

Bill 175, Connecting People to Home and Community Care Act, 2020 – PRESENTATION for June 15, 2020

STUART

Hello. I am Stuart Cottrelle, President of Bayshore HealthCare. I have over 30 years' experience in health care leadership and as President of one of the large home care service providers in this province, we consistently reinvest in innovative care models and digital health solutions that lead to great patient, family and provider experiences. We have been recognized as one of the strongest operational organizations and Best Managed Companies and an employer of choice.

We employ over 9,000 people in Ontario and on any particular day, Bayshore Home Care Solutions provides home care services to over 16,000 patients in Ontario. The purpose of Bayshore is to provide out-of-hospital care experience. We have two other divisions, one that specializes in work for non-government payers and a division that is involved in community based drug therapies.

Over the past two years, a new imperative has become clear for home care service providers to collaborate to create a new vision for patients and their families in this province. This collaborative is Homecare 2020 and consists of Bayshore, SE Health, and VON. Together and each as Best Practice Spotlight Organizations, we bring clinical expertise, clinical infrastructure and organizational strength to this province.

I turn you now to our Chief Nursing and Clinical Officer.

MAUREEN

Hello, I am Maureen Charlebois, I have worked in the Ontario health care system for over 30 years including in acute care, long term care, home care and in digital health.

During this pandemic it became increasingly clear that we are not working as an integrated system and home care was often forgotten. My top priority was the safety and well-being of our staff and clients. Even before the pandemic was called we had to act fast and do what was right clinically. We implemented enhanced precautionary safety measures, infection & prevention control mentorship and patient and staff self-screening before every visit. This proved to be a godsend as our COVID-19 infection rates in home care are extremely low and our staff feel safe. (Switch slides)

The number of COVID-19 related deaths in long-term care is over 1,200 compared to home care which has had zero COVID-19 related deaths. Not only has home care offered a safer care setting for patients, but for our employees as well. To date, in long-term care homes over 1,500 staff have tested COVID-19 positive. In home care, across the four providers of Homecare 2020, only 12 staff have tested positive for COVID-19. We have the clinical expertise to support this province as a health system, and to care for the most vulnerable, our seniors.

Home care requires strong clinical leadership, use of evidence based practice guidelines and enabling policies and procedures to better support the level of care needed in patients' homes, where they want to be. In fact, according to a previous Canadian Caregiver Coalition Research Project, evidence indicates that people want to remain at home for as long as possible, and if given a choice would prefer early discharge from hospital followed by provision of home care. Patient satisfaction levels were also found to be greatest for those receiving care in their own homes.

As our cornerstone, Bayshore provides interprofessional services that include health care support workers, nurses, pharmacists, social workers, occupational therapists, physiotherapists and speech language pathologists who care for individuals in their homes.

Home Care Service Providers have the knowledge, clinical expertise and assessment skills to support care coordination and the development of patient centred care plans. We need to allow our regulated home care service providers to practice to their full capabilities, which will reduce the number of duplicative

assessments being completed which decreases the burden on the patient. Instead, homecare coordination should be guided by evidence based interventions and the respective professional practice standards.

As a Best Practice Spotlight Organization, Bayshore is a Home Care Service Provider committed to providing quality services following evidenced best practice guidelines, and evaluation frameworks. We have helped lead this province in clinical and digital innovative advancements over the past decade.

Bayshore has invested in our own Digital Health Center of Excellence and in partnership with Ontario based Technology companies, as a result we have the capability to deliver virtual care services locally and provincially. Through virtual care and telepractice our nurses and other members of the health care team can securely and conveniently connect with patients and their families to support and guide them to better manage their medical condition. We also provide virtual counselling and symptom management to support oncology patients, mental health and rehab therapy to keep patients in their homes and on track to reach their health care goals.

At Bayshore, we created an innovative solution that couldn't be accepted under the current home care sector. We had to have it funded through Cancer Care Ontario for it to be accepted. The CAREchart@home program, has supported over 18,000 oncology patients across the province in their homes and has decreased the burden on our emergency departments by achieving a diversion rate of well over 82% hospital avoidance. Our traditional models of care have transformed, and now more than ever, we need to continue to move from institutionalized care to providing services for patients where they wish to remain – at home.

