



Access & Flow Follow-Up: Eastern Zone

Report from Spring Forum Large Group Engagement

November 5, 2018

Spring Forum Access & Flow Follow-Up

- June 2018, a series of table top group activities were conducted during the Spring Forums.
- Interdisciplinary groups were tasked with reflecting on the day's presentations, and sharing:
 - what they personally could *start* doing,
 - what they should *stop* doing, and
 - what they should *continue* doing...... in order to improve care to individuals who transition across the continuum of care.
- Participants were also asked what they would take away from the presentations, and what they felt they still needed to know.

Spring Forum Access & Flow Follow-Up

Major province-wide themes:

Respondents want: **Communication**

- Better communication among the different players in the care team.
- Everyone to take responsibility for their work, and to stop assuming they know the realities of each other's roles.
- Shared language and tools to aid communication.
- Clear information and direction, and data-informed decision-making.



Spring Forum Access & Flow Follow-Up

Respondents want: **Collaboration**

- Cooperation and collaboration between roles must be facilitated and enhanced at the provincial, zone, and local levels.
- Better communication and information sharing with clients/families and the public on expectations of care.
- Information sharing and collaboration between roles across the continuum of care.
- Information sharing at transitions.

Spring Forum Access & Flow Follow-Up

Eastern Zone

START

- *Take proactive approach to communication, information sharing, relationship building and gaining understanding of roles/responsibilities; building a better reciprocal relationship between continuing care and acute to improve health system flow, willingness to listen. Have a comprehensive outline of the network and contact info.*

STOP

- *Working in silos and reach out to our partners on client cases, challenging behaviors, other issues that can benefit from collaboration.*
- *Believing the myths, seek out the reality. Holding on to the past and making assumptions.*

CONTINUE

- *Open communication. Start a committee and keep going, do not stop without reason. Initiation of a working group or committee between LTC administrators and continuing care. CC host LTC facility administrators for a discussion.*



Spring Forum Access & Flow Follow-Up

Eastern Zone

What We Need to Know:

- *More data on determinants of health, positive and negative health indicators in NS so we know what is forthcoming in health challenges.*
- *Discharge planning positions and discharge planning processes that begin at and before the time of admission rather than when they are deemed ready for discharge.*
- *Understanding of the role of our partners.*

Next Steps:

- *Continue creating opportunities to network with diverse groups- LTC/Acute/Home Care/DCS/DHW.*
- *Identifying and resolving barriers to seamless transition.*
- *Create a directory of all facets of this system with contact names and information*



Spring Forum Access & Flow Follow-Up

How do we turn these ideas into action in our zone/areas?

Proposed Action:

Create an intersectoral committee with representation from all points in the care journey with the purpose of improving care to individuals who transition across the continuum.

Discussion:

1. Mandate, Membership, Additional Considerations
2. Next Steps