

UPDATE

The Information Transfer project is continuing the work started in 2018, moving forward with the review of draft documents and the further development of templates to assist in the achievement of the project's goal: the efficient and accurate transfer of crucial care information during transitions.

Background information on the project, including the goals, outcomes and objectives, as well as the project working groups and structure on the *Information Transfer Project Placemat*, is available for staff on Continuing Care's SharePoint [Projects](#) page.

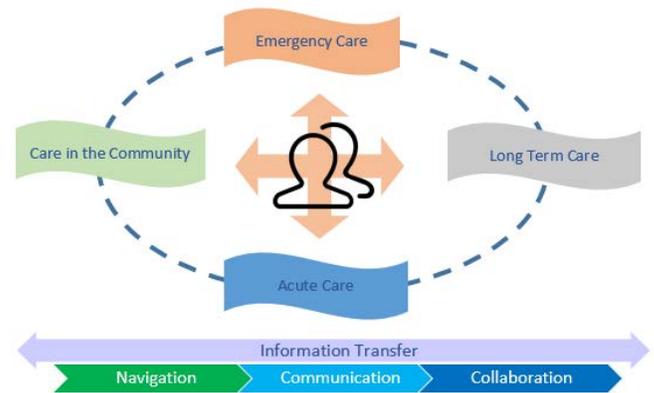
Information for our partners is located on our [Continuing Care corporate website](#) on the Key Initiatives page.

Status updates from each of the five working groups are available on the next page.

Why is information transfer important?

The Public Services Health and Safety Association, a non-profit organization based in Ontario, has created a tutorial based on research into best practices in transitions of care; it is available [HERE](#).

Timely, complete, and accurate transfer of information at points of transition improves the quality of care provided, reduces the instance of error, and can be a significant factor in ensuring the health and safety of employees and clients.



ENGAGEMENT PLANNING

PLANNING and recruitment is underway for engagement with stakeholder groups to provide input into the information transfer work. There are three major groups of stakeholders to consider for engagement:

- 1) clients, family members and the public;
- 2) internal to Continuing Care; and
- 3) other care providers including home care providers, LTC, acute care and other parts of the health system.

Engagement sessions have been held to review the Social History Template and Guide, and engagement for the other pieces of work is anticipated to take place between late January and March 2019. Please [contact us](#) if you are interested in participating!

SPREADING THE WORD: Presentations on the Information Transfer Project were made to the four Zone Quality Teams between November 2018 and January 2019. Input and advice were solicited from the teams on future engagement and issues they had encountered related to information transfer.

Participants in the Continuing Care Fall Forums participated in tabletop exercises related to information transfer, and attendees were also given the opportunity to indicate interest in participating in future engagement activities and working groups. Participants were asked what information they felt was most important in the provision of safe, quality, person-centered care, and what types of information each group – clients and families, Home Care, Long-Term Care Facilities, or Continuing Care – would consider the different information important.

Summary reports and zone results are available on the [Forums](#) page of the [Continuing Care Corporate Website](#).

INFORMATION TRANSFER AT CARE TRANSITIONS

PROJECT UPDATE No. 2

Engagement Planning Working Group

As we proceeded in the planning and development of the various processes and tools to support enhanced information transfer, it was evident that we needed an integrated engagement plan. An additional working group was created, drawing from members of the other existing groups. Together, they developed a comprehensive engagement plan that is guiding the consultations and gathering feedback from the many internal and external stakeholders. Members included: Jacqueline Boyd (Care Coordinator, Eastern Zone), Dick Jamer (Client and Family Representative, Central Zone), Elizabeth Matheson (Placement Coordinator, Eastern Zone), and Cat Young (Education Coordinator).

STATUS UPDATES FROM THE WORKING GROUPS

Social History Template

Status: Engagement sessions with Continuing Care staff, Client and Family representatives, and Care Providers were conducted in December 2018. Participants were enthusiastic about the template, with many indicating how pleased they were that a tool to encourage an even more person-centered approach to care planning was in development. The input is under review by the working group.

Lead: Marnie Oatway



Internal Transfer Procedures

Status: Development of the procedures is ongoing, with a completed draft anticipated for late February- early March 2019. To facilitate clarity among our own teams, the focus shifted to internal transfers within Continuing Care. Focus includes transfers between zones and between hospital and community. We will work with our system partners on external transfers in a subsequent phase of the project.

Lead: David Mercer

Documentation Standards

Status: The draft standards have been completed and the initial submission made to the NSHA Policy office for review. The standards provide detailed guidance on documentation in the client file and promote consistency in recording and organizing client information.

Lead: Cat Young

Presenting Situation Template

Status: The draft template is currently under review. Considerations include a standard template with guidelines supporting its use in various situations (e.g. LTC, home support, nursing only, etc.).

Lead: Jill Dollimount

Progress Report Guidelines

Status: The updated form and guidelines are currently under review and will go back to the Working Group in February for discussion. A review to ensure alignment with the most recent home support contract work will also be conducted.

Lead: contact David Mercer