

**September 17, 2014 – G2G Facilitation Exercise:
Attributes of a High Performing HSP “Sector”**

Sector: CSS
(Colours relate to tables)

Attributes Definitions	Attribute Indicators
<p>Safe...</p> <ul style="list-style-type: none"> - No harm (emotional, physical) - Zero adverse events - Proactively creating safe environments - Maintaining safe environments - Minimal risk - Employee safety - Keep people safe in home with in-home supports and staffing - In-home supports include required technology/compensatory strategies (e.g. visual cues, aids, etc) - Client based approach – outcome for the patient - Provide programmes and service to a client in order to enable them to live independently - Free from harm – caregivers/patients/volunteers and/or staff 	<p>Safe...</p> <ol style="list-style-type: none"> 1) Adverse events 2) Adverse events as a result of an intervention 3) Client perception of safety 4) Reduced number of admissions to hospital 5) Increased number of units that are genuinely accessible environments 6) Number of incidents 7) Level of, type of incidents, seriousness of incidents 8) Incident reports (reported) from anyone 9) Follow ups (notes, observations, changes) 10) Referrals to other agencies 11) Visits to ED – which can then be told to agency; agency can then track reason/incident
<p>Accessible...</p> <p>Right care, right time</p> <ul style="list-style-type: none"> - Proactively seeking out clients that may experience barriers to access care - Knowledge of services that are available so they can access what they need when they need it (# case finding) - Equitable across geography, culture, etc. - Provide services and environments that are accessible to a variety of needs, including communication (visual, auditory, languages), physical structure, etc. - Increase the means for community providers, through training, to provide the service required (e.g. trained professional interpreters, cognitive/behavioural support) - To know and ability to access – use programs and services - Waiting lists (?) how are they managed - Coordination of services - Timely-access/wait times/level of crisis – how long between they call vs time they get service - Right service and right time and right place 	<p>Accessible...</p> <ol style="list-style-type: none"> 1) Wait times – time between transition 2) Number of rural/total representatives 3) Public awareness of services = number of sessions 4) Percentage or number of a target group served 5) Number of services being used 6) Clients can access the right service at the right time with the right support 7) Track the number of ‘counselling’ sessions – fewer complaints about community agencies 8) *pre and post testing: increase knowledge acquisition following an in-service/community partner training session 9) Wait lists – volumes 10) Wait time – between requesting services and accessing using services 11) Wait list

Attributes Definitions	Attribute Indicators
<p>Effective...</p> <ul style="list-style-type: none"> - Measureable impact/outcomes - Outcome based assessments – evidence based - Goal attainment - Right level of services to prevent/promote and maintain and improve health - Self-management - Decrease in complaints of services that are not accessible - Increase in demand for interpreter services - Reduced percentage of unnecessary/unplanned hospital visits - *Positive trends in above areas (unplanned hospital visits, demand for interpreter services, complaints of services that are not accessible - Outcome based service provision leading to client situation improvements or maintenance of status quo - Keeping them at home (safe, comfortable) with appropriate services 	<p>Effective...</p> <ol style="list-style-type: none"> 1) Appropriate triage – number of referral points (could be under accessible as well) 2) Client satisfaction 3) Functional level over time 4) Off LTC waitlist 5) Decrease ER visits 6) Self-reporting of ability to manage own health 7) Number of services over time 8) Number of program discharges to self-care 9) Decrease in complaints of services that are not accessible 10) Reduced percentage of unnecessary/unplanned hospital visits 11) Increase in demand for interpreter services 12) Percentage of people accessing services 13) Maximizing the reach 14) Client and caregiver service 15) Returning clients (number of)

Sector: DAY: DAY-PAL
(Colours relate to tables)

Attributes Definitions	Attribute Indicators
<p>Safe...</p> <ul style="list-style-type: none"> - Harmless Care: Clients are not harmed by the services offered - A nurturing, welcoming environment that is harassment free limiting adverse effects to individuals, staff and volunteers - Do no harm - Mitigate risk - Apologize for errors - “Safe” – when working in homes – volunteers and staff are well trained; client has to feel that we have done due diligence (training, screening) 	<p>Safe...</p> <ol style="list-style-type: none"> 1) Number of incidents (to be defined) 2) Number of incident reports 3) Number of falls – result in injury 4) Number of workplace injuries staff/volunteers – how safe? 5) Metrics around event management <ul style="list-style-type: none"> - measure of % of clients who had an adverse event - did the provider teach you to be safe in the home - did you feel safe with the service provider
<p>Accessible...</p> <ul style="list-style-type: none"> - Timely, appropriate services for the best outcomes in the appropriate safe environment - Accessibility needs to include financial, ability of participant, “true” accessibility not just legal accessibility, and timeliness from assessment to inclusion - Expectation management – managing waitlists - Is there equity in access i.e. if I speak a language that is not English do I have the same access to service?; if I have a disability can I access all services?; if I don’t have transportation can I access all services - Does my health service provider know all the services or how to access services that are available to me? - Do we have a profile in the community that HSP know so they can refer - What are the admission criteria? 	<p>Accessible...</p> <ol style="list-style-type: none"> 1) Length of time from waitlist (CCAC referral) to admission 2) Measuring time on the waitlist <ul style="list-style-type: none"> – did you have any trouble accessing the service (could include education and training of HSP)
<p>Effective...</p> <ul style="list-style-type: none"> - Evidence based care that works - Produced desired outcome for participant - Did you make a difference? - Did we meet the outcomes we set and the client set? - Did we do it at a reasonable cost/was it an effective use of resource? 	<p>Effective...</p> <ol style="list-style-type: none"> 1) Average length of stay 2) Percentage of outcomes met (did we meet all the goals set by client/HSP together) 3) Cost per unit against a benchmark of service 4) Important: “Unit of Service” – need consistent definitions

