

Introduction to Provincial e-Placement (PeP) for LTC

January 2022



Welcome

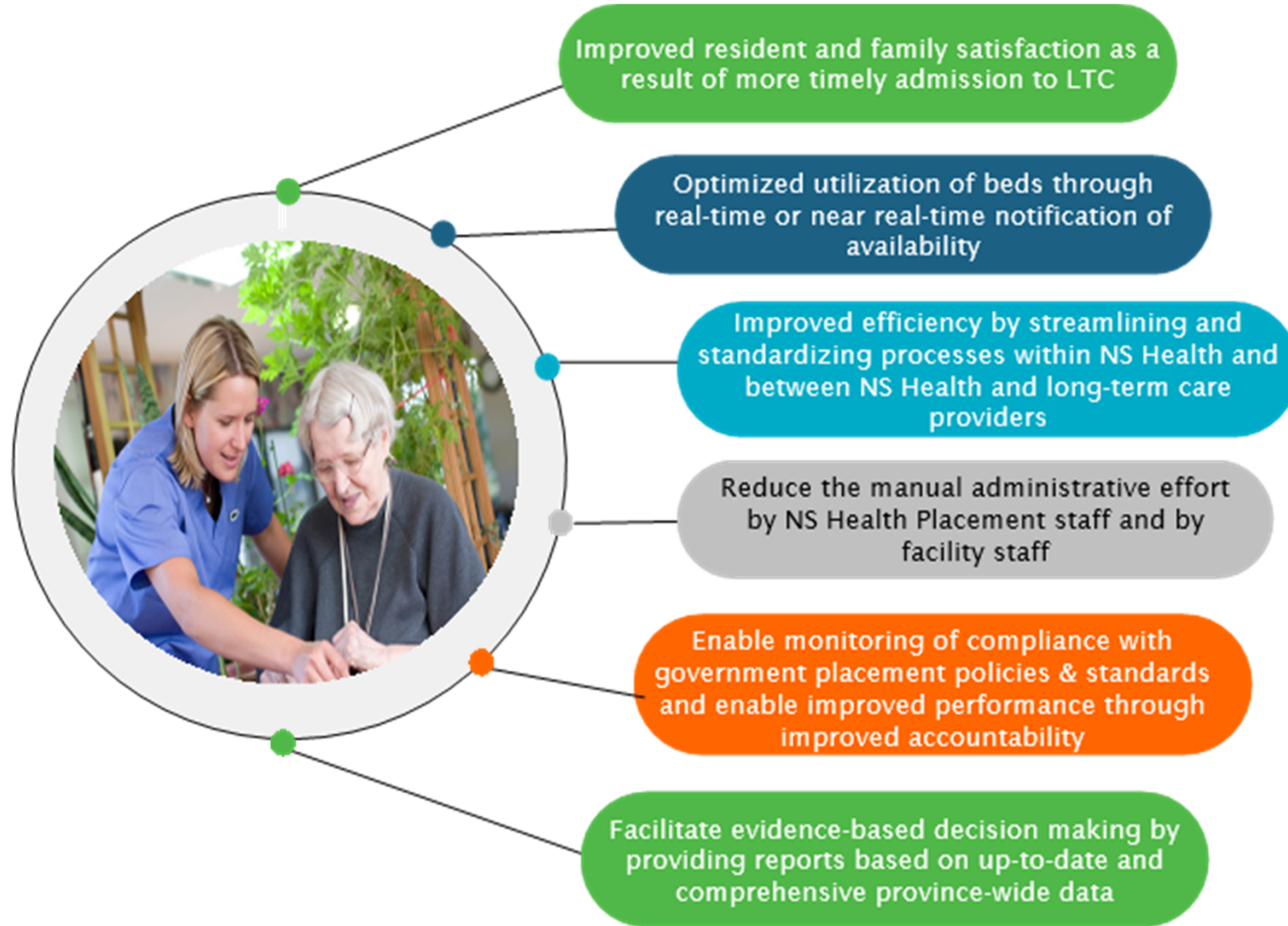
- Welcome to the Introduction to Provincial e-Placement (PeP) for LTC project.
- The goal of this module is to provide the user with an introduction to:
 - Provincial e-Placement (PeP)
 - Placement process changes
 - Response time standards
 - Referral information package contents
 - Vacancy naming convention
 - Introduction to PathWays
 - A shift to person-centered language
 - PathWays functionality for Service Providers
 - Key takeaways and next steps
 - A demonstration of PathWays



What is the Provincial e-Placement (PeP) Project?

