

PLEASE CIRCULATE TO YOUR TEAM MEMBERS!

What's New?

Here's a snapshot of some of the progress made on each of the themes identified by Home and Community Care leaders.

Design Single Point of Access

- Created an *Access Working Group*.
- Continued to research single point of access models from other LHINs.
- Developed client journey current state scenarios as part of the approach to designing solutions.

Standardize Training and Forms

- Developed an Integrated Assessment Record (IAR) video to inform NE LHIN staff of the benefits as well as increase use with the goal of 100% upload/viewing.
- Partnered with *Common Assessment Project Working Group* of the **Regional Home and Community Care Network** to expand IAR usage and interRAI assessment tool training across the North East.
- Initiated measures to eliminate duplication in the process and assessments.
- Continued work on standardizing consent language and process.

Leverage Technology & Data Sharing

- Conducted a NE LHIN review of current technology to identify gaps where new software and technology support is required.
- Met with Waterloo Wellington LHIN to evaluate a software solution they've implemented.
- Work continued to expand use of IAR, HPG, and eNotification across the region.

Improve Information Sharing

- Launched *Care Coordination Steering Committee*, made up of front-line staff to design solutions/processes and make recommendations for system-wide implementation.
- One of the NE LHIN's Patient and Family Advisory Committee members (who attended Betty's Journey Workshop), also sits on a Health Quality Ontario committee which is revamping its Home and Community Care client satisfaction survey. She suggested that OCOP weigh in on HQO's first draft of their survey. OCOP team members have since provided input.

- **Betty's Journey video is now available in [French](#) and [English](#).**

Share Resources among Providers

- Knowledge Exchange series has started. March of Dimes and the Red Cross have been the first to present across the North East. Stay tuned for more sessions...
- **Please submit your "Need to Know" information about the services you provide so it can be shared as an information tool!**

If you are interested in learning more email OCOP-UCUP@lhins.on.ca. To read past communiques click [here](#).

Launch of Care Coordination Steering Committee and its Two Work Groups

With representation from Home and Community Care organizations across the North East, this table is where OCOP solutions will be designed, ways to remove duplication in assessments identified, process improvements suggested, and methods of sharing resources among agencies developed. Excitement and high energy marked the committee's first meeting in November.

- Membership includes: North East LHIN; Near North Palliative; Vision Loss Rehab; Finlandia; Canadian Red Cross; ICAN; March of Dimes Canada; Alzheimer Sudbury; VON; The Friends; Huron Lodge and Maison McCulloch Hospice
- Work Groups have been created from the steering committee membership: i) *Access Work Group* and ii) *Care Coordination Work Group*. The groups will work with OCOP facilitators to recommend solutions to the OCOP core team to consider for system transformation and implementation.

Partnering with Health Links to Implement its Coordinated Care Plan CCP

OCOP has partnered with Health Links team. Both OCOP and Health Links share an important vision of team care planning. OCOP is looking to leverage the Coordinated Care Plan where applicable. This plan is designed to: share care plan information among those in the client's circle of care; offer a holistic approach to care; and ensure all care needs are met with the service types needed to achieve the client's goals.

Improving Data Sharing – Are you Procuring New Software?

OCOP is looking to support HSPs who are interested in moving toward a common Health Information System. Stephanie Leclair, ED Alzheimer Society Sudbury, and Terry Caporossi, ED Alzheimer Society SSM, have taken on the task of writing a Software Requirements document with input from the rest of the sector so as to have a comprehensive list of software features needed by all agencies to conduct their daily operations efficiently. **If your agency is planning to procure new software and is interested in having input into the requirements gathering, or to learn more, please contact [Kerri McMaster](#)**

Guiding Principles of One Client One Plan (OCOP)

- True collaborative efforts and planning builds trusting partnerships between clients, and health service providers.
- The uniqueness of all health services provider organizations is acknowledged.
- Current operations and the mandate of all health service providers is respected and recognized.
- Successfully implemented solutions and initiatives of other health service providers and LHIN organizations across the province will be leveraged in the development of North East LHIN Home and Community Care solutions.