

# OCSA Members' Update: March 2016

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Hello and welcome to the latest issue of our Members' Update newsletter, provided exclusively to OCSA's member organizations. This issue will provide updates on our activities and sector developments since our last issue in November. To skip to a particular section, click on any line of the Table of Contents.

Given the change on the horizon for Ontario's health system and our sector, we have had a particularly busy start to the New Year. OCSA takes our role as the "voice" of home and community support seriously, so we deeply appreciate the input we've received from our members on key policy issues. Though we know filling out surveys or telling us about your organization's experiences is not the most exciting way to spend your valuable time, it has an enormous impact during this crucial time.

We look forward to continuing to engage with you as we learn more.

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## OCSA News

### Gearing up for the 2016 OCSA and PSNO Conferences!

Last year's OCSA and PSNO Conferences were some of our most successful yet, and we are excited to begin work on this year's events.

#### *2016 OCSA Conference: "Prepare, Adapt, Thrive!"*

System restructuring, new models of care coordination, deeper integration with partners both inside and outside of the health system, and the ongoing technological shift – changes to these topics, among many others, will present both opportunities and challenges to home and community care providers. Our 2016 OCSA conference theme is a strategy for dealing with unprecedented change: **"Prepare, Adapt, Thrive!"**

For two days in October, home and community support providers and other health system experts and leaders will develop and share the information, tools and resources we need to prepare for, adapt to and thrive within a new health care landscape. We will work together to envision a brighter, stronger future for our sector. Above all, we will

leave the conference armed with great ideas and fresh enthusiasm to provide the best possible care for our clients. Advance registration is available now! [Click here](#) for more information.

Have knowledge to share? Our call for abstracts will be distributed next month.

### *2016 PSNO Conference: "Heroes of Health Care: PSWs Power Up!"*

The 10th Annual PSNO Conference is Ontario's largest one-day event designed specifically for the professional development of personal support staff in home care, long term care, community care, hospitals, retirement homes and supportive housing.

PSWs, PSW Supervisors, educators and students from across the province will attend keynotes, plenaries and workshops covering a breadth of topics designed to engage, teach and inspire personal support staff. Delegates are provided with tools, information and motivation they can bring back with them to work to enhance client care and share with their co-workers. In evaluations from previous years, over 90% of delegates reported that what they learned at the conference would help them do their jobs better.

#### Comments from past delegates:

*"I feel more enriched having learnt from new ideas and listened to colleagues from other places' experiences."*

*"I picked up great ideas and tips that I can use and pass on to my fellow classmates."*

*"I have attended every PSNO Conference to date, and the best is yet to come as we grow together in the future."*

The theme of this year's PSNO Conference is **"Heroes of Health Care: PSWs Power Up!"** Join us for a day of learning, networking and celebrating the personal support profession. Advance registration is available now! [Click here](#) for more information.

Interested in presenting at the conference? Our call for abstracts will be distributed next month, so please stay tuned.

#### **Have You Subscribed to the OCSA Bulletin?**

Last month, we distributed our [first electronic issue of the OCSA Bulletin](#), though longtime members may remember the paper newsletters we once produced.

This public newsletter is meant to serve as a convenient, central location for updates on the home and community support sector. It is distributed to OCSA members, sector stakeholders, and anyone else who is interested in home and community support. Your colleagues and contacts are very welcome to subscribe, using [this link](#).

The Bulletin is also an excellent opportunity for you to share your organization's initiatives, accomplishments, and upcoming events. Please submit your newsletter items to [bulletin@ocsa.on.ca](mailto:bulletin@ocsa.on.ca) – include a one or two sentence description, and a link to where readers can learn more.

Exclusive information and policy updates will continue to be distributed via our members-only listservs and this members-only update.

### **Follow @OCSAtweets for the Latest Sector News!**

Looking for a way to keep up with sector and health care news from around the province? Check out OCSA's Twitter account! Every weekday, we share updates and articles of interest to our members.

You do not need a Twitter account to view our posts – just visit [www.twitter.com/OCSAtweets](http://www.twitter.com/OCSAtweets).