- The goal of the project is to implement a provincial solution that will enable an efficient and effective way of matching individuals to the right bed and facilitating admission to long-term care within established response time standards.
- The new software, along with other placement process changes, will:
 - Support timely access to care for individuals waiting for long-term care in Nova Scotia.
 - Enable timely monitoring and reporting, and accountability to meet response time standards.
- PeP is being implemented by NS Health in collaboration with Department of Health and Wellness (DHW) and the Department of Seniors & Long-Term Care (SLTC).

Anticipated Project Outcomes



Placement Process Changes

- In addition to introducing the electronic bed vacancy management system, placement process changes will also support timely access to care for individuals waiting for long-term care.
- Additional changes include:
 - Standardizing information transfer processes.
 - Clarifying roles among NS Health team members.
 - Standardizing referral information package content.
 - Modifying the sequencing of placement process steps.
 - Standardizing a vacancy naming convention.

Placement Process Changes

These changes will:

- Prevent frustration and disappointment of the individual seeking admission if a facility refuses admission.
- Support a timely transfer of information upon vacancy notification.
- Create process efficiencies such as providing;
 - Facilities more time to plan for the admission.
 - Early opportunities to mitigate facility concerns regarding admission.
- Reduce the amount of time a bed remains vacant.

Placement Process Changes

As a result of these placement process changes:

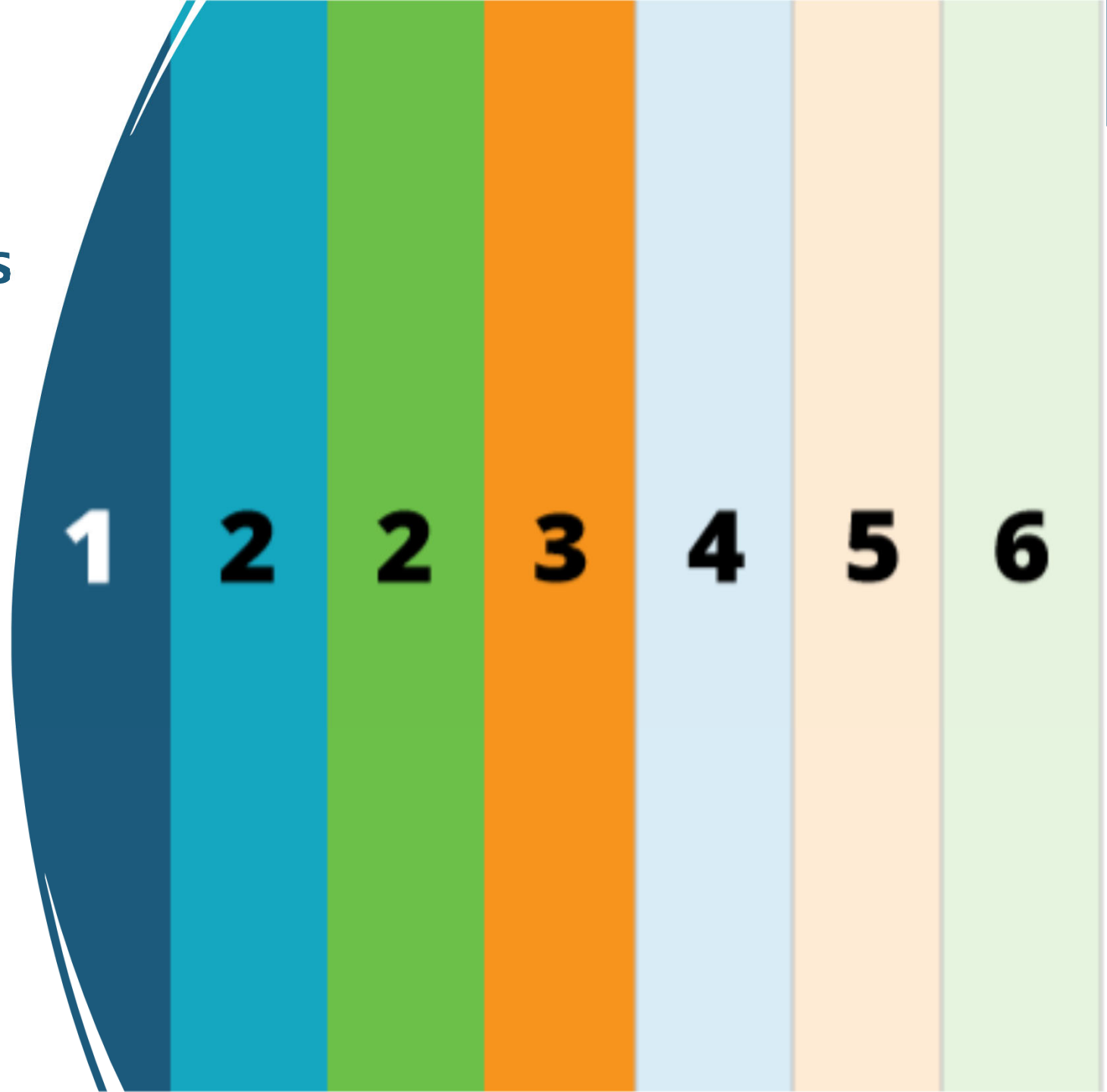
- Bed offers (or potential bed offers) are communicated only by Continuing Care staff and only after the facility accepts the referral.
- Only in specific circumstances and after consultation with NS Health Continuing Care (such as for a focused placement) will facilities contact the client before making a decision about accepting the referral or before a bed offer is accepted.
- Decisions to admit will be made based on the information provided in the complete Referral Information Package via PathWays.

