

# 2018 Spring Forum Update

Continuing Care  
Department of Health and Wellness



## Agenda

- Home Care updates
  - Home Support Contracts
  - Home Care Audits and Budgets
  - Caregiver Benefit Program Expansion
  - Quality Improvements (Direct Funding Programs)
- Long-Term Care updates
  - Budget update
  - Capital funding summary
  - Placement Policy update
- Licensing Updates
- Workplace Safety Action Plan
- Continuing Care Strategic Action Plan



## Home Care Updates



## Home Care: Agreements

### Current Context:

- Home Care agencies are in the process of signing new contracts with DHW and NSHA. Current contracts have been extended.
- We will continue to work with home support providers to provide enhanced reporting and meet KPIs
- Agencies will not be considered in breach of contract if the new requirements are not met this year.
- NSHA and DHW intend to continue to connect with providers during the coming year to understand data collected and to prepare for new contracts in April 2019.

### Future Direction:

- Implement triparty performance-based contracts for all HS providers: target date April 2019
- Utilize learning from HS contracts and implementation to begin work towards performance-based contracts for LTC providers.



## Home Care: Agreements

### Funding agreement:

- The funding model for calculating the DSH rates for non-profit service providers is currently being reviewed. DSH rates are driven primarily by labour costs, which are approximately 75-80% of each DSH delivered.
- The rates are complex, as they depend on many factors such as volume of service hours delivered, individual agency collective agreements, geography and population density.
- Once a new model is established, and prior to the implementation of tri-party agreements, DHW and the NSHA will work with individual providers to determine whether they are appropriately funded.



## Home Care: Audits and Budgets

- Home Care agencies are audited according to DHW's established standards.
- Audits have historically taken place on an annual basis.
- Due to workload pressures and volume, some audits may be delayed beyond 12 months.
- Home Support budgets have been drafted and are currently being reviewed with the goal of releasing by mid-June.



## Caregiver Benefit Expansion

### 2017 Platform Commitment:

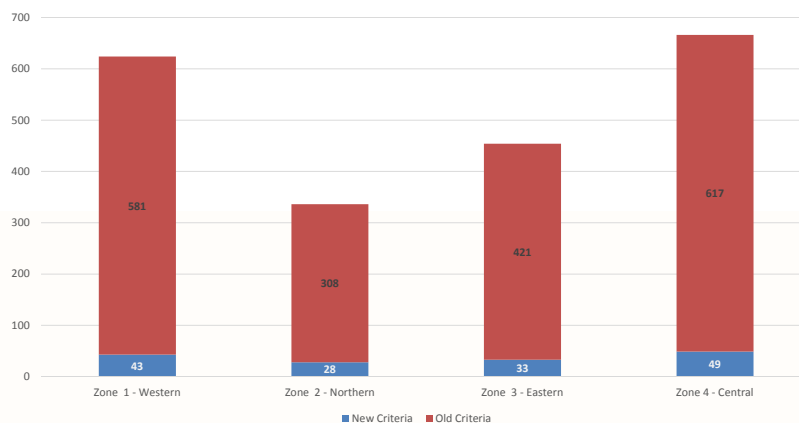
Expand eligibility of the Caregiver Benefit Program by \$7.68M (\$1.92M in Phase 1, \$5.76M in Phase 2)

- Expansion implemented in February 2018
- Intended to be phased approach
- Initial changes expand eligibility criteria from an assessment of “very high”, to include individuals with a “high” level care needs requiring significant care over time as assessed by a Care Coordinator.
- Currently, there are 1,979 caregivers enrolled in the program.
- Anticipating that more than 600 Nova Scotians will become eligible for the Caregiver Benefit under the new expanded criteria.
- Monitoring and evaluation of expansion



## Caregiver Benefit Expansion

CGB Enrollment - New Vs. Old Eligibility Criteria - May 2018



## Quality Improvement

Continuing Care has four community programs with over 3000 clients;

- Caregiver Benefit;
- Supportive Care Program;
- Self-Managed Care Program; and
- Personal Alert.