### **Quality Improvement in Home and Community Support**

Over the past few months, OCSA has been working closely with CSS providers in the Waterloo-Wellington and Champlain regions to build Quality Improvement capability and to support a culture of continuous improvement. One of the core activities in this HQO-funded project is delivering OCSA's Learning Collaborative, an intensive seven-month QI course that involves workshops, coaching and hands-on improvement work.

We recently asked graduates of our first Learning Collaborative (2013/14) to share their QI stories with us - to describe the challenges they wanted to address, their client outcomes, how they involved staff in their projects, the QI tools they used and their a-ha! moments. Please visit the [Quality Advantage](#) website to learn their insights and observations on building improvement capability in the CSS Sector.

### **OCSA Exploring Possibility of Sector-Based Compensation Benchmarking**

OCSA's work plan for 2016-2017 includes a comprehensive sector wage and benefits survey. OCSA and its partners in Community Health Ontario (Association of Ontario Health Centres, Addictions and Mental Health Ontario and Canadian Mental Health

Association) are exploring the feasibility of working with Family Services/Ontario to collaborate on a multi-sector survey that would permit benchmarking among the different community sectors. Watch for an update on the ED listserv and in the next member update.

### **Ontario PSW Registry Closure**

For several years, OCSA has housed the Ontario PSW Registry. The Registry was fully funded by the Ministry of Health and Long-Term Care, who have made the decision to close the Registry and end funding in alignment with the natural end of the transfer payment agreement on March 31, 2016.

We are proud of the work done to pioneer this groundbreaking program, during which approximately 35,000 PSWs have voluntarily registered. PSWs are the backbone of home and community care, and we support and recommend further government investment into the PSW workforce to ensure that Ontarians receive the care they need, in the right place.

We understand the Ministry may be considering different options for unregulated professions, PSWs being one of them. At this time, OCSA cannot speculate as to what those considerations may be, but we are prepared to share valuable learnings we gained while administering the Registry with them, and expect to be at the table when that time comes.

### **OCSA Hosts Workshop on High-Impact Leadership**

In early March, OCSA and our Community Health Ontario partners delivered two one-day Quality Improvement workshops focusing on the skills and behaviours required by leaders to inspire excellence. Facilitators Michael Pugh (from the Institute of Healthcare Improvement), and Paula Blackstien-Hirsch (OCSA's QI subject matter expert) led an interactive day that provided tools and strategies to accelerate improvement and innovation in their organizations. Response to the workshops was extremely positive, and OCSA will continue to explore additional QI training opportunities in the future.

### **Collaboration and Integration Support from Capacity Builders**

Working collaboratively is a core priority for most home and community support providers. If you need help to successfully navigate effective integration within our complex health system, Capacity Builders can help.

[Collaboration Coach](#) is a free online platform designed to help your not-for-profit organization avoid common pitfalls, use successful strategies and make informed decisions about your collaborative initiatives and opportunities. For more specialized coaching support, [Capacity Builders](#) has collaboration experts on hand who can work with your staff for a reasonable fee. For more information, please contact Portia at [info@capacitybuilders.ca](mailto:info@capacitybuilders.ca).

### Recognizing OCSA's Corporate Members

Corporate Members of OCSA are private companies that have an interest in and wish to support the community support sector. Many of our Corporate Members are direct suppliers to OCSA Full Members.



### OCSA's Corporate Partners



## **JLT is OCSA's New Member Insurance Provider**

After extensive review, OCSA has changed brokers for its member insurance program. Jardine Lloyd Thompson Canada Inc. (JLT Canada) replaces Marsh Canada Limited (Marsh Canada) as the new and exclusive broker for OCSA's member insurance program.

We made the change in order to support a more comprehensive service offering for our members, including enhanced customer service, cyber insurance and extended coverage, while maintaining affordable premiums now and into the future, with a common goal of protecting our members.

