

# One Client One Plan (OCOP)

QUARTERLY COMMUNIQUE: February, 2018

*Look for future editions in ... May, August, & November*

**Dear Partner**, the aim of this communiqué is to keep you informed and to receive your feedback as we work together towards transforming Home and Community Care into one sector through our One Client One Plan (OCOP) project. While our core team currently includes ICAN, March of Dimes and the NE LHIN, OCOP is a project that relies on the skills, knowledge, and resources of all North East LHIN home and community service providers. If you are not involved already, we are looking forward to welcoming you to the team!

We also hope you will be able to join us at a forum in March that we are calling “**Betty’s Journey - Workshop.**” You’ll hear more about Betty’s experience (whose story represents that of several clients) and how we can improve the journey of clients like Betty by working together as one sector and using LEAN practices. We will be inviting senior team members from 70 home and community care organizations, as well as regional tables to participate in this event in which we will work together to identify barriers and create a new future state where clients receive a seamless delivery of services and only have to tell their story once.

## SAVE THE DATES for BETTY’S JOURNEY WORKSHOP\*

**Full Day March 27<sup>th</sup> and the morning of March 28<sup>th</sup> in Sudbury**

\*Registration details and the agenda will follow shortly. There is no fee and meals will be provided during the workshop.

## A little bit about OCOP ...

Our shared vision is to deliver a consistent approach to care planning with clients/families that is inclusive of, and accessible to all North East LHIN home and community care providers within the client’s circle of care. Why? So our clients will only tell their story once and they will benefit from coordinated care focused on their needs. We will achieve this client-centred, seamless service delivery approach by working together to create a central intake, as well as standardizing a process for identifying all available services, assessments, and coordination/delivery of service.

## Some of the work to date

- The OCOP team has been engaging with internal and external stakeholders throughout the North East region.
- The NE LHIN’s VP of Home and Community Care Richard Joly and Director Sherry Frizzell made 63 site visits to engage with health service providers over the past eight months to talk about OCOP and other shared home and community care issues.
- In addition, the core team has made approximately 20 presentations to stakeholders. For instance, on January 25<sup>th</sup> a presentation was made to the NE LHIN’s Patient and Family Advisory Committee by Richard, Sherry, and ICAN ED Marie Leon. PFAC members expressed an interest in attending the March workshop and joining our team to improve home and community care processes.
- OCOP plans to present to all NE LHIN-funded providers. Let us know if you have a meeting or event that would benefit from hearing more about this sector wide initiative.
- We have connected with other LHINs, who have embarked on similar projects to gain their insight.
- Work is underway to develop project metrics with support from Health Quality Ontario’s IDEAS (Improving & Driving Excellence Across Sectors) initiative.
- For more information on OCOP contact one of the project’s Cosponsors - Sherry Frizzell, Director at the NE LHIN, at [Sherry.frizzell@lhins.on.ca](mailto:Sherry.frizzell@lhins.on.ca) or Marie Leon, ED of ICAN, [MLeon@ican-cerd.com](mailto:MLeon@ican-cerd.com).