Sector: MH&A
(Colours relate to tables)

Attributes Definitions	Attribute Indicators
Safe... <ul style="list-style-type: none"> - No emotional or physical harm - Confidentiality and privacy/trustworthy - Inception to beyond recovery/maintenance (full cycle) - Emotionally safe - Staff and clients protected from physical harm - Protection and ensurance that personal space and other MH&A accommodations are met - Training and ongoing review/assessment of “reaction or response” to threats - Adequate preparation and support for clients to facilitate safety (safety = physical, emotional, environmental, well-being, protection) - Organizational policy and procedures to mandate and sustain safety 	Safe... <ol style="list-style-type: none"> 1) Health and safety committee 2) Incidences (# of) 3) Abide by the law 4) Measure “near misses” 5) Provincial standards 6) Training/# of staff certified to deal with incidences 7) Due diligence reports 8) Compliance/Implementation of Policy and Procedures 9) House rules implemented and adhered – regular inspection 10) Qualitative pre/post dialogue with patient/family 11) Social worker/case worker: client (inquiry from client on relationship)
Accessible... <ul style="list-style-type: none"> - Accessibility with no boundaries on economical etc./physical/emotional - Readiness/self-readiness/awareness - Welcoming environment - Physical/location/language or no other barriers - Readily available when you need it 24/7 within safe limit to all parties - Barrier free access (system, physical transportation) - Awareness of program/service - Geographical access - Availability of cultural support to access service 	Accessible... <ol style="list-style-type: none"> 1) Wait time 2) Transition time frames 3) Difficulty to continue 4) Development/Implementation of time service delivery 5) Reduction in waitlist 6) Baseline for access to service – targets for improvement 7) AODA compliance 8) Survey clients 9) Identify those who can benefit not accessing service
Effective... <ul style="list-style-type: none"> - Continuity and intensity of programs - Reaching the individual goal - Expectations of the ministries or other compliance bodies - Percentage of bodies clean and sober on “well” - Continuous monitoring with no limitations - Cost effectiveness - Information (PHR) is available and informed for effective treatment - Adherence to careplan to achieve outcomes - Application of assessment – application of goal attainment based on recovery model (semi-annual) 	Effective... <ol style="list-style-type: none"> 1) No show 2) Attrition from programs 3) ED diversions 4) Success means to be industry 5) Client success rate 6) Measure goal attainment (desired) with achievement of goal 7) Communication -> Patient Satisfaction ->Adherence -> Outcome

Sector: SDL
(Colours relate to tables)

Attributes Definitions	Attribute Indicators
Safe... <ul style="list-style-type: none"> - Protected no harm come to them, security, belonging, perception of environment (e.g. crime; snow) - How safe client feels before service and how client felt after service? - Following standards of care to patients/clients while within your care - No harm to client/staff environmental, physical, mental, emotional, etc. - No harm, which is evidence informed (indicators: transparency) 	Safe... <ol style="list-style-type: none"> 1) How safe before our services? How safe after our service? 2) # of serious incidents/harmful event before and after for client and caregiver 3) Indicator: falls 4) Indicator: medication (compliance) – overdose – improper meds
Accessible... <ul style="list-style-type: none"> - No gaps in service, seamless transition - No wait – understandable -> language - Cultural appropriateness - Barrier free – family understanding the system - Physical access (AOSA) - The ability to obtain the right care, at the right time and right place at the right cost 	Accessible... <ol style="list-style-type: none"> 1) Communication 2) Health Equity 3) Indicator: Assessment 4) Indicator: # people on wait list; # wait time
Effective... <ul style="list-style-type: none"> - If we don't understand we are not effective - People need help through the system - Do you do what you say you do? - Providing quality care through independent living - Meets the clients goals/needs with available resources 	Effective... <ol style="list-style-type: none"> 1) Sometimes fast is not good. People are well cared for. 2) People are satisfied and happy 3) Wait list means a needed service 4) Client satisfaction