Having worked with healthcare organizations and not-for-profit associations of varying sizes across Canada and around the globe, JLT's service team brings specialized knowledge and expertise in assisting with the needs of our various members. The JLT team has had experience in working with OCSA in the past and offers a combined experience of over 60 years in the health science and insurance sectors. We are excited about this new partnership!

## **Government Relations**

### **What does Ontario's 2016 Budget Mean for Home and Community Care?**

In January, OCSA surveyed our membership in order to prepare a budget position paper for use by members during pre-budget consultations, and our own provincial submission. Based on this input, our budget submission focused on three key requests:

- 1. The budget must address funding and wage constraints in our sector** – particularly surrounding the PSW Wage Enhancement shortfalls.
- 2. Funding to support community-based infrastructure** – in particular IT. We submitted evidence developed by the Ministry's Health Sector Asset Review, wherein home and community was deemed to be lagging in the necessary resources to implement QI and other critical data subsets.
- 3. Funding to support caregiver burnout and needed supports.** This request made connections to the *Roadmap* and highlighted the need for funding for programs such as adult day programs and other fundamental respite resources.

We submitted our formal paper to Minister Sousa and the Standing Committee on Finance and Economic Affairs on January 29th. Shortly after submission, the Ministry

announced that they would be tabling the 2016 budget early this year, in February. It was unclear how fully the consultation feedback provided to the Ministry could have been considered, given the quick turnaround after the submission dates.

[Click here to read OCSA's full pre-budget submission.](#)

The 2016 Ontario Budget was released on February 25, 2016. Highlights are below:

- It reaffirms the province's commitment to a 5% annual funding increase to the home and community support sector, an additional investment of \$250 million per year, over the next two years. There were no specific allocations for this funding available in budget documents, or when OCSA pressed provincial staff for more detail, aside from funds to complete the PSW Wage Enhancement. We will pursue more detail and opportunities regarding these funds.
- A \$75 million investment in community hospice and palliative care over the next three years will fund 20 residential hospices, nearly doubling the number of people who have access to vital end-of-life care.
- Community Health Infrastructure Funding – a redesigned Community Health Capital Program with expanded eligibility for community projects. We will request more information on this program, particularly as it may apply to community support providers.
- Additional highlights and observations were shared via the OCSA listservs.

OCSA is aware that this funding is not sufficient to meet growing need as agencies are relied upon to provide more services to an older, higher-needs population, which is being discharged from hospital earlier. We will continue to press for additional investment in staff and infrastructure, in accordance with the priorities identified in our pre-budget submission.

### **OCSA Members Respond to Proposal for Health System Transformation**

On December 17, 2015, the Ontario government released [Patients First: A Proposal to Strengthen Patient-Centred Health Care in Ontario](#).

To prepare our response to the *Patients First* proposal, OCSA surveyed home care and community support service providers in every LHIN, representing the breadth of services and populations served. We also facilitated a member consultation, during which members shared their feedback with Ministry representatives Amy Olmstead, Director, Home and Community Care Branch and Tim Hadwen, the Assistant Deputy Minister for

Health System Accountability and Performance. Our submission also reflects ongoing input from member agencies as well as clients and caregivers, including their first-hand insights about the sector's current capacity challenges and untapped potential to improve care for the population.

We have identified five key areas of greatest relevance to the sector, in order to achieve the *Patients First* proposal's goals.

1. The potential negative impact of the reforms on the non-profit home and CSS sector, and the need to preserve the irreplaceable value that the non-profit sector brings to the health system.
2. The need to fully appreciate the implications and impact of the proposed changes on key populations that are not visible in the proposal.
3. The need to ensure that the sub-LHIN areas' accountability and governance is community-driven, streamlined and not overly complex to administer.
4. The need to fully address the deficiencies of the current care coordination model that are highlighted in the Bringing Care Home and Auditor General's reports on CCACs.
5. The importance of greater alignment and connectivity between primary care, homecare and CSS, beyond CCAC contracted and direct care services.

At the end of the submission, OCSA proposes specific steps that are critical to the successful implementation of the Patients First plan. [Please click here to read the full submission.](#)

Our understanding is that the Ministry intends to move very quickly on this initiative, with legislative changes introduced as early as spring. We will keep you up to date, and appreciate your input and engagement on these important changes.