Response Time Standards

- SLTC sets out expectations on timely placement processes via established response time standards for each key process step.
- The response time standards are included in the Facility Placement Policy and establish responsibilities for both NS Health and service providers.
- The introduction of PathWays creates new opportunities to measure how effectively we are meeting the standards.
- Monitoring performance will help us understand where improvements can be made as well as to assess the current response time standards

Response Time Standards (RTS)

The SLTC Facility Placement Policy Response Time Standards are changing.



RTS Step 1

- Responsibility: **Service Provider**
- Action: Service Provider notifies NS Health of vacant bed.
- Timeline: **4 business hours**



RTS Step 2

- Responsibility: **NS Health**
- Action: NS Health identifies individual for match and sends a complete client information package to Service Provider.
- Timeline: **8.5 business hours**

2

2

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RTS Step 2

- Responsibility: **Service Provider**
- Action: Service Provider notifies Placement of decision to accept the referral.
- Timeline: **8.5 business hours**

2

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RTS Step 3

- Responsibility: **NS Health**
- Action: If referral is accepted by Service Provider, NS Health makes bed offer to individual/SDM.
- Timeline: **2 business hours**

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RTS Step 4

- Responsibility: **Individual/SDM**
- Action: Individual/SDM notifies NS Health of decision.
- Timeline: **8 business hours**

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RTS Step 5

- Responsibility: **NS Health**
- Action: NS Health notifies Service Provider of individual's decision.
- Timeline: **1 business hour**

