

ALS-HRS Providers Service Network

Meeting Notes

25 April 2024

Attendees:

Jennifer Lalonde (Chair), Billie Jo Williams & Su'ad Ahmed (OWCS), Val Bishop de Young & Stacey Norris (VHA), Krystal Whitford & Lindsay Selleck (J.W.MacIntosh), Katrin Spencer & Sherry Katchikian (Perley Health), Sheila Roy (Groupe Action/Service Communautaire), Helen Esilman (NRLTC), Michaela McClymont (ARH), Monique Thibodeau-Laflamme (Montfort renaissance- Centre des Services Guigues), Patrice Hall & Kim Lu (Carefor), Sara Hess (Carefor, EC), Alice Grenon (Carefor, RC), Christine Wassing (Marianhill), Sylvie Lefebvre (Service Communautaire P-R), and Chris Cobus (CCSN).

General topics discussed:

1. Welcome and Introductions:

Jennifer Lalonde, Chair, welcomed everyone.

2. Complaints Tracking:

Jennifer reminded participants of the current series of webinars being hosted by Ontario Health on the new ALS Policy requirements, encouraging their attendance. She noted the most recent one, which was to take place today, had been postponed, to enable Ontario Health and the provincial Working Group (of which she is a part) to clarify some details on the complaints process before presenting to all providers. Questions needing further clarity: What constitutes a complaint that requires tracking vs. an incident? What is to be done with this information? Will all agencies be required to have a common process? Recommendations from Jennifer to the working group include: to keep the process simple and ensure that information being tracked is useful. Utilize the complaint template developed by the working group, able to be customized by each agency. Recognize that some multi-service agencies will have an overall complaints process covering several services, not a different one for each service. Steps required for response could consistently be required in all complaint processes.

3. Reporting:

Effective as of June 1, 2024, ALS providers are to track 'direct hours of care'. The group agreed that all hours of service could be considered direct care, as each task contributes to the overall quality of care supporting each client. However, in anticipation that Ontario Health may define certain tasks as 'direct' while others will not be included, the group discussed what each currently consider as 'direct' hours of care.

Direct care tasks discussed:

- face to face services.
- follow-up phone calls in between visits.
- time staff spend 'on call' as they must respond as needed.
- Staff travel (in rural areas).

The group are very interested in hearing from Ontario Health what this data is to be used for.

Action: Jennifer suggested that while Ontario Health will eventually define what they consider to be direct hours of care, there is value in this group creating a matrix as to what is considered direct care and how we measure it in this region. Such could be used to recommend/influence the work being done by Ontario Health in this domain.

4. 2024-25 Workplan:

Aside from creating recommendations re: a Complaints process and how to report on Direct hours of care, Jennifer asked the group if they had other matters they would like addressed by this group. Topic suggested included: service gaps, waitlists, impact of HCCSS staff turnover on referrals to CSS, impact of combining supportive housing/attendant Care services with ALS-HRS under the same policy.

Action: Participants were asked to give the idea of creating a workplan further thought. Tabled to the next meeting.

5. Expanding Membership:

Action: CSS Providers in Central East and South-East to be invited to attend future ALS-HRS regional meetings as they wish. If anyone has questions/concerns about proceeding to expand membership contact Jennifer/Chris.

6. Onboarding Criteria:

Action: tabled to the next meeting.

7. Other:

Christine asked if others have ever considered incorporating into ALS a ‘nursing without walls’ model of service, whereby consideration is given to bringing ALS clients in once a week to use bathing equipment on site or offer a ‘spa day’ once a month to the community in general? Others have not done this. Interesting idea.

Next Meeting: Thursday, 27 June 2024 at 11 am.