### **Updates from the *Roadmap to Strengthen Home and Community Care's Advisory Table and Working Groups***

The Advisory Committee had its fourth meeting on March 9th. This Committee receives updates and reports from the working tables that occur between committee meetings. At the last meeting the group was updated on:

### *Statement of Values & Caregiver Strategies*

This working group – made up of patients and caregivers – has been working in two areas - the development of the Statement of Values (SoV) as identified by the Donner report and in the *Roadmap*, as well as a number of Caregiver Support initiatives. The SoV work has a small working group that is looking at existing work in this space (patient's bill of rights, existing charters etc.) with a view of defining a SoV for *Roadmap* work. The Ministry will be using the consultation on SoV as a starting point for patient and caregiver engagement across the province.

The Caregiver Strategy is now in draft format, and will be a two-pronged approach including an information/navigation strategy, as well as a process for caregiver assessment and support. The strategy adopted will dovetail with other caregiver work at other working tables such as the Dementia Strategy and other capacity planning.

### *Capacity Planning – Dementia Strategy*

Initial capacity planning has centered on the development of a provincial plan around dementia. Over the last several months, the Ministry has consulted with a number of expert working groups, segmenting the work around this strategy. The work is being done in collaboration with Cancer Care Ontario, the Ontario Brain Institute and ICES, whom will work within the sector to develop a planning framework. In addition, there will be test model developed at the LHIN level to look at more targeted engagement with frontline providers. Caregiver supports for this strategy will focus on respite services, training and navigation services.

### *Self-Directed Care*

The work of this table has concluded, having met intensely over the last several months. The working group had strong representation from clients and caregivers from across the province. The focus of the SDC will be on a niche population of clients within the caseload of CCACs. The group has developed eligibility criteria and the policy framework for implementation. The plan is to announce a small one-year pilot in the first quarter of 2016/17. Funding for care will come from the existing CCAC budgets.

### **Dr. Gail Donner Appointed External Adviser to Roadmap Implementation**

OCSA was very pleased to learn that Dr. Gail Donner has been appointed the external adviser to the implementation of the *Roadmap to Strengthen Home and Community*

Care. Dr. Donner was OCSA's recommendation for the position, and we look forward to working with her as we continue this important work.

### **Update: PSW Training Fund**

On March 9<sup>th</sup>, the Ministry finally notified applicants regarding the status of their PSW Training Fund submissions. Unfortunately, these funds needed to be used by March 31st. Clearly, this short deadline is challenging - and in many cases, impossible - for agencies to meet. We also heard concern from members who received significantly less funding than they expected.

OCSA had been pushing for updates on the Training Fund for months. We immediately sent correspondence to Minister Hoskins, indicating that something must be done to solve this problem. **Withholding this funding at a time when the need for training is so high does not align with the Ministry's assertions that strengthening the PSW workforce is a priority.**

We have been in regular contact with the Ministry staff responsible for this file. They are aware of your concerns around this issue, and indicate that they will be beginning consultations around next year's funds immediately, with the goal to have them available by June. (Given the history of this fund, we take that promise with a grain of salt.)

Rosabelle Sankar, Health System Labour Relations and Regulatory Policy Branch, been assigned to answer calls from lead agencies (bankers) and from organizations who submitted applications. Rosabelle can provide detail on what was and was not approved and why. She can be reached at 416-314-0379 or you can email her at [PSWTraining@Ontario.ca](mailto:PSWTraining@Ontario.ca).

Given the significant shortfall in approved training, OCSA needed further details so we can continue to push for changes. We are particularly concerned that training that has already occurred – which has subsequently not been approved – has created serious budgetary shortfalls in a year where there have been no increases to most budgets. To that end, we surveyed our members regarding their fund applications last week, and we appreciate your input. We will continue to lobby on this issue and keep you apprised of next steps.

