

Table of Contents

INTRODUCTION

CHAPTER 1: SETTING THE CONTEXT FOR CHANGE.....Page 7

Setting the Context for Change
In-Home Community-Based Care
What Do Seniors Need?
Health System Pressures
Systems Thinking
Priorities for Ontario
System-wide “Home First” Philosophy
Policy for Ontario
Some Areas to Remember

CHAPTER 2: UNDERSTANDING THE LANDSCAPE.....Page 16

Identifying Where Seniors Live
Capacity and Focus
Attaining Knowledge as a Place to Start/Establishing a Baseline for Measurement
Targeting High Risk Seniors by Leveraging Common Assessment
Transitioning from Supportive Housing to Supports for Daily Living
Understanding Past Practices

CHAPTER 3: ABOUT SUPPORTS FOR DAILY LIVING.....Page 28

About Supports for Daily Living (SDL)
Innovative Approaches to Service Delivery
An Important Link Along the Continuum of Care for Seniors
SDL Core Services
How Personal Care & Support Services Differ Between the CCAC and SDL
On Call Response
Spectrum of Care for Seniors
SDL and Building Ownership by Region:
1. Oakville Senior Citizens Residence Case Study
2. Peel Senior Link (PSL)-Partnership with the Region of Peel
3. Nucleus Independent Living: A Case Study in Innovative Service Design

CHAPTER 4: SETTING THE STAGE FOR SUCCESS -Page 41 **CRITICAL FACTORS**

Identifying Opportunities
Client-Centred/Customer Focused
Solutions Driven
24-Hour Service Cycle and Timely Response
Communications
Ongoing Evaluation

CHAPTER 4: SETTING THE STAGE FOR SUCCESS - CRITICAL FACTORS – cont'd

Laying the Foundation for Change
Strong Leadership and Champions
Funding and Accountability/Resourcing the New Models of Service

CHAPTER 5: ROLES AND RESPONSIBILITIES..... Page 51

LHIN
SDL Providers
Central Registry
Hospital(s)
CCAC
CSS Services
Other Providers

CHAPTER 6: RISKS & CHALLENGES..... Page 56

The Thinking Behind the Risk
Managing Higher Acuity Level Clients – Mitigating Risk & Utilizing RAI Outputs
The Risks in Delivering a 24 Hour Service

CHAPTER 7: EVIDENCE & EVALUATION: BY THE NUMBERS..... Page 61

Measuring the Investment – Two Years of Data
Comparisons of Evaluation Data (Pre-SDL 2008 to Post-SDL 2010)
Showing a Return on Investment (ROI)

CHAPTER 8: CONCLUSION..... Page 73

APPENDICES..... Page 76

1. Contractual Letter – LHIN – Administration & Sign-back (Attachment A)
2. Samples of Client Profiles and Care Plans:
 - o Scenario #1 : Mr. Doe
 - o Scenario #2: Ms. Jane
 - o Scenario #3: Mrs. Smith
3. Communication Resources Developed and Communication Plan
 - Reporting Template for SDL Stats - circa 2009/10
 - Reporting Template for SDL Stats - circa 2011 onward: MOBILE Example
 - SDL Monthly Statistical Report
 - SDL Monthly Statistical Report - Definitions
 - SDL Quarterly Statistical Report
 - SDL Quarterly Statistical Report - Definitions
4. MH LHIN SDL Service Provider and MH LHIN Contact List