Shared Care Hub

April 22, 2022

Guelph Wellington Ontario Health Team

Welcome & Purpose

To provide an overview of the Shared Care Hub process and outcomes

Opportunity ask questions

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How Did We Arrive At A Shared Care Hub?

- Ontario Health West Created a Waterloo-Wellington ALC to LTC 90-Day Plan To:
  - Reduce the number of ALC patients in hospital while waiting for a LTC bed
  - Reduce hospital re-admissions and ED visits.

- Former Rural Wellington OHT Steering Committee discussed options to reduce the number of ALC patients and determined a shared care hub an appropriate approach
- We are building on this model in Guelph & Area to include patients in Guelph community, Acute and Post acute sites who are complex and would be supported by a shared care hub

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Create a Shared Care Hub

Target Audience:

Patients who are ALC or at risk of being deemed ALC (in hospital or in community)

- Keep patients safe and reduce risks while improving the well-being of patients by keeping them in the community
  - Provide wrap-around care & includes family members as part of the solution
  - Supports the function of discharge planning and Care Coordination
  - Create/update Coordinated Care Plan

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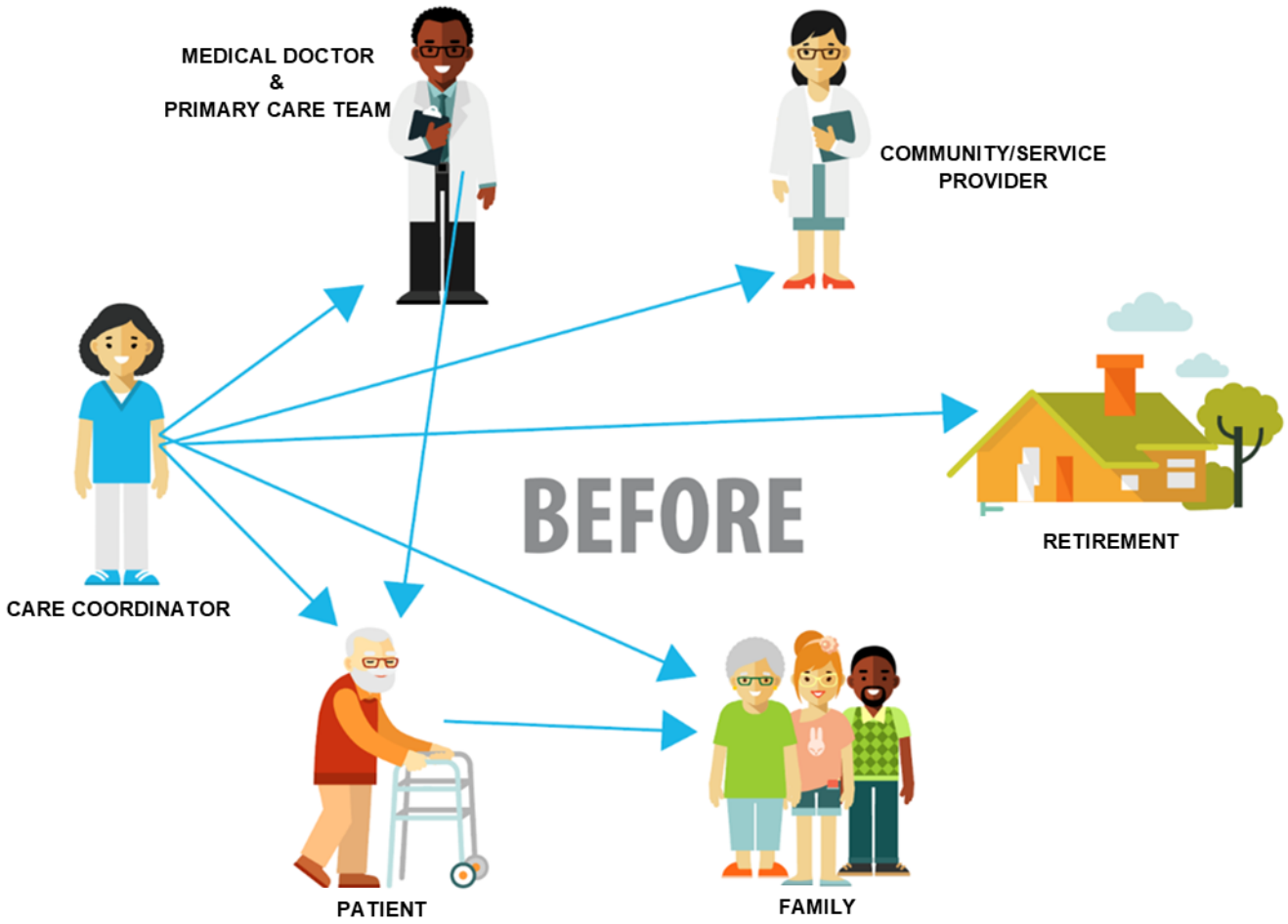