I turn you now to Janet Daglish.

JANET

Good morning. I have over 25 years' experience in health care.

Bill 175 must support a larger vision for home and community care as an integrated and essential part of the health care system. We must be able to meet patients where they live - virtually and in person 24/7.

COVID-19 has been a lesson for governments across the world for the need to build a resilient local economy. Ontario needs partners like Bayshore as well as government recognition of our ability to create exceptional patient experiences and drive health system outcomes. Home care was not included in regional COVID-19 planning tables and as a result patient outcomes were compromised.

Our vision is to create new value for Ontarians, provide more fulsome care packages across a care journey led by professional practice teams, bringing all of their strengths through collaboration.

Regarding Bill 175, we recommend:

- We believe that home care service providers need to be recognized in the legislation not at the regulatory level.
- We believe that achievement of outcomes at the individual, team and system level is critically important; hence, corporate status of the organization is not a determinant of a quality home care service provider.
- Integrated practice would benefit from the addition of pharmacists and physiotherapists more robustly in the home care sector.
- We are in agreement with including residential accommodation services as a home care service particularly for transitional care models that reduce the number of ALC patients in hospital.
- We strongly agree that technology and digital solutions need to be incorporated into methods of delivery but need more flexibility on how best to incorporate into service delivery that drives outcomes.
- We recommend allowing home care service providers to be responsible for care coordination functions. We already provide this in some of our programs.

- We are in full alignment with the removal of service maximums. Patients should have a care plan that meets their care needs to support discharge from acute-care settings and prevent placement in institutional care.
- We recommend the introduction of self-directed care as an option so that patients and families have ability to choose.
- We are in alignment with changes regarding Health Information Custodian status to support communication across integrated care teams. The provincial contract template will need to be modified to remove language on agent status.
- Defining the funder for home care is still an outstanding issue and where best to sit from a governance perspective. There are advantages to local decision making through an OHT governance but there are also benefits to the deployment of consistent provincial programming through Ontario Health.

Again, we would like to thank you for the work in developing the Bill 175 and believe that these additional considerations will help to build a stronger home care system, recognize home care as an essential service, and drive health outcomes for Ontarians and their families.

Bayshore HealthCare – Bill 175

June 15, 2020

Stuart Cottrelle
Maureen Charlebois
Janet Daglish



Our Way



MISSION

*We are passionate
and caring*

About everything we do.
About our time with clients,
how we treat one another and
the quality of our work.

VISION

*We imagine being
the difference*

Each and every one of us has
the ability to create special
moments, both big and small.
We constantly look for ways to
make things better and “be the
difference” in the lives of those
we care for, work with and
in our communities.

OUR VALUES

*We value
compassion and
reliability; team work
and diversity;
innovation,
leadership and
growth.*

Our Presence Across Canada



Bayshore HealthCare
is a family of more than
13,500 staff members



Over **100** Locations
65 Home Care Offices
13 Pharmacies
90+ Clinics



Every year we take care
of more than **350,000**
Canadians



Bayshore caregivers
provide over **11,000,000**
hours of care per year

Home Care Is Safe



93% of employees
feel they are
receiving enough
information about
COVID-19 for
themselves and
their clients



