

## CSS Providers Ontario East Meeting Notes

Wednesday Oct 09<sup>th</sup>, 2024

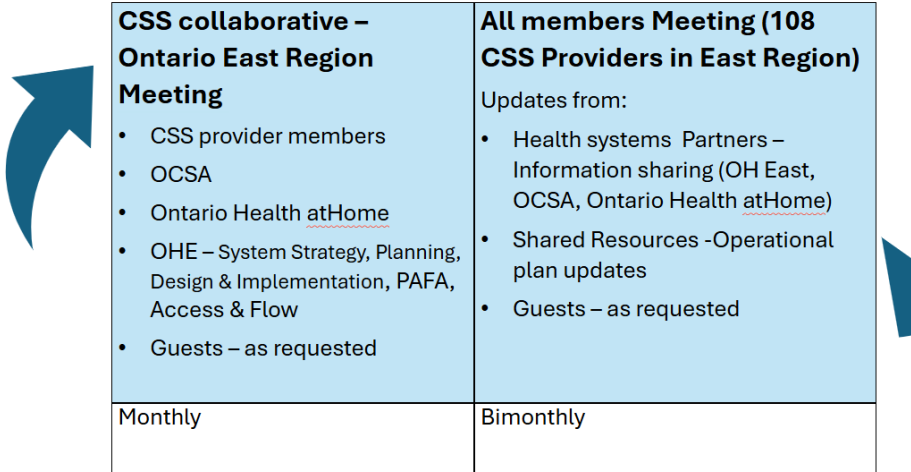
10:00 a.m. to 11:30 a.m.

Join Online: [Click here to join the meeting](#)

Agenda Items	Lead	Information/Discussion/Action(s)	Time
1. Welcome	CCSN Co-Chair: Joanne King	Nathalie opened the meeting and welcomed everyone.	5 min.
2. Land acknowledgment		Land acknowledgment by Joanne.	
3.Updates from Health System Partners			30 min.
<ul style="list-style-type: none"><li>Ontario Community Support Association (OCSA) Patrick Boily - Director of Policy. (10 min)</li></ul>		<ul style="list-style-type: none"><li>Funding Letters: Sent out earlier this week.</li><li>Pre-Budget Launch: Initiated last month; details available on the website.</li><li>New Template Letters:<ul style="list-style-type: none"><li>One for organizations to request meetings with local MPPs.</li><li>One for supporters without meeting requests.</li><li>Templates can be shared with board members, volunteers, and community champions.</li></ul></li><li>Home First Directive: Engaging with Ontario Health and Ontario Health at Home; planning discussions underway for implementation. Elevated conversations with the Ministry of Health for long-term success and proactive planning.</li></ul> <p>- Excitement about the upcoming conference; it has sold out early.</p>	
Ontario Health East (OHE) (15 min) <ul style="list-style-type: none"><li>Shannon Gesualdo -System Strategy, Planning, Design &amp; Implementation Ontario Health East,</li></ul>		<u>Stem Strategy, Planning, Design &amp; Implementation Updates:</u> <ul style="list-style-type: none"><li>Assisted Living Services; the final webinar in the policy update series is delayed.</li></ul>	