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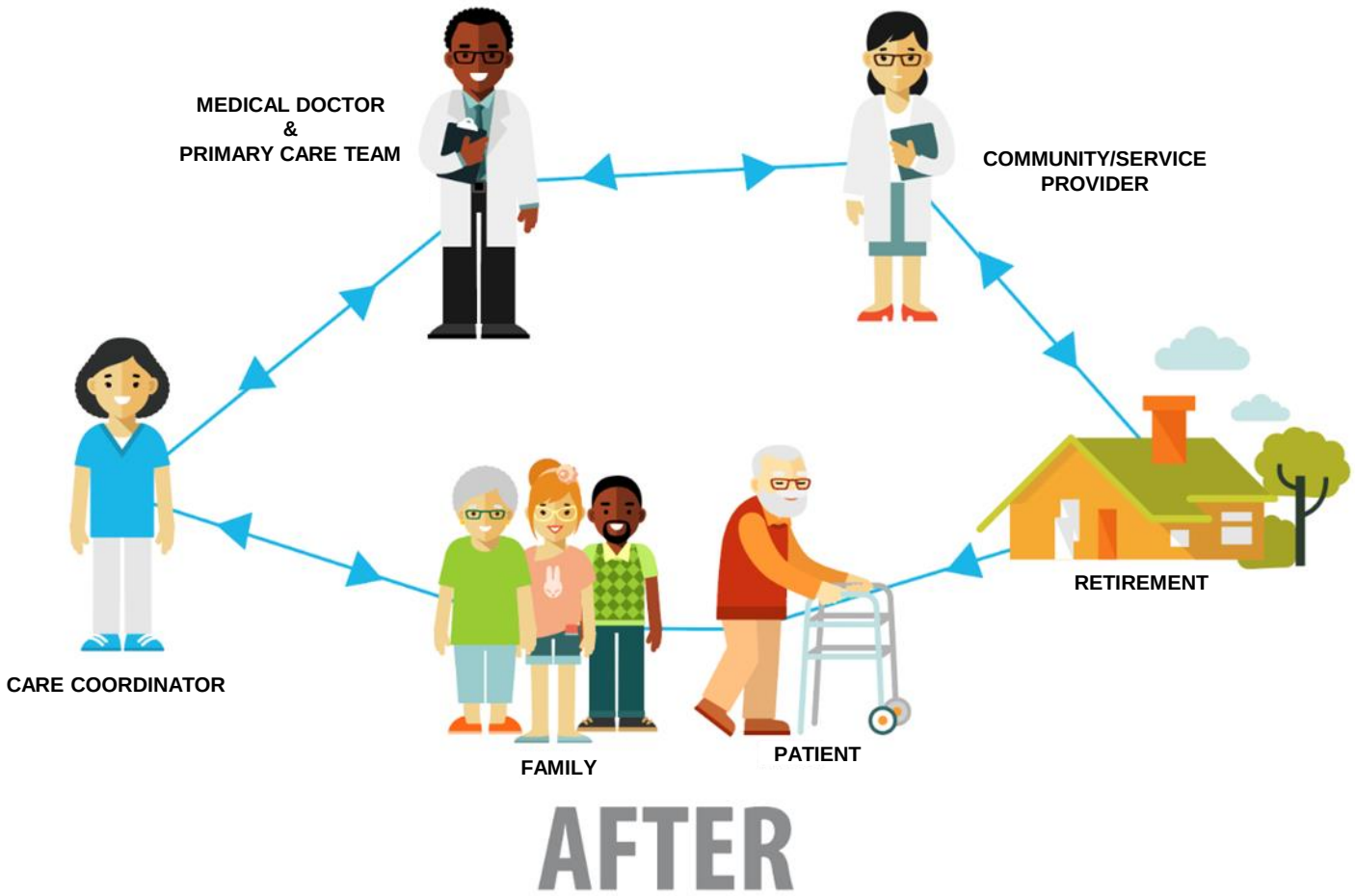

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Criteria for a Shared Care Hub Patient

- A person is identified as a candidate for an Alternative Level of Care share care planning hub when they are:
  - Medically or socially complex
  - Limited or no social supports
  - Strong likelihood of the patient being re-hospitalized and/or an ED visit or an increased number
  - of 911 calls
  - Patient is awaiting long term care crisis category (as per legislation).

A candidate would meet a minimum of 3 of the 4 criteria, using clinical judgement.

Exclusion Criteria: A patient who resides outside of Guelph-Wellington AND does not have primary care provider in Guelph Wellington

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Who is Involved/Invited?

- Health Care Provider – person who is most involved with patient's current health care needs
- Patient/Family member
- Participants:
  - **Core Group** – CMHA/IGSW, Guelph Wellington Community Paramedicine, Home & Community Care Support Services, Hospital, Primary Care
  - **As Required** – Hospice Wellington, VON, other health service providers(e.g. Retirement Home, Service Providers)
  - Facilitator – supported by CMHA WW

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Responsibilities

Role	Responsibilities
Core Group	Prioritize meeting Identify alternate representation if unable to attend Support evaluation of the effectiveness of the hub
Health Care Provider	Person most responsible for patient's care – identifies the patient who would benefit from coming to the ALC hub discussion Obtains expressed consent from patient/SDM to meet Prepares the Referral form/Patient Profile Completes & shares the Coordinated Care Plan
Facilitator (CMHA WW)	Ensures good conversation flow and engages all participants Ensures clear goals/outcomes addressed/identify roles & timelines
Patient/SDM	Prepares self/family for discussion and how they are able to/continue to support patient
All Participants	Review the Referral Form ahead of time Actively participate in discussion with solution-based goal
Admin Support	Creates calendar invitation Disseminates the Referral Form to all who are attending Cancels meetings that are not required

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Process

- Calendar Hold for all Core Organizations as needed - Wednesdays 1:00 – 3:00 p.m. for patient discussion (Start date TBC)
- The Provider that brings patient forward completes one-page profile & ensures patient consent
- One-page profile shared with providers who comes to Hub prepared to offer supports/services
- Patient consent documented in the presenting agency health record
- If a partner is personally connected (e.g., relative, neighbour, acquaintance) declares conflict of interest
- Facilitator will guide the conversation at the Shared Care Hub
- Create/update Coordinated Care Plan & share with the patient and care providers

Documents Page

- What to expect
- Patient Profile
- Patient Terms of Reference Document
- Core Group Contact Information Sheet
- Facilitator Agenda

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Questions?

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