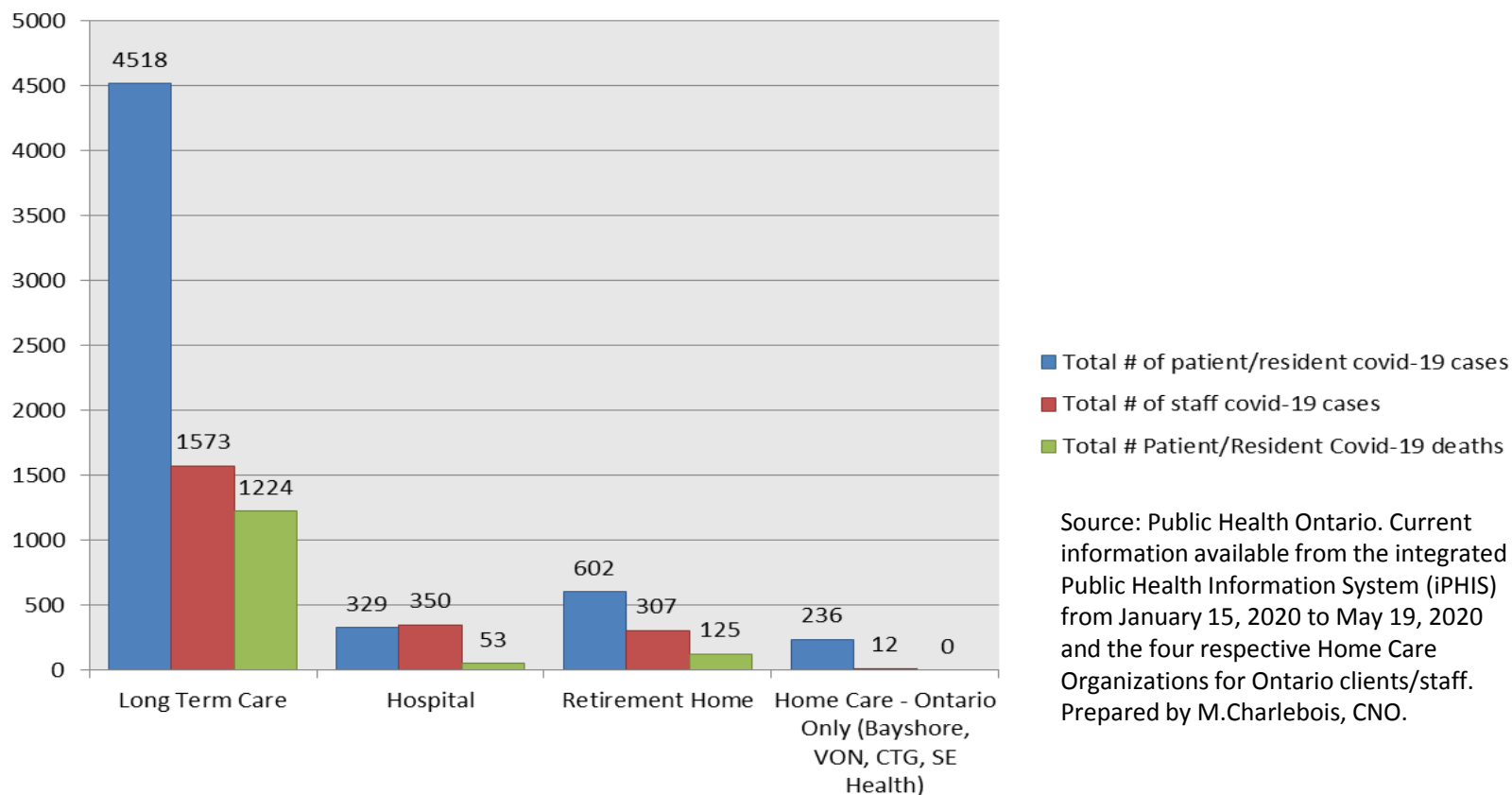
92% feel
supported by their
managers to
provide care safely
and where to go if
they have a safety
concern



98% know when to
use PPE and how
to properly don
and doff PPE

COVID-19 Cases in Ontario: Health Care System Comparison

Covid-19 Cases by Care Setting



Our Recommendations

We recommend a few changes:

- Home care service providers need to be recognized in the legislation not at the regulatory level.
- Achieving outcomes are critically important; hence, corporate status of the organization is not a determinant of a quality home care service provider.
- As for funder definition and governance, there are advantages to local decision making through an OHT governance but there are also benefits to the deployment of consistent provincial programming through Ontario Health.

We agree:

- Adding Pharmacists and Physiotherapy to support integrated practice
- Including residential accommodation for transitional care models
- With a focus on technology and digital solutions but only if incorporated into front line service delivery driving outcomes
- With allowing home care service providers to include care coordination as a service. We already provide this in some programs.
- With removing service maximums and instead focus on care plan needs to achieve outcomes
- That some patients will want to self direct their care. We agree with families having choice.
- With changes regarding HIC status. Next to change the contract templates.

Passionate, Caring

Imagine being the difference.

