



CCSN Insider

ADVANCING COMMUNITY HEALTH ACROSS OUR REGION

November 12, 2019

Understanding Contracted Service Volumes Call for Interest

Over the past several years, we have made significant strides towards enhancing quality data and evidence-based planning. In 2015, the first major achievement in this area was the release of the Service Reference Document. This report not only provided a high level view of service volumes across the region, but also identified opportunities to enhance planning, service delivery, and data quality. Since that initial release, together, we have created service-specific reports and new data sets that provide additional insights for service and system planning. We continue to look for ways to best tell the story of community support services in our region.

While there is a good understanding of volumes of LHIN-funded services, we have less clarity around activity levels for subcontracted services (services provided to clients on behalf of another agency). To fully understand community demand for services, subcontracted volumes is an important story to share.

We are looking for your input on the **feasibility and willingness to participate** in data collection related to volumes of subcontracted services delivered by your agency. The data collected will be used to inform a regional report highlighting the volume of community support services delivered beyond your regular LHIN funding.

Yes, I am interested in a subcontracted service volume report

Working in Community: Everyday Experiences & Extraordinary Stories Video Project

Building on the success of the My Story of Community Support video series, we are pleased to launch a new video project to spotlight Personal Support and Home Support staff, the impact they have, and the benefits of non-profit community support.

We are asking agencies to help with the creation of this video series. If you are interested or know staff that would like to be featured, please contact us at info@ccsn-rscc.org.

Coming to a Clinic Near You!

Look for the *Supporting Seniors to Live at Home* adverts in hospital clinics, reception, and waiting rooms across the region. We are featuring these images in key hospitals, clinics, and partner organizations to help increase awareness and provide easy access to local services. Both graphics are also available for download to use in your own organization.



Willis College Partnership - Request for Feedback

CCSN is looking to formalize a partnership with Willis College (Ottawa and Arnprior locations) in order support opportunities for practicum placements. Willis College specializes in multiple fields of study including business administration, information technology, accounting, and personal support worker. We are looking for your leadership and guidance on how to make this a sustainable partnership.

If you are interested in continuing the conversation, please contact Debbie at dmurphy@ccsn-rscc.org.

eReferral partnership with Regional Stroke Network: Improving navigation to post-stroke community services

CCSN is pleased to work with the Champlain Regional Stroke Network to improve navigation and referral of patients and families post-stroke to community services. The partnership will better support referral from hospital to stroke-related community programs and services. Here's some highlights of the work to date:

- Ten new agencies have joined our eReferral network and are now accepting referrals through communityhomesupport.ca. The agencies provide unique community-based services for people post-stroke and their families.
- Seven new program listings are now available to facilitate navigation to post-stroke services.
- Referrals to Neurological Physiotherapy, Speech Language supports, Occupational Therapy, and Fitness and Recreation programs are available under the *STROKE* button on the site.
- CCSN and CRSN are presenting to all hospitals across the region to ensure hospital-based social workers and allied health care providers (both inpatient as well as outpatient rehabilitation centres) are able to use the platform.

For more information or to get involved in our outreach, please contact us at info@ccsn-rscc.org.

ARTICLES OF INTEREST

- [Relieving the Burden of Navigating Health and Social Services for Older Adults and Caregivers](#) Navigation problems are rooted in the structures and operations of existing care systems and the downloading of coordination tasks to individuals and families. This article provides an

overview and argues the need for greater public responsibility.

- [Advocating for Improved Health Care for Older Canadians: What We Can Learn From Applying the Marshall Ganz Advocacy Framework](#) System level advocacy are often isolated initiatives resulting in limited impact. To effect the broad changes required in health care to better care for older adults in the community, larger and better organized coalitions will be required. This article presents a framework for the creation of such large coalitions – the Marshall Ganz Advocacy Framework, which focuses on four steps: building relationships, telling stories, strategizing, and acting.