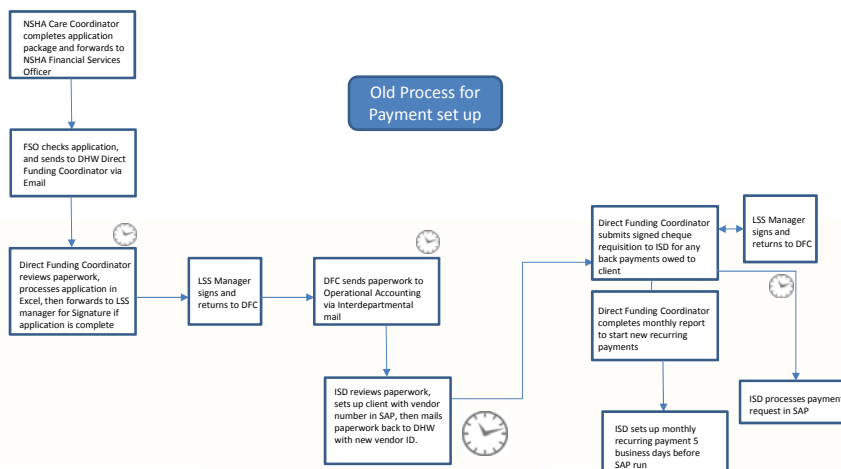
These programs have been managed through a paper and manual process for years. It previously could take 3-4 months for clients to receive payments.

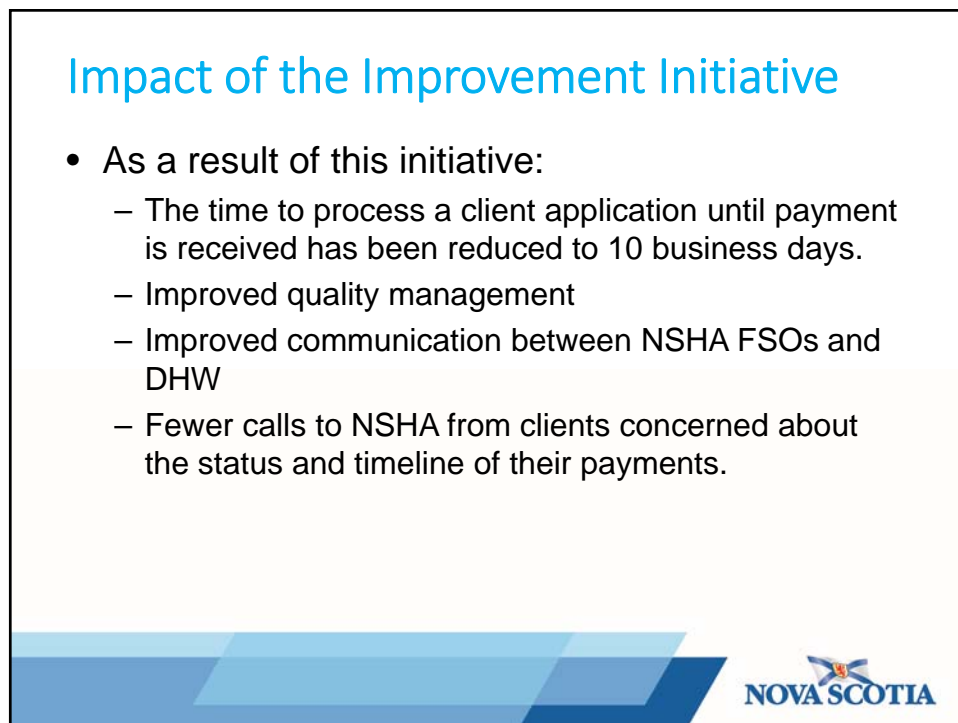
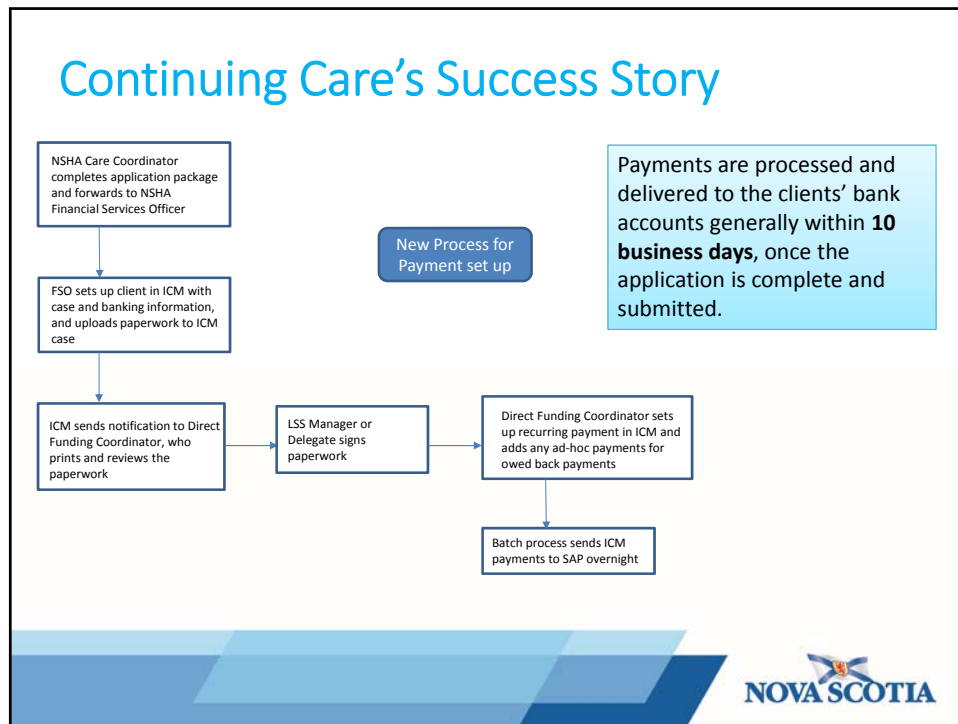
Continuing Care recently posed the question: Can leaning a manual process through partnerships improve productivity and outcomes? **YES!!!**