## Sector News

### **PSS Regulation Change Update**

There has been a significant shift in this work, given focus on consultation around the *Patients First* proposal. The Steering Committee has met once, and there remain two workgroups - the Performance Measurement Workgroup and the Early Adopter Working Group. A performance measurement framework has been completed and is now being implemented by the Early Adopter LHINs. The framework was developed in conjunction with HQO and other stakeholders (CCACs). Staff from LHINC met with Early Adopter sites (Wave 1) in February to review lessons learned and early findings on the framework – to be reported on at the next meeting.

### **Update on Ontario's Special Needs Strategy**

The ministries of Children and Youth Services, Community and Social Services, Education and Health and Long-Term Care have been working on a strategy to improve services for children and youth with special needs. It is intended to examine services provided to children at home, school and in the broader community.

The first steps of the Special Needs Strategy included putting in place:

- A new standard developmental screen for preschool children;
- A new process for service planning for children and youth with multiple and/or complex needs; and
- An integrated approach to the delivery of rehabilitation services (speech-language therapy, occupational therapy and physiotherapy).

The Ministry of Children and Youth took the lead on this initiative and have created 34 special needs service delivery areas, which will be coordinating services using a lead agency model.

Currently, the work is moving forward under the lead of the Children's Treatment Centres in most areas, and there is a provincial working table that meets quarterly to provide input on progress. The work will directly impact home care providers who have rehab services, as well as school nursing services.

## **Meals on Wheels Providers Celebrate “March For Meals”**

Many of OCSA's Meals on Wheels providers have participated or will be participating in #MarchforMeals this month. Working collaboratively, we can effectively strengthen our individual efforts to increase awareness and community engagement.

The 2016 Community Champions Week is celebrated between Monday, March 21 and Friday, March 25. During this time, programs are encouraged to invite their local mayor, other elected officials, local celebrities and other prominent community figures to deliver meals, speak out for seniors and raise awareness for the power of Meals on Wheels.

Elected officials, hockey players, television personalities and other local celebrities are scheduled to participate in March for Meals 2016. Ron McLean from Hockey Night in Canada is scheduled to deliver meals in Oakville. Watch for a full roundup in the next members update!

## **2016 Federal Budget Highlights**

The 2016 Federal Budget was released this week. It did not include any direct investments in the home and community sector, but did state that the Minister of Health has begun discussions with her provincial and territorial counterparts to improve access to home care. We will participate in these conversations wherever possible.

Other health investments include:

- Canadian Foundation for Healthcare Improvement- \$39 million over 3 years
- Canada Health Infoway - \$50 million over two years
- Nutrition North - \$64.5 million over five years
- Canadian Partnership Against Cancer - \$47.5 million per year
- Heart and Stroke Foundation for women's heart health - \$5 million over 5 years

The budget also included funding for First Nations health care improvements, and increased the Guaranteed Income Supplement for single seniors.

View the budget website [here](#).

## **Update on the Ontario Retirement Pension Plan**

As part of the Budget 2016/17, the Ministry of Health announced that they would be postponing the implementation of the ORRP for the first wave of employers until

January 2018. We will continue to monitor this file and its potential impacts on our sector.

### **OCSA and Home Care Ontario Submit Joint Recommendations Regarding RN Prescribing of Medications**

In February, OCSA & Home Care Ontario joint recommendations to HPRAC regarding RN prescribing of medications. [Please click here to view the submission.](#)

### **Building Leadership Capacity & the McMaster Forum Recommendations**

In January 2015, the McMaster Health Forum was commissioned by the Ministry of Health and Long-Term Care to develop an evidence brief on improving leadership capacity in Ontario's primary and community care sectors.

McMaster struck a forum during which OCSA and our partners in Community Health Ontario (CHO) as well as academics and other key stakeholders were invited to respond to the evidence and develop recommendations. McMaster's evidence brief was presented to the Ministry in February with a number of recommendations – most critical was the development of a distributive model for capacity development in leadership for the community sector. [Click here to read the document.](#)

OCSA is working with other community partners looking at opportunities to implement the recommendations from the evidence brief. We will keep you apprised going forward.