5

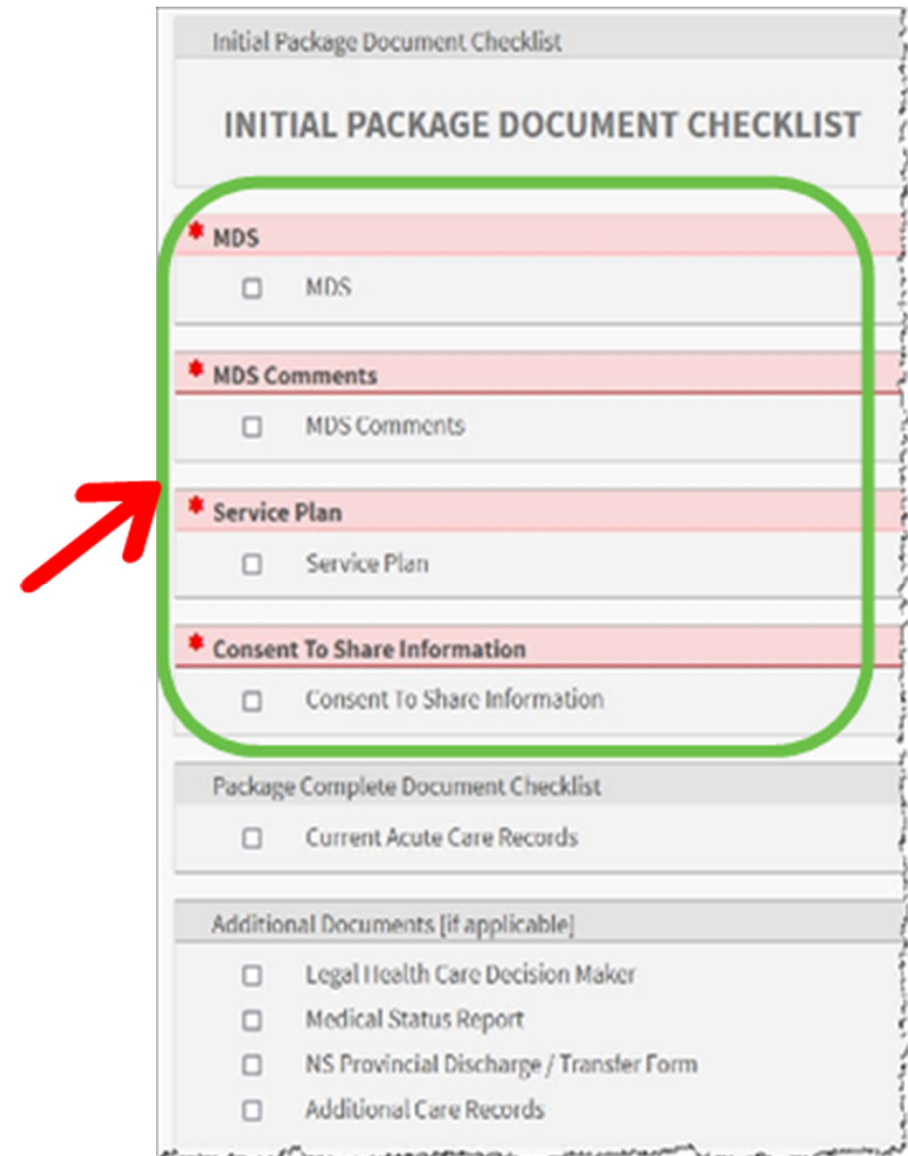
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RTS Step 6

- Responsibility: **Service Provider**
- Action: Service Provider admits resident.
- Timeline: **16 business hours**

Initial Package Checklist

- The documents in the **Initial Package Checklist** are uploaded into PathWays by the Placement team in order to make a match between the next appropriate person waiting for LTC and the vacant bed.
- The referral is not yet complete, but the facility can view these initial documents once a match is made.
- PathWays initial package checklist includes:
 - MDS (Minimum Data Set)
 - MDS Comments
 - Service Plan
 - Consent to Share Information



The image shows a screenshot of a web-based checklist titled "Initial Package Document Checklist". The checklist is organized into sections. The first section, "INITIAL PACKAGE DOCUMENT CHECKLIST", contains four items, each with a red asterisk icon and a checkbox: "MDS", "MDS Comments", "Service Plan", and "Consent To Share Information". A green rounded rectangle highlights these four items, and a red arrow points to the "Service Plan" item. Below this section is the "Package Complete Document Checklist" section, which includes "Current Acute Care Records". The final section is "Additional Documents [if applicable]", which includes "Legal Health Care Decision Maker", "Medical Status Report", "NS Provincial Discharge / Transfer Form", and "Additional Care Records".

Initial Package Document Checklist	
INITIAL PACKAGE DOCUMENT CHECKLIST	
* MDS	<input type="checkbox"/> MDS
* MDS Comments	<input type="checkbox"/> MDS Comments
* Service Plan	<input type="checkbox"/> Service Plan
* Consent To Share Information	<input type="checkbox"/> Consent To Share Information
Package Complete Document Checklist	
	<input type="checkbox"/> Current Acute Care Records
Additional Documents [if applicable]	
	<input type="checkbox"/> Legal Health Care Decision Maker
	<input type="checkbox"/> Medical Status Report
	<input type="checkbox"/> NS Provincial Discharge / Transfer Form
	<input type="checkbox"/> Additional Care Records

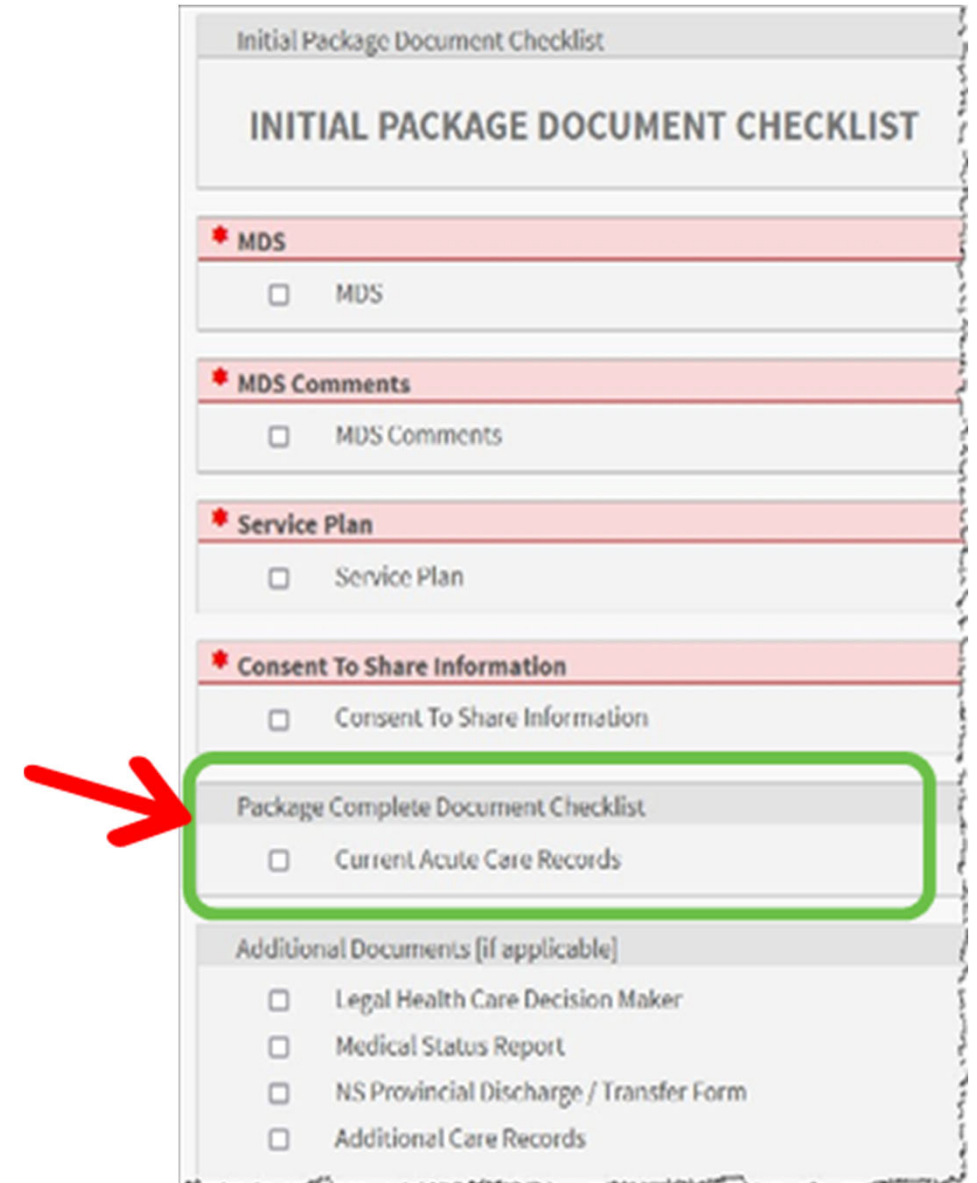
Complete Package Checklist

- The documents identified in the **Package Complete Document Checklist** section are required to complete a referral package.
- This forms the full set of documents shared with the facility to be used to make a decision to accept a referral.