**Partners impacted: DHW, NSHA, Operational Accounting, Internal Services, Business Solution ICM team, DCS, Privacy Office, Internal Audit, and external contractors CGI & Bell**



## Continuing Care's Success Story





## Long-Term Care Updates



## LTC Budget Updates

- 2018-19 Budgets
  - Increases include
    - WCB
    - Non-Union 1.5%
    - CPI
- Long-term budgets are being compiled and will be released in phases with the goal of having all budgets released by June 30th.



## LTC Capital Funding

- A total of 284 requests were received.
- The annual budget for capital funding is \$1M.
- An additional \$2.5M was allocated for capital projects that support the facilities to complete preventative maintenance.
  - 36 projects were identified by the working group as fitting the definition of preventative maintenance (29 facilities represented).
  - 90 projects were funded through the annual business planning process (44 facilities represented).
- Funding is amortized over 3-10 years depending on the project so with that \$1M the total project value was \$4.13M

Total investment: \$3.5M



## LTC Placement Policy Update

- LTC Placement Policy was originally planned to go live March 2018.
- Concerns about balance of client choice and system efficiency gains
  - Enable transition of clients to their preferred facility
  - Enable better balancing of client choice while also addressing client risk
- Policy revisions have been approved.
- Target date for implementation: Winter 2018/19





## LTC Placement Policy - Amendments

### Facility Choice:

2016 Policy: Clients would have been required to select three facilities; all were considered equal. Client able to request a transfer at any time.

Amendment: Clients will only be required to select one facility for placement, but will be strongly encouraged to select three facilities. If more than one facility is selected, clients will be able to prioritize/rank their choices, and if placed in their second or third choice, will automatically be placed on the transfer list to their preferred facility.

### Transfers:

2016 Policy: Transfers must be 25% of overall placements per facility, per year

Amendment: Increased the number of inter-facility transfers from 1 in 4 to approximately 1 in 3 placements, while allowing NSHA to be flexible in their management of clients awaiting transfers.



