

ADP Today

A Newsletter from the Assistive Devices Program
Ministry of Health and Long-Term Care

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Increasing Accountability, Efficiency and Effectiveness

Carol Jones
Senior Manager (A)

The Ministry of Health and Long-Term Care (MOHLTC) has completed its second bi-annual Assistive Devices Program (ADP) Customer Satisfaction Survey. Results of this survey have been compared to results from the previous survey conducted in 2002/03. The first survey serves as a baseline for measuring the effectiveness of future program improvement initiatives.

Some 88 per cent of respondents reported overall satisfaction with the program. The delivery of services by the ADP or an ADP service partner, received the highest reported overall satisfaction of 87 per cent. Access to the program received the second highest overall satisfaction rating, at 86 per cent, an increase of 24 per cent from the last survey. Satisfaction with communications about the program also increased by seven per cent from the last survey with an overall rating of 85 per cent.

To ensure the program continues to deliver services in an efficient and effective manner, external consulting firms have been contracted using the ministry's procurement process. Reviews of the hearing aid and prosthetics categories took place in late winter and spring of this year. ADP staff are currently reviewing recommendations from these reports to decide what changes, if any, are required to improve and streamline client access. A review of the communication aids category will begin this summer.

Improvements to the ADP Application Process

The operations unit continues to implement policies and procedures that will improve processing times for requests submitted to the ADP for funding assistance. Automatic approval processes for respiratory and mobility application forms have been initiated in addition to those currently in place for hearing aids and the insulin syringes for seniors program.

Internal audit procedures are in place to ensure stakeholder accountability and ADP quality assurance. Senior staff are reviewing all application forms in an effort to identify areas where increased efficiencies can be established for authorizers and vendors using the forms.

Revisions to the ADP Registration Process for Authorizers and Vendors

An updated and revised registration application form for new vendors, including revised policies and procedures will be implemented in the Fall of 2006. Details will be posted on the ministry website. The updated Authorizer Agreement will also be sent to all active ADP registered authorizers for signature in the Fall of 2006. The agreement must be signed in order to maintain authorizer status and is used in conjunction with the current authorizer cards that are valid until June, 2008.

A Report from the Medical Device Teams

Medical Supplies and Home Oxygen Team

The respiratory devices category implemented Phase 2 of the New ADP Pricing Framework on January 16, 2006.

Highlights of the changes:

- Continuous and Autotitrating Positive Airway Pressure Systems (CPAP/APAP) are now listed separately by individual manufacturer and model.
- Quantities allowed for some supply items through the ventilator equipment pool have been revised.
- Funding assistance is now provided for silicone tracheostomy tubes. Prior authorization is required for these devices.

Continuous/Autotitrating Positive Airway Pressure Systems Fact Sheet

In April 2006, the Respiratory Devices Category Administration Manual was revised to include Section 7.5, a policy that makes it mandatory for all ADP registered vendors to provide the fact sheet to every individual applying to the ADP for funding. The ADP registered vendor must ensure that customers read the fact sheet before beginning any sales transactions. ADP registered sleep laboratories have also been asked to provide the fact sheet to their patients. Copies of the fact sheet can be downloaded from the ministry website.

Hospital Replacement Program (HRP)

Staff would like to remind readers that the program took effect on August 1, 2005. The intent of the HRP is to prevent people with acute respiratory conditions from being admitted to hospital or, in the case of hospitalization, allow the individual to be discharged earlier by providing funding assistance for short-term oxygen therapy. More information on the HRP is available on the ministry website.

Prosthetics and Orthotics Team

Standing Committee

New members recently joining the committee include ADP authorizers Allan Moore, Todd Kubon, Patrick Reilly, Daphne Archibald, manufacturer representative Michael Logelin and consumer Dan McKay.

Breast Prosthesis Category

Effective July 1, 2006, funding for breast prostheses has been changed to a grant. The change is a result of consultations with external stakeholders and streamlines the application process for applicants. Eligibility criteria remain the same.

The ADP will no longer register vendors or certified fitters. Applicants may purchase their prostheses from a vendor of their choice. Applicants may now use their grant amount towards the purchase of standard or custom-made external silicone breast prostheses. Individuals will submit their application to the ADP for direct reimbursement after the purchase of breast prostheses. The fact sheet and application form is available on the ministry website.

Pressure Modification Devices Category

Effective May 8, 2006, the ReidSleeve Classic line of products was added to the ADP device listings under the lymphedema garments/devices section.

Orthotics Category

The Orthotics Administration Manual is available on the ministry website. A revised device manual was provided to all ADP registered vendors and authorizers in March, 2006. The manual includes new device listings and detailed ADP device code descriptions.

Conventional Limb, Externally Powered Upper Limb and Maxillofacial Prostheses Categories

Based on the recommendations of an external consulting firm an interim pricing increase was implemented for the conventional limb prosthesis category in February, 2006. An interim pricing increase for externally powered upper limb prosthesis was recently implemented by the ADP.

