing a client's need for increases in services without discharging to another provider
- Reducing confusion for clients regarding who to contact if supported by multiple providers
- Ensuring clients have a known single point of contact if waiting for services.

### Leverage Technology

#### eNotification

With the use of the NE LHIN's eNotification, Assisted Living providers will be notified when their clients present/admit/discharge from ER/hospital.

#### Integrated Assessment Record (IAR)

Work is ongoing to make sure all providers are uploading to, **and** viewing assessments in the IAR so that clients aren't asked the same questions twice.

**CHECK OUT THESE TRAINING VIDEOS:** for [NE LHIN](#) and other [Home & Community Care providers](#).

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## Phase 1 – Health Service Provider (HSP) to HSP Referrals

**Introductory Webinars** were held in May and **Organization Administrator** training in June, July, August

### Cohort 1: Thank you to the following agencies for blazing the trail!

- Cassellholme
- Aide Aux Seniors
- Centre de Sante Kapuskasing
- Whitefish Lake First Nation
- North Shore Health Network
- Alzheimer Society Sudbury / Manitoulin / Nipissing
- Meals On Wheels (Sudbury)
- Red Cross Timmins
- Red Cross Sudbury and North Bay
- Red Cross Sault Ste Marie
- ICAN
- Alzheimer Society Algoma
- Sudbury Finnish Rest Home-Finlandia

### Cohort 2: We're currently recruiting.

- EMAIL [OCOP-UCUP@lhins.on.ca](mailto:OCOP-UCUP@lhins.on.ca) to receive Organization-Administrator training.
- July 24 @ 10:00
- July 25 @ 1:00
- Jul 30 @ 11:00
- July 31 @ 1:00

### Cohort 3: August dates

TBD

### Next Steps:

In-depth Caredove training to occur with each agency in late summer/fall after all Cohorts have received Org-Admin training.

TBD

## Phase 2: NE LHIN Home & Community Care to HSP Referrals