Initial Package Document Checklist	
INITIAL PACKAGE DOCUMENT CHECKLIST	
* MDS	<input type="checkbox"/> MDS
* MDS Comments	<input type="checkbox"/> MDS Comments
* Service Plan	<input type="checkbox"/> Service Plan
* Consent To Share Information	<input type="checkbox"/> Consent To Share Information
Package Complete Document Checklist	<input type="checkbox"/> Current Acute Care Records
Additional Documents (if applicable)	
<input type="checkbox"/>	Legal Health Care Decision Maker
<input type="checkbox"/>	Medical Status Report
<input type="checkbox"/>	NS Provincial Discharge / Transfer Form
<input type="checkbox"/>	Additional Care Records

Complete Package Checklist continued

- PathWays package complete document checklist includes:
 - Consent to Share Information
 - MDS (Minimum Data Set)
 - MDS Comments
 - Service Plan
 - Current Acute Care Record
- Current Acute Care Records are required when the individual is in the hospital. If they are not in hospital, a document will be included that indicates the person is being admitted from the community and there are no acute care records.



Initial Package Document Checklist

INITIAL PACKAGE DOCUMENT CHECKLIST

- * MDS
 - MDS
- * MDS Comments
 - MDS Comments
- * Service Plan
 - Service Plan
- * Consent To Share Information
 - Consent To Share Information
- Package Complete Document Checklist**
 - Current Acute Care Records
- Additional Documents [if applicable]
 - Legal Health Care Decision Maker
 - Medical Status Report
 - NS Provincial Discharge / Transfer Form
 - Additional Care Records

Additional Pre-Admission Documents

- The **Additional Documents Checklist** identifies any additional documents that are applicable to that person's admission.
- These are shared with the facility for the purpose of supporting comprehensive care planning and in support of clinical handover.
- Examples of these documents include:
 - Medical Status Report
 - NS Provincial Discharge/Transfer Form
 - Additional Care Records
 - Authorized Accommodation Charge, etc.
- This information will be made available as soon as possible in the process (i.e. some documents may be shared at the same time as the complete referral package).

Initial Package Document Checklist

INITIAL PACKAGE DOCUMENT CHECKLIST

* MDS

MDS

* MDS Comments

MDS Comments

* Service Plan

Service Plan

* Consent To Share Information

Consent To Share Information

Package Complete Document Checklist

Current Acute Care Records

Additional Documents [if applicable]

Legal Health Care Decision Maker

Medical Status Report

NS Provincial Discharge / Transfer Form

Additional Care Records

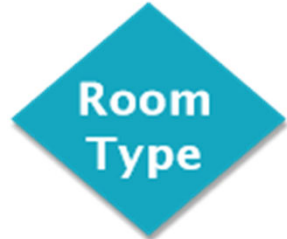
Vacancy Naming Convention

NS Health is implementing a standard vacancy naming convention within PathWays.



