

**Schedule D3a Local: All
2019-2020**

Health Service Provider: Community Care Peterborough

Health Link Communities Obligation

The HSP will support the Health Link approach to care by:

- Identifying complex vulnerable patients;
- Implementing and maintaining Coordinated Care Plans (CCPs) which:
 - o Are developed with the patient and caregiver;
 - o Involve two or more health care professionals, with one being from outside the HSP, and;
 - o Contain an action plan for one or more health concerns identified by the patient and/or caregiver.
- Ensuring patient transitions are coordinated and seamless throughout the health care system; and,
- Supports the work of the Coordinated Care Working Group of the Planning Table within the Sub-region.

Sub-region Planning Obligations

HSPs will support the Central East LHIN's sub-region planning mandate by:

- Updating and maintaining their Healthline profiles;
- Identifying and tracking clients by sub-region;
- Collaborating with the LHIN and sub-region stakeholders to address health needs, identify gaps and implement strategies to improve patient experience and outcomes; and
- Engaging in sub-region initiatives and activities as required.

Socialization of SAA Obligations

- HSPs of the Central East LHIN will demonstrate that SAA obligations were socialized with staff. The HSP must attest that 90% of staff are aware of the SAA Obligations.

Alternate Level of Care (ALC) - Community Support Services (CSS) - e.g., Assisted Living Services – Supportive Housing

Reported Quarterly:

- Number of referred ALC clients;
- Number of ALC clients placed within 0-3 days after referral;
- Number of ALC clients placed within 3-7 days after referral; and
- Number of ALC clients placed 7 days or more after referral.