

The Province of Ontario has identified four key focus areas in its *Patients First: Action Plan for Health Care* including:

- **ACCESS** – Improve access by providing faster access to the right care
- **CONNECT** – Connect services by delivering better coordinated and integrated care in the community, closer to home
- **INFORM** – Support people and patients by providing the education, information and transparency they need to make the right decisions about their health
- **PROTECT** – Protect our universal public health care system by making decisions based on value and quality, to sustain the system for generations to come

As a team, we are making every effort to align our practices with these key focus areas including efforts to continue streamlining our processes and supporting access to patient care and services including:

- Ability to provide customized reports for patients regarding options (MyHealthGPS)
- Partnerships with Community Support Service agencies supporting expanded access to personal support care in the community

We are now moving forward to address our existing waitlist for personal support services.

Effective today – May 1, 2015:

- **HNHB CCAC will no longer be admitting patients to a waitlist for personal support.**
- **Counselling, provision of information and referrals to other supports will continue as always.** *The PSW criteria flowchart has been revised to reflect this change (removal of the PSW waitlist from box 22).* **NOTE: This change is effective immediately.**
- **Patients will continue to be invited to contact the CCAC should their needs or circumstances change.**

Next steps will include:

1. **Review of the patients currently on the waitlist.** There are 344 patients on the waitlist currently. Analysis is in progress to determine potential eligibility for the CSS collaborative, other patient attributes, and numbers per caseload. In the interim, there is no change to the management of waitlisted patients (e.g. follow current process for removal from the waitlist).
2. **Development and implementation of a process for referring individuals with newly identified personal care needs directly to CSS Collaborative Providers where appropriate.**

Work is now in progress for the two steps as outlined above, with more information to follow. This work is expected to be completed by the end of June.

Thank you very much for your support and assistance. If you have any questions, please speak with your manager.

Gail Riihimaki, OT, MBA
Director, Client Services
HNHB CCAC
149 Hartzel Road

St.Catharines, ON L2P 1N6

905 704 3280
1 866 790 4642

<http://healthcareathome.ca/hnhb/>