Level of Care

NH1, NH2, RCF



Room Type

Private, Semi-private



Gender

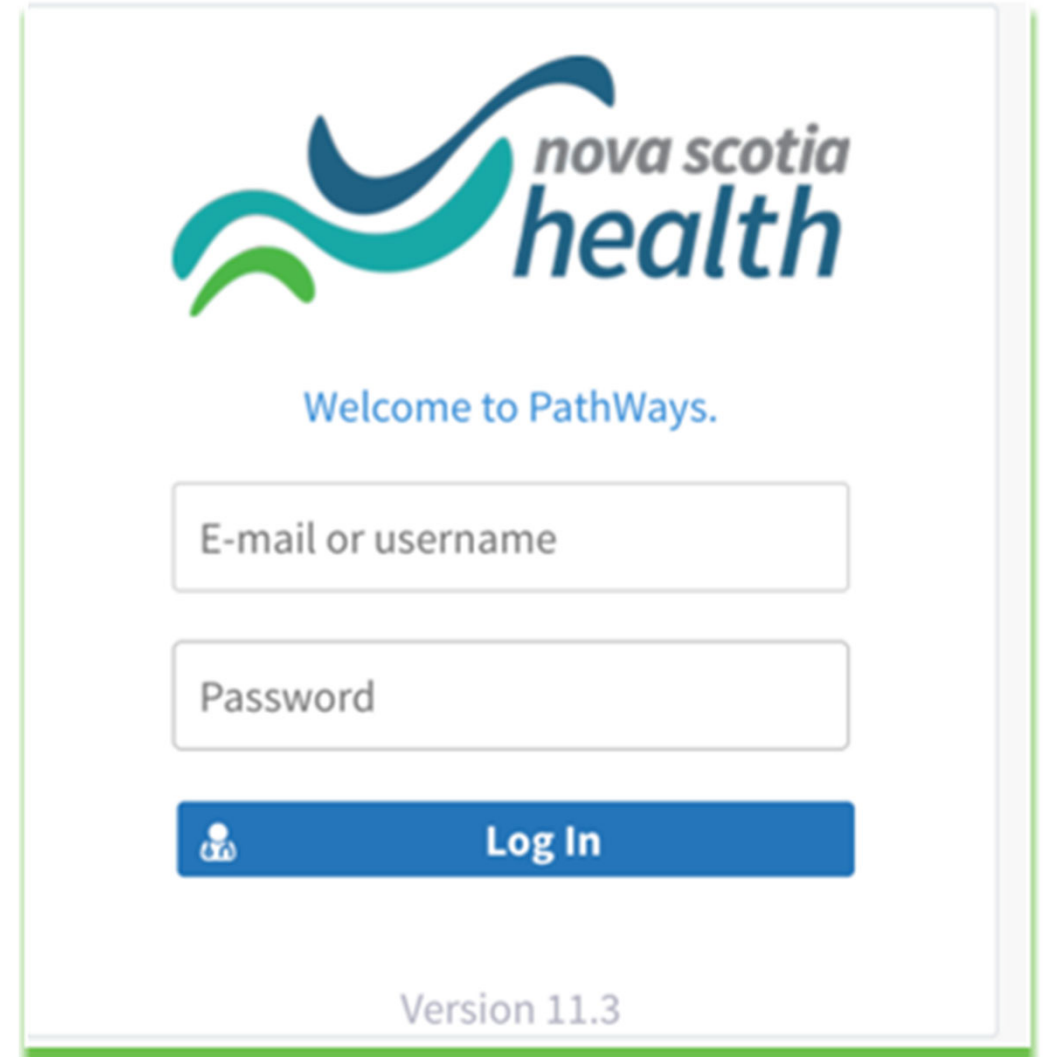
Male, Female, Other

Vacancy Details	Vacancy Comments	Matches	Discharge Notice
Print			
Service provider:	Alderwood Corporation		
Bed Vacancy "Month ### - Level of Care - Room Type - Gender":	<input type="text" value="Jan 001 - NH2 - Semi private - Female"/>		
Vacancy ID:	#0ab5		
Vacancy status:	Available		
Date available:	<input type="text" value="January 12, 2022 10:00"/>		
Vacancy restriction:	(none)		
Closure Reason:	- select one -		
Placement Coordinator:	<input type="text" value="Type at least 2 characters to search"/>		

PathWays Application Software

The introduction of PathWays means no more:

- faxing bed vacancy forms,
- faxing refusal requests,
- online survey for bed/facility closures, or
- receiving referral packages by fax from NS Health placement office for initial permanent placements.



The screenshot shows the login page for the PathWays application. At the top, there is the Nova Scotia Health logo, which consists of three stylized waves in blue and green, followed by the text "nova scotia health" in a blue sans-serif font. Below the logo, the text "Welcome to PathWays." is displayed in a smaller blue font. There are two input fields: the first is labeled "E-mail or username" and the second is labeled "Password". Below these fields is a blue button with a white user icon and the text "Log In". At the bottom of the page, the text "Version 11.3" is displayed in a small grey font.

Person-Centered Language

- By consciously using language, we can avoid unintentionally reducing individuals to a series of labels, symptoms, or medical terms.
- Person-centered language focuses on the **person**, not on their **condition**, **diagnosis**, or **ability**.
- Using person-centered language:
 - recognizes the impact of language on thoughts and actions,
 - ensures language does not diminish the uniqueness and intrinsic value of each person, and
 - works toward placing the dignity and respect of the people we serve, families, and communities at the heart of every decision.



Gender Identity

- NS Health is making changes to how it uses language, including how we identify an individual's gender.
 - A person's gender identity can be the same or different from their sex assigned at birth.
- Under the vacancy attributes screen in PathWays, you will see gender identity options including Male, Female and Other.
 - Male** indicates an individual who identifies as male.
 - Female** indicates an individual who identifies as female.
 - Other** indicates an individual who identifies as a blend of both male/female or neither. When you see other, this should be a prompt to have further discussions with the placement team.



