



# Balance of Care in Waterloo Wellington

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# Balance of Care in Waterloo Wellington

- Cross-sectoral expert panel achieved consensus
  - Expert panel members included:
    - CSS
    - CCAC case managers
    - WW Geriatric Systems Coordinator
    - Mental Health
    - Region
    - Supportive housing
    - Hospital
    - Long-Term Care



## Balance of Care in Waterloo Wellington

- Estimates of diversion rate remarkable:
  - For 25%, high needs precluded H&CC options
  - 75% potentially could be maintained in the community
  - For half (49%) H&CC packages would be less costly
    - Introduction of supportive housing would positively impact on costs



## Balance of Care in Waterloo Wellington

- Availability of services less a problem than coordination, integration of care
  - Although if 75% to be diverted, current H&CC capacity likely not sufficient
- Unit of care is individual and carer



## *Project relevance to WW LHIN*



## Balance of Care in Waterloo Wellington

- LHINS are a platform for transforming fragmented services into a person-centered, balanced, managed continuum
  - From “ratcheting-up” to acute and LTC as the only manageable option
  - To “ratcheting-down” to the most appropriate care “closer to home” that supports individuals and sustains Medicare



## Balance of Care in Waterloo Wellington

- Two main criteria:
  - Top line: what's good for people and carers
  - Bottom line: what's good for the system



## Balance of Care in Waterloo Wellington

- Integrate care
  - Across the continuum including H&CC, acute care, LTC to facilitate substitutions when they make sense for people and system
- Target “at risk populations”
  - For moral and ethical reasons
  - Because they are most intensive users



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- Actively manage services
  - “At risk” individuals least likely to be able to navigate the system on their own
  - Build the system from the “ground up” around the needs of individuals and their carers



## Balance of Care in Waterloo Wellington

- Brings care leaders and managers from across the continuum to forum where they are able to “think outside the box”
- Promotes and enables the sharing of best practices
- Supports and enables collaboration among providers to increase and promote access to services



## Balance of Care in Waterloo Wellington

- **Improve access for vulnerable populations**
  - appropriate long-term care admissions
  - integrated community based care as an alternative to facility based care for those “at risk” of losing independence
- **Reduce wait times for LTC**
  - through appropriate admissions and ratcheting down of services where necessary
- **Identify tools for health system planning**
  - the BoC is a localized policy planning tool to improve targeting of resources through integration and cross sectoral planning
- **Build partnerships to enhance community capacity**
  - brings various sectors together to develop client/caregiver centered care plans



## Balance of Care in Waterloo Wellington

- Success
  - Consensus was reached among various players from different parts of the health care system
  - The WW BoC provides a local evidence base to promote targeted and integrated care for seniors at risk of losing independence
- Challenge
  - Many disincentives exist in the system (lack of flexibility, service caps, budget constraints, etc) making it difficult to design innovative, client and caregiver centered care packages




## Balance of Care in Waterloo Wellington

- Cross sectoral collaboration was crucial and consensus was achieved
- Crucial insights into how care decisions made “on the ground”
- Care decisions must be good for people and good for the system
- The expert panel collaborated with researchers to strengthen the BoC methodology (identified key variables and identified gaps in the statistical scales allowing researchers to add important criteria)-  
*“Statistical relevance does not necessarily translate into practical relevance.”*



## Balance of Care in Waterloo Wellington

- Next Steps
  - The Services for Seniors Community of Interest (COI) submitted a proposal to the WWLHIN to fund an Intensive Case Management model which would include a basket of services package for individuals in Waterloo Wellington
  - Research cost benefits of providing basket of services for individuals



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Questions?