

## Betty's Journey Workshop

- Over 6000 km travelled to engage providers on project development and encourage workshop participation
- 120 Home & Community Care leaders and members of the NE LHIN's Patient and Family Advisory Committee (PFAC) attended
- Official launch of One Client One Plan (OCOP) project
- Worked together to confirm Home and Community Care current state issues, needs and strengths.
- 200+ ideas generated
- Mapped ideal state paths from both Betty and Home and Community care providers' perspective

### Themes from Betty's Journey Workshop:

#### Design Single Point of Access



#### Standardize Training and Forms



#### Leverage Technology & Data Sharing



#### Improve Information Sharing



#### Share Resources Among Providers



## Out of 36 survey respondents:

-  **Very Satisfied: 83%**
-  **Satisfied: 15%**
-  **Not Satisfied: 2%**

## Feedback from You

*"Although my brain feels very full today, the Betty's Journey workshop was exhilarating and so encouraging. So looking forward to working together to be the best of the best..."*

*"Having gone through exercises like Betty's perspective and health care providers' perspective, it became evident to me that we can make a difference!! We can stop the over assessments, the repeating of stories and most importantly cut the waste of time, resources. and provide better service."*

*"I really felt that we were coming together to create something important."*

*"Excited to be part of the change and new direction for H&CC across NE."*

*"The concept of one client one plan is not new. System Navigation has been an issue for years. Assessments should be shared and in Betty's case they were not. Perhaps there are issues around competence not processes."*

*« Malheureusement, tous les articles promotionnels distribués étaient unilingues anglophones. La distribution de chandails bilingues, par exemple, aurait été apprécié (voir même nécessaire). Il s'agit là, selon moi, d'une occasion ratée pour le RLISS de témoigner de son engagement envers les francophones. »*



## Vision

### One Client One Plan (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 so that clients only have to tell their story once.*

## Goals

- Improve the client experience when accessing home and community care.
- The client will be informed of and connected to their service choices based on their identified care needs.
- The client will tell their story once and add to their story as their needs change.
- Transform Home and Community Care services into one cohesive system.

## Objectives

- A single point of access for clients.
- Develop a standard process with appropriate tool to identify services.
- Remove duplication in Home & Community Care assessments by further sharing of assessment data.
- Develop a standard approach to the coordination of services.

## Draft Work Plan Main Elements

### Technology

- Evaluate and leverage existing technology
- Evaluate and refresh Common Referral Form
- Explore Integrated Assessment Record (IAR) and Health Partner Gateway (HPG) potential
- Identify minimum technology standard needed
- Expand eNotification

### Access

- Define single point of access
- Research ideas from other LHINs and North East HSPs
- Determine framework requirements
- Design single point of access process

### Information Sharing

- Explore common consent language that is inclusive of and can be utilized by all providers.
- Research other sectors common care plans
- Standardize Care Planning and Care Plan

### How We'll Get This Done

- Set up Privacy & Security Work Group
- Create Single Point of Access Work Group
- Create Care Coordination Focus Group
- Recruit Indigenous and Francophone members
- Continued engagement with PFAC
- Developing Terms of Reference for Focus Groups

Send your thoughts on the draft work plan to James Foreman, Project Manager at [James.Foreman@lhins.on.ca](mailto:James.Foreman@lhins.on.ca). Don't forget to send in your selfies in front of your organizations!

To read the full **Betty's Journey Workshop Draft Work Plan** - [click here](#).