Use of Language

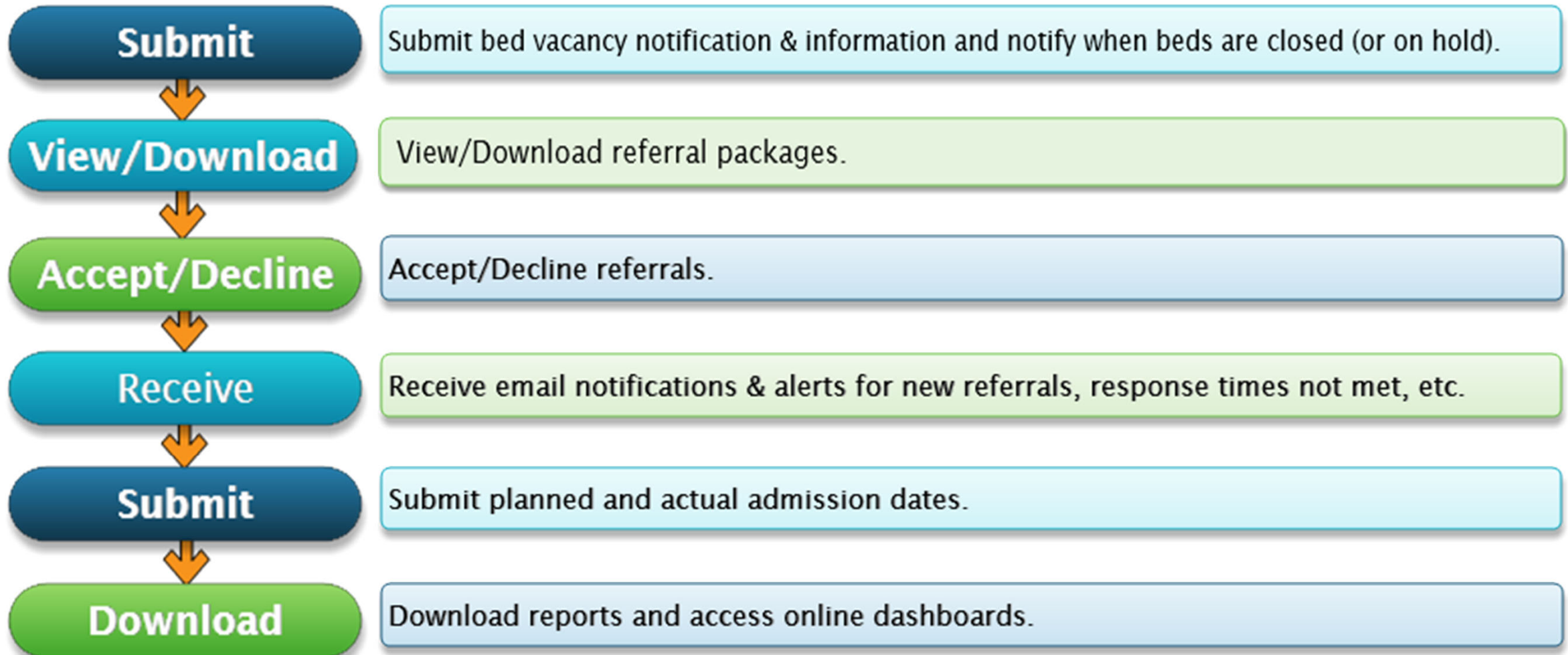
Some examples of the shift in language found in PathWays include:

Section	Old Label	New Label
Additional Documents	Client	Individual
	SDM	Legal Health Care Decision Maker
	EPOA/ POA	Legal Financial Decision Maker



PathWays Functionality for Service Providers

Using the PathWays online application, Service Providers will:



Key Takeaways

1

The provincial e-placement system will contribute more timely access to care for individuals waiting LTC.

2

PathWays is an electronic vacancy management system that will create efficiencies in the placement process for NS Health and LTC facilities.

3

Other placement processes are being standardized and step sequences are being changed.

4

Bed offers will be communicated only by Continuity of Care staff.

5

Referral information packages are being standardized.

6

NS Health is implementing a vacancy naming convention within PathWays.





Nova Scotia Long Term Care How to Manage Vacancies

To view the Nova Scotia Long Term Care How to Manage Vacancies video by Strata, visit:

<http://www.cdha.nshealth.ca/continuing-care/ltc-eplacement-pathways-system-resources-training-material>

Next Steps ...

Upon completion of this module, the user will complete the additional training session:

- **Navigating and Using PathWays**



THANK YOU

You have successfully
completed this module.