## Licensing Updates

### Electronic Licensing Inspection Tool:

- June 2017 – DHW launched the development of an electronic information management system for licensing.
- AMANDA (Unysis)
- Standard for Business Licensing and Permits in NS Government
- AMANDA is a Licensing Management Solution that automates business processes such as license renewals, complaint intakes and inspection reports
- Used in approximately 30 program areas in NS government

Target date for implementation: Summer 2018



## Licensing Updates

### Changes to anticipate:

- Elimination of “Self Report” and changes to documents required to be submitted
- Pre-inspection emails will be sent outlining documents to have available, Q&A’s, etc.
- Inspections will occur two months prior to the month of expiration
- Comply by dates will be associated with requirements
- Streamlining action plans (confirmation of compliance)
- Longer time onsite for inspections
- Phase II - Exploring publicly posting inspection results

### Benefits:

- Efficiencies with an automated system
- Minimizing paper exchange
- Email functionality (notifications, inspection reports, etc.)
- Automatic notifications to NSHA, Risk Mitigation - Continuing Care
- Compliance history
- Tracking trends and Reporting



## Workplace Safety Action Plan

### Recap:

- Challenges faced by all within Continuing Care sector
  - Increasing demand / a need to constrain costs
  - Difficulties in recruitment / retention
  - Staff absence
- To develop a five-year Workplace Safety Action Plan for Nova Scotia’s Health and Community Services Sectors with focus on publicly-funded home care, long-term care and community services.
- Collaboration among: Government departments (DHW, DCS, DLAE), employers, care providers, academic and professionals associations, WCB, Labour
- Currently nearing the end of Phase 2 of the project – review of stakeholder input and finalize Action Plan.



## Workplace Safety Action Plan

### What we have learned:

#### Much work already happening

- Partners working together to address key injury drivers, improve safety culture, provide training & equipment.

#### Significant challenges in Continuing Care

- Increased care demands, barriers to training / education, culture doesn't always focus on staff safety, lack of safety leadership

#### Best Practices Exist

- Safety Management Systems, employee engagement, leadership support & education, training/education, equipment, accountability mechanisms



## Workplace Safety Action Plan

### Year 1 Investments and Initiatives:

Leadership: Standardized nursing leadership training program for supervisors and managers in LTC and Home Support.

#### Training:

- Allocation of resources to support workplace injury prevention (ie. PACE tool training)
- Non-violent crisis intervention
- Mental health and wellness

Total investment: \$1.5M



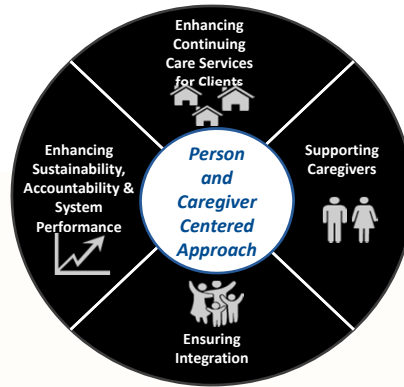
# Continuing Care Strategic Action Plan

**VISION:**

A **strengthened, innovative** and **integrated** Continuing Care system that is **responsive** to the needs of Nova Scotians **now** and into the **future**.

**MISSION:**

Providing **quality care** when it is **needed** to **support health, living well** and honouring **community connection**.

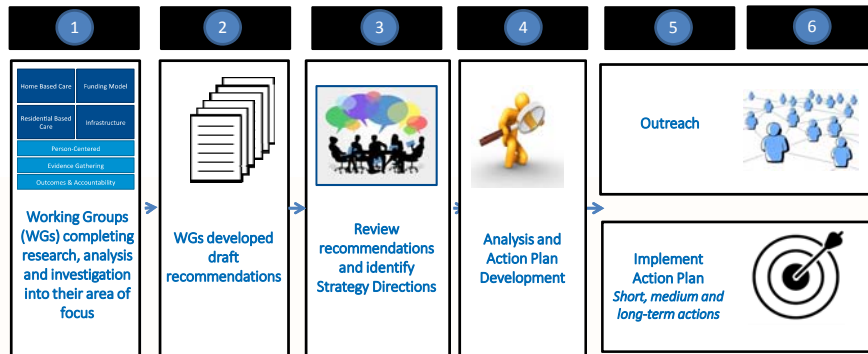


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## Continuing Care Strategic Action Plan: Process



## DHW Team Updates

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