

Annual Report for Self-Directed Care Ontario

2018 | 2019

Ontario 



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About Self-Directed Care Ontario

Self-Directed Care Ontario (SDCO) was established as a part of the development of a new optional self-directed care program for eligible patients and families.

In the initial months of its mandate, SDCO's focus was engagement and discussions with the Local Health Integration Networks (LHINs), particularly with three that were identified as 'early adopter' LHINs: Hamilton Niagara Haldimand Brant, North East, and Toronto Central. The LHINs and SDCO had initiated co-design of a model of self-directed personal support services delivery to be offered to eligible patients in a phased manner across the province.

In 2018-2019, initial planning and capacity building activities continued. SDCO completed its executive recruitment search and hired their inaugural CEO, Kathryn Ramsay, in May 2018.

In August 2018, the Minister of Health and Long-Term Care, the Honourable Christine Elliott, notified SDCO's Vice Chair of the government's direction to dissolve the agency. The Board passed a resolution to voluntarily initiate dissolution on September 26, 2018.





Message from the Chair and CEO

We have appreciated the opportunity to contribute to the initial development of Self-Directed Care Ontario. However, we understand that the government has taken a decision to dissolve the agency.

We understand and accept the decision of the government and trust that patients will continue to receive excellent home care in Ontario.

Justine Jackson, Chair

Kathryn Ramsay, Chief Executive Officer

Board of Directors and Governance

As set out in the Ministry of Health and Long-Term Care/Self-Directed Care Ontario Memorandum of Understanding (MOU), SDCO has been governed by a Board of Directors nominated by the Lieutenant Governor in Council.

Governance best practice requires that a Board of Directors have policies and procedures in place that are reflective of contemporary governance practices. In 2018-19, a Governance and Policy Framework was developed by the Board to reflect key accountabilities in SDCO's MOU and By-laws. The Board of Directors worked with facilitators to draft a vision, mission, and value statement and to identify corresponding success factors.

Key Activities in 2018-2019

Key activities initiated in 2017-2018 were continued in 2018-2019.

Following the Ontario election in June 2018, SDCO was directed to pause all implementation activities as it awaited direction on its mandate.

Key activities included:

Continued development of a Patient Services Delivery Model

The model was intended to support SDCO's mandate to give patients and families greater choice over who provides care in their homes; enable more flexibility in service delivery arrangements; reduce service provider turnover and support long-term therapeutic relationships between patients and care providers.

Further development of a Human Resources Strategy and Workforce Plan

This included planning for recruitment, training and retention of both personal support workers (PSWs) and non-PSW employees.

SDCO identified a number of human capital strategies to support its goal of becoming an employer and provider of choice. These strategies included comprehensive orientation and onboarding, learning and development, and talent management initiatives to attract, select, develop and retain a well-qualified PSW workforce.

Recruitment activities initially planned for 2018-2019 were put on hold during the government transition and consequently direct recruitment of PSWs did not occur.

Policy Development

In addition to supporting the development of the Governance Policy Manual as noted above, SDCO completed the development of an Organizational Policy Manual, including applicable guidelines and associated forms.

Patient and Family Engagement Framework

SDCO developed a framework to guide patient and family engagement with a goal of creating change that would be meaningful to patients and families.

Quality Management Plan

SDCO developed and approved a Quality Management Plan that included elements for fostering a culture of patient safety, continuous improvement, and patient and family-centred care. The Plan encompassed quality, safety and clinical risk management.

Digital Strategy

SDCO had initiated the development of a digital strategy to support key operations and effective service delivery.

Agency Wind-down

As noted, government direction to dissolve the Agency was received on August 30, 2018. In September 2018, SDCO's board voted to voluntarily dissolve and proceed to surrender the charter.