<ul style="list-style-type: none"> <li>○ Navid Nabavi- <i>Lead, Performance, Accountability, and Funding Allocation Ontario Health East</i></li> </ul>	<ul style="list-style-type: none"> <li>• Expected completion and invitations by late fall (end of October or November).</li> </ul> <p><u>Funding proposals:</u></p> <ul style="list-style-type: none"> <li>• Health system funding proposals can be submitted anytime; one-time funding is more accessible than base funding.</li> <li>• Proposals reviewed by a cross-functional team at Ontario Health East, with a separate forum for urgent health and safety concerns.</li> </ul> <p><u>Performance, Accountability, and Funding Allocation Ontario Health East</u></p> <p><u>Funding Updates:</u></p> <p>Recent funding letters sent out include:</p> <ul style="list-style-type: none"> <li>○ 4% increase for community services.</li> <li>○ 3% increase for workforce compensation (eligible staff).</li> <li>○ 1% increase for eligible general costs.</li> </ul> <p>Adjusted funding based on discussions with other regions:</p> <ul style="list-style-type: none"> <li>○ Base funding is now 3.4% with 0.6% as one-time funding, but distribution remains at 3% for workforce compensation and 1% for general costs.</li> </ul> <p><u>Guidance on Funding Usage:</u></p> <ul style="list-style-type: none"> <li>• Funding must be directed specifically to workforce compensation; not for other purposes.</li> <li>• No specific percentage increase direction provided; allocation flexibility is allowed.</li> </ul> <p><u>Meal Services Funding:</u></p> <ul style="list-style-type: none"> <li>• Base funding for meal services is confirmed to continue as long as no changes are communicated.</li> </ul>
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<ul style="list-style-type: none"> <li>○ Leah Bartlett, and Lacey Embacher- <i>Capacity Access and Flow (ALC/Update)</i></li> </ul>	<p><u><i>Capacity Access and Flow (ALC/Update)</i></u></p> <ul style="list-style-type: none"> <li>○ Reinforcement of the "Home First" approach, emphasizing its importance.</li> <li>○ Encouragement to engage in system tables for collaboration.</li> <li>○ Importance of communicating capacity to local partners to ensure awareness of available support.</li> </ul> <p><u><i>Seasonal Considerations:</i></u></p> <ul style="list-style-type: none"> <li>○ High occupancy expected during respiratory season; awareness of tight capacity is crucial.</li> </ul> <p><u><i>Additional Information:</i></u></p> <ul style="list-style-type: none"> <li>○ Memos on vaccinations and rapid access testing will be found via these links.</li> </ul> <p><a href="#">Link to the updated Covid vaccine program.</a>  <a href="#">Link to the updated Covid testing and treatment approach.</a></p>	
<ul style="list-style-type: none"> <li>• <b>Home and Community Care Support Services (Ontario Health at Home)</b> Kevin Babulic - <i>Director. Patient Services</i> (5 min)</li> <li>• <b>Isabelle Meunier</b></li> </ul>	<p><i>Isabelle Meunier stepped in for Kevin who sent regret.</i></p> <p><u><i>Collaboration:</i></u></p> <ul style="list-style-type: none"> <li>○ Emphasis on the importance of collaboration within the system and with partners.</li> <li>○ Acknowledgment of the Home First philosophy and its integration with various partners.</li> </ul> <p><u><i>Current Initiatives:</i></u></p> <ul style="list-style-type: none"> <li>○ Efforts to standardize data collection and reporting across the province for consistency.</li> </ul>	

	<ul style="list-style-type: none"><li>○ Transition towards a hybrid work model with staff expected to work three days in the office.</li></ul> <p><u>Supplies and Equipment:</u></p> <ul style="list-style-type: none"><li>○ Focus on aligning supplies and equipment standards across the province to ensure equitable access.</li></ul>					
<b>4. CSS Collaborative _ Ontario East. Update (5 min)</b> <i>Terms of Reference &amp; Communication pathways</i>		5 min				
	<p><u>Terms of Reference:</u> The collaborative table approved new terms of reference to guide their work, viewed as a living document to be revisited as needed.</p>					
<div><h2>Communication pathways</h2><table><tr><td><b>CSS collaborative – Ontario East Region Meeting</b><ul style="list-style-type: none"><li>• CSS provider members</li><li>• OCSA</li><li>• Ontario Health atHome</li><li>• OHE – System Strategy, Planning, Design &amp; Implementation, PAFA, Access &amp; Flow</li><li>• Guests – as requested</li></ul></td><td><b>All members Meeting (108 CSS Providers in East Region)</b><p>Updates from:</p><ul style="list-style-type: none"><li>• Health systems Partners – Information sharing (OH East, OCSA, Ontario Health atHome)</li><li>• Shared Resources -Operational plan updates</li><li>• Guests – as requested</li></ul></td></tr><tr><td>Monthly</td><td>Bimonthly</td></tr></table></div>	<b>CSS collaborative – Ontario East Region Meeting</b> <ul style="list-style-type: none"><li>• CSS provider members</li><li>• OCSA</li><li>• Ontario Health atHome</li><li>• OHE – System Strategy, Planning, Design &amp; Implementation, PAFA, Access &amp; Flow</li><li>• Guests – as requested</li></ul>	<b>All members Meeting (108 CSS Providers in East Region)</b> <p>Updates from:</p> <ul style="list-style-type: none"><li>• Health systems Partners – Information sharing (OH East, OCSA, Ontario Health atHome)</li><li>• Shared Resources -Operational plan updates</li><li>• Guests – as requested</li></ul>	Monthly	Bimonthly	<p><u>Communication Pathways:</u></p> <ul style="list-style-type: none"><li>○ Emphasis on clear communication mechanisms to facilitate information flow among a large number of providers.</li><li>○ Monthly meetings of the CSS collaborative table include representatives from various organizations, Ontario Health, and patient/family committee members.</li><li>○ Launch of a new bimonthly all members meeting for updates from Ontario Health system partners.</li><li>○ Existing regional meetings transitioning to bimonthly sessions to ensure all members receive timely updates.</li></ul>	
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Monthly	Bimonthly					
	<p><u>Ongoing Communication Efforts:</u></p> <ul style="list-style-type: none"><li>○ Introduction of newsletters and email updates, with the new look for the newsletter sent out last week.</li></ul>					

# Communication pathways

Sub regional / regional group meetings		
Regional Service Network Tables		
MOW, Attendant Care, ALS-HRS, Homemaking, ADP, Respite		
Central East	South East	Champlain
<ul style="list-style-type: none"> <li>OHE CSS CE providers meeting (monthly)</li> </ul>	<ul style="list-style-type: none"> <li>South East Ontario (SEO) Network (3x year)</li> <li>OHE SE CSS providers meeting (monthly)</li> </ul>	<ul style="list-style-type: none"> <li>Champlain All members meeting (Quarterly) Replace with bi-monthly East region meeting</li> <li>Local touchpoint (Ottawa, Renfrew, Eastern Counties)</li> </ul>
<ul style="list-style-type: none"> <li>Newsletter / Email / Website</li> </ul>		

- Commitment to improving branding and information sharing, with feedback welcomed from members.

## 5.Regional Service Network Tables (15 min) Chris Cobus, Capacity Developer

Please refer to PowerPoint.

15 min

### Purpose of Regional Service Network Tables:

- Designed for CSS providers to collaborate on strategic priorities.
- Emphasis on sharing successes among CSS providers to strengthen client service.
- CSS providers are engaged in provincial initiatives like the Home First initiative and ALC best practices.
- Please check the PowerPoint slides for more details on this topic.

## 6. CSS Shared Resources, East Region Updates (20 min)

- CSS Shared Resources Website (10 min) (Nathalie)
- Training [Topics and Schedule](#) (5 min) (Nathalie)
- CIMS/ SSO Procurement update – Champlain (5 min) (Chantal Jolicoeur)

Please refer to PowerPoint.

20 min

Website:

- New public-facing website to improve access to CSS services through an e-referral platform.
- soft launch of website providing the opportunity for agencies to join the AccessCSS network and/or submit their Organization name and logos to appear on the website in the about section
- Features include:
  - Introductory video and service description dropdowns.
  - A section detailing the role of CSS and links to partner organizations.

Provider-Specific Resources:

- Knowledge hub for resources, guidelines, recorded training, and toolkits.
- Upcoming member login section for access to meeting minutes and agendas.
- Branding aimed at building recognition for CSS services, with a communication toolkit planned.

Professional Development Needs:

- Survey conducted to identify top needs: client care, grant writing, fundraising, HR, and leadership training. [Training registration links](#).
- Free virtual training sessions available; recordings will be stored in the knowledge hub.
- Additional sessions will be added if capacity issues arise.

Client Information System Updates:

	<ul style="list-style-type: none"> <li>○ Overview of client information system needs across different regions.</li> <li>○ New vendor negotiations in final stages after RFP for shared services organization (SSO) support.</li> <li>○ Communication about the next steps will be sent to SSO agencies soon.</li> </ul>	
<b>7.Member Highlights (15 min)</b> <ul style="list-style-type: none"> <li>➤ CSS Advisor Pilot_ Carole Green and Whitney Hale _ Dementia Society of Ottawa and Renfrew County</li> </ul>		15 min
	<p><u><i>Project Overview:</i></u></p> <ul style="list-style-type: none"> <li>• Collaborative initiative involving: <ul style="list-style-type: none"> <li>○ Ottawa Health Team (OHTESO)</li> <li>○ Champlain Community Support Network</li> <li>○ Dementia Society of Ottawa</li> <li>○ Ottawa Hospital</li> <li>○ Care for Health and Community Services</li> </ul> </li> </ul> <p>Aimed at relieving pressures in hospital emergency departments by enhancing community care access.</p> <p><i>Target Population:</i> Focused on older adults (55+) in the emergency department of the largest hospital in the Ottawa area.</p> <p><u><i>Key Pathway Elements:</i></u></p> <ul style="list-style-type: none"> <li>• Utilized Care Dev and EPIC (electronic medical records).</li> <li>• Implemented patient screening for needs using the clinical frailty scale.</li> <li>• Engaged emergency department staff to improve knowledge and support referrals.</li> </ul>	

	<p><u><i>Involvement of Local Services:</i></u></p> <ul style="list-style-type: none"> <li>○ Included various community resources: Meals on Wheels, senior centers, respite care, etc.</li> <li>○ Additional support from Ontario Caregiver Organization and specialized geriatric services.</li> </ul> <p><u><i>Whitney Hale's Role:</i></u></p> <ul style="list-style-type: none"> <li>○ Onboarded to develop standard operating procedures and gather knowledge about local services.</li> <li>○ Created educational resources and tracking documents for data collection.</li> </ul> <p><u><i>Initial Challenges:</i></u></p> <ul style="list-style-type: none"> <li>○ Missed opportunities to involve more collaborators.</li> <li>○ Delays in timelines due to cross-sectoral differences in privacy and legal practices.</li> <li>○ Difficulty accessing a physical workspace in the emergency department.</li> <li>○ Limited and inconsistent Internet access impacted operations.</li> <li>○ Delays in accessing EPIC (electronic medical record) led to data entry duplication and administrative burdens.</li> </ul> <p><u><i>Collaborative Efforts:</i></u></p> <ul style="list-style-type: none"> <li>○ Frequent meetings and planning days to address challenges.</li> <li>○ Development of a pilot project playbook for scalability and knowledge sharing.</li> <li>○ Essential support from the Ottawa Hospital to secure a workspace and Wi-Fi.</li> </ul>
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Data Overview (December - September):

- Whitney engaged with 208 unique patients.
- 403 direct referrals and 135 indirect referrals were provided.
- An average of 2.7 referrals per patient; only 2 patients returned to the hospital within 7-10 days.
- Highest patient volume during cold and flu season (January and February).

Patient Demographics:

- Most patients were aged 80-89.
- Predominant presenting issues were chronic diseases.
- Low number of patients with a formal dementia diagnosis; many presented with cognitive decline.

Community Engagement:

- The majority had primary healthcare providers; only 9% accessed community support services prior to the initiative.
- Identified caregiver burnout among patients.

Capacity Building:

- Conducted over 30 education sessions for healthcare professionals.
- Slight increase in referrals through CareDove.
- Focus on building capacity for future independent usage of CSS services.

Geographic Insights:

- 93% of patients were urban residents; 7% from rural areas.

	<ul style="list-style-type: none"> <li>○ High demand for homemaking, transportation, and friendly visiting services.</li> </ul> <p><u>Feedback and Next Steps:</u></p> <ul style="list-style-type: none"> <li>○ Initial feedback was overwhelmingly positive, leading to plans for anonymous surveys.</li> <li>○ Continued partnership with various organizations to secure long-term funding beyond March 2025.</li> <li>○ Future data analysis will enhance understanding of service utilization and patient needs.</li> </ul> <p><u>Conclusion:</u></p> <ul style="list-style-type: none"> <li>○ Initiative demonstrates promising results and significant data collection for future improvements and scalability, despite initial challenges.</li> </ul>	
<b>8.Adjournment</b> <b>Next All Members Meeting Date: Dec 11<sup>th</sup>, 2024 @ 10:00am.</b>  <b>Note Takers: Reem</b>		