An external consulting firm has been retained to conduct a time and materials study for conventional limb, externally powered upper limb and maxillofacial prostheses categories.

Ocular Prosthesis Category

The Ocular Prostheses Administration Manual is available on the ministry website.

Wheelchair, Positioning and Ambulation Aids Team

New Application Form

The new Application for Mobility Devices form is now in use. Over 2,500 active ADP registered authorizers and vendors attended mandatory training sessions throughout the province in April and May of this year. Through these training sessions, the ADP was able to disseminate information regarding the new form, eligibility criteria and funding policies and procedures.

The applicant information sheet and application form are available on the ministry website.

Sensory Team

Hearing Aids Category

The review of the hearing aid category was completed in June, 2006. The review included interviews with organizations representing major stakeholder groups. In addition, ADP registered authorizers, dispensers and vendors from across the province participated in focus groups. Recommendations are being reviewed at this time.

Communication Aids Category

Device Listing

High and low-tech equipment lists have been reviewed by the ADP in consultation with a working group that included external stakeholders. The product manual is currently being updated.

New Device Code

- MiniMo: CSHD7500L and CSHD7500P, effective April 10, 2006. The ADP price is \$3,742 and the ADP contribution is \$2,806.50.

Price Update

- MightyMo: CSHD7400L and CSHD7400P, effective April 10, 2006. The ADP price is now \$4,147 and the ADP contribution is \$3,110.25.

Results of ADP's Second Customer Satisfaction Survey

Eighty-eight per cent of clients who responded to the survey, reported overall satisfaction with the program. The survey was distributed in August 2005 to more than 1,000 randomly selected clients. In total, 387 complete surveys were received by the October 31, 2005 deadline.

Who Responded to the Survey

Over 50 per cent of respondents reported being repeat users of the program. Seniors, at 56 per cent, were the largest group of respondents. More women (58 per cent) than men (42 per cent) responded to the survey.

The highest number of responses came from Central West and Central East Ontario.

Client Satisfaction with Service Delivery

Service items that respondents were satisfied with the most include:

- Receiving the device or medical supplies recommended; (90 per cent)
- Receiving the device or medical supplies they needed; (89 per cent)
- Service staff being knowledgeable and competent; (89 per cent)
- Number of people dealt with to get the device or medical supplies; (86 per cent)

Those items that respondents are least satisfied with are:

- Amount paid for the device or medical supplies; (63 per cent)
- ADP funding towards the device or medical supplies; (67 per cent)
- Getting through to an agent without difficulty; (81 per cent)
- Amount of time elapsed to get the device or medical supplies; (82 per cent)
- Their portion of the application was easy to understand and fill out; (82 per cent)

When respondents were asked if they got what they needed from the program, 92 per cent said yes. Ninety-six per cent reported that they are using the device or medical supplies.

Some of the reported benefits of using a device or medical supplies include:

- Improved quality of life
- Being able to better cope with their condition
- Improved sense of self-esteem and confidence

The program has reviewed the survey results in order to identify improvement initiatives. Thank you to all clients who responded.

ADP and Fraud Programs Branch

The ADP continues to take an active role in the detection and prevention of abuse and misuse as well as criminal fraud by working closely with the Fraud Programs Branch.

Three files have been recently forwarded to the Ontario Provincial Police (OPP) Health Fraud Investigation Team for further investigation. The anti-fraud approach is consistent with the government's commitment to public accountability for health care and value for money.

What's on the ADP website:

Public Information

- Previous issues of the *ADP Today* newsletter
- List of assistive devices covered and not covered
- Contacting ADP
- Fact sheets
- Forms (ADP Applications)
- Program information
- Questions and answers
- List of mobility vendors
- Links

Health Care Providers

- Contacting ADP
- Standing Committee Members
- ADP Policy and Administration Manuals
- Forms (ADP Applications)
- Questions and answers
- Fact sheets
- Previous issues of the *ADP Today* newsletter
- Hospital Replacement Program Pilot Project information
- Memo to active registered mobility authorizers and vendors
- Memo to Long-Term Care Homes administrators
- List of Mobility Vendors

This information can be found at: www.health.gov.on.ca/english/public/program/adp/adp_mn.html

As we are moving towards electronic delivery of *ADP Today*, if you wish to receive an electronic version of *ADP Today* sent to your e-mail address, please e-mail adptoday@moh.gov.on.ca.

About the ADP

Through the ADP, the ministry provides consumer centered support and funding to Ontario residents who have long-term physical disabilities to provide access to personalized assistive devices appropriate for the individual's basic needs.

Assistive Devices Program
Operational Support Branch
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario
M2M 4K5

How to Contact Us

Assistive Devices Program
Operational Support Branch
Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, Ontario
M2M 4K5

General Inquiry Telephone #: In Toronto, call 416-327-8804
Toll-free in Ontario Only: 1-800-268-6021
TTY: 1-800-387-5559
Fax Number: 416-327-8192

Detach this form and mail or fax it back to the address above. Or e-mail your comments to adptoday@moh.gov.on.ca.

Comments:
