One Client One Plan (OCOP)

Quarterly Communique, #3: September 28, 2018

PLEASE CIRCULATE TO YOUR TEAM MEMBERS!

Ontario
North East Local Health
Integration Network
Réseau local d'intégration
des services de santé
du Nord-Est

What's New?

As you read in our last communique, we've developed a work plan based on themes drawn from your feedback at the Betty's Journey Workshop. Here's a snapshot of some of the progress made on each of the themes as well as the overall project.

Design Single Point of Access
- Developed Work Group Terms of Reference
- Continued to research single point of access models
- Defined approach to make informed recommendations
- Initiated recruitment of work group membership

Standardize Training and Forms
- Developed a partnership with Health Links to leverage each other's work and prevent duplication
- Reviewed and evaluated the Coordinated Care Plan
- Determined that the Integrated Assessment Record (IAR) will be used as the common platform to share assessment information.
- Collected and analyzed IAR usage data to support project next steps

Leverage Technology & Data Sharing
- Conducted survey to collect baseline data on current hardware/software/network capabilities of all Home and Community Care providers
- Prepared Business Requirements Document to define what a software solution should entail to improve the client journey.

Improve Information Sharing
- Collected baseline data on current state usage of Health Partner Gateway (HPG)
- Submitted an HPG enhancement request to allow the *client view* to display legacy community support services
- Collected baseline data on current state usage of IAR
- Initiated evaluation of Phase 1 eNotification project

Share Resources Among Providers
- Started planning information and knowledge exchange sessions for providers
- OCOP team presented a project update to the Regional Home and Community Care Network planning day
- Worked with the Regional Home and Community Care Network to align our respective work plans to prevent duplicated efforts and leverage each other's work

Overall Project Progress
- Developed project Guiding Principles
- Created OCOP Wave 2 work plan (400 tasks)
- Approved OCOP Core Team Terms of Reference
- Defined project metrics to measure project performance

If you are interested in learning more email OCOP-UCUP@lhins.on.ca.

New OCOP Project Champion!

Kelly Zinger (BSc, CHRP) has been seconded from her position as the Executive Director of Meals on Wheels in Sudbury, which she has held for the past five years, and has now taken on the role of OCOP Project Champion, based at ICAN. Her role is to help build system solutions and engage health service providers to ensure Home and Community Care leaders have a voice in shaping the transformation of Home and Community Care through the OCOP project.

Tell Us All About Your Work @ an Information and Knowledge Exchange Session

Are you sometimes unclear about what other NE LHIN-funded Home and Community Care providers do and would like to learn more? Information and Knowledge Exchange Sessions are being planned for late fall or early winter. We invite you to join one to learn from others and share the vital work you do by answering questions such as:

- ✓ **What services does your organization provide?**
- ✓ **Is there a way we can work better as a team?**
- ✓ **Are there creative ways we can share resources to improve efficiency?**

Shining a Light on our Work at OCSA

The OCOP core project team has been invited to present at the Ontario Community Supports Association (OCSA) Community Connect Conference in October. Although the project is nowhere near completion, we've been asked to share our approach to relationship-building, community partner engagement, leveraging partners' successes, and how we intend to standardize processes and assessments.

Celebrating Our Successes …

Congratulations to the 13 organizations who sent 63 staff for Competency Training on the InterRAI. This helps us move one step closer to providing the same standardized assessments for all our shared clients. And the good news continues as more staff are continuing to receive training. Also a big thank you to Marliese Gause, of The Friends, who led and coordinated this work!