

**HOME AND COMMUNITY CARE  
SUPPORT SERVICES**

**SERVICES DE SOUTIEN À DOMICILE  
ET EN MILIEU COMMUNAUTAIRE**



# **YOU CAN'T HURRY THE FUTURE**

**MANAGING TRANSITIONS OF CARE IN LIGHT OF BILL 7**

TINI LE, VICE PRESIDENT, PATIENT SERVICES, CENTRAL  
AND TORONTO CENTRAL AND CENTRAL REGION LEAD

JUNE 8, 2023 | 12 : 05 – 12 : 55 P.M.

# Home and Community Care Support Services Toronto Central by the Numbers (FY 2022/23)



78,000 patients  
served in 2022/23



14,000 active  
patients daily



~750-800 calls  
received daily



85,000 personal  
support worker service  
hours weekly



Contract services  
from 18 providers



1,500 patients  
placed in long-term  
care homes annually

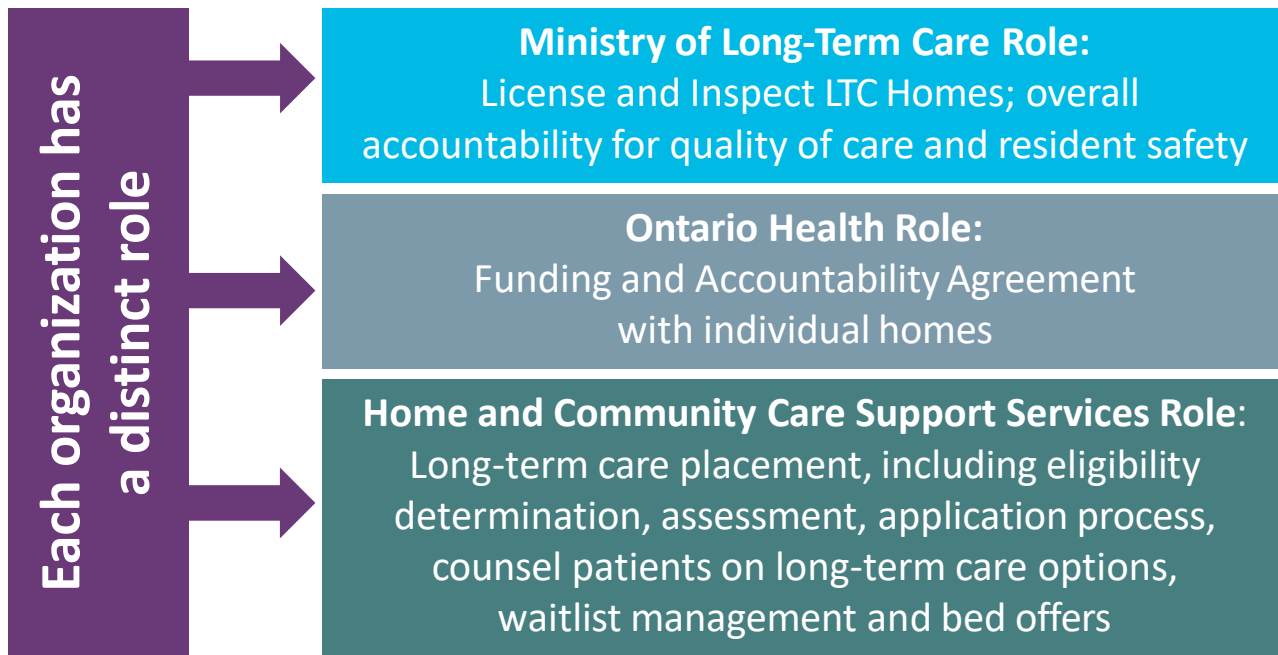


~850-950 patients  
transitioned to home  
weekly from hospital



~30-40 patients  
transitioned to LTC  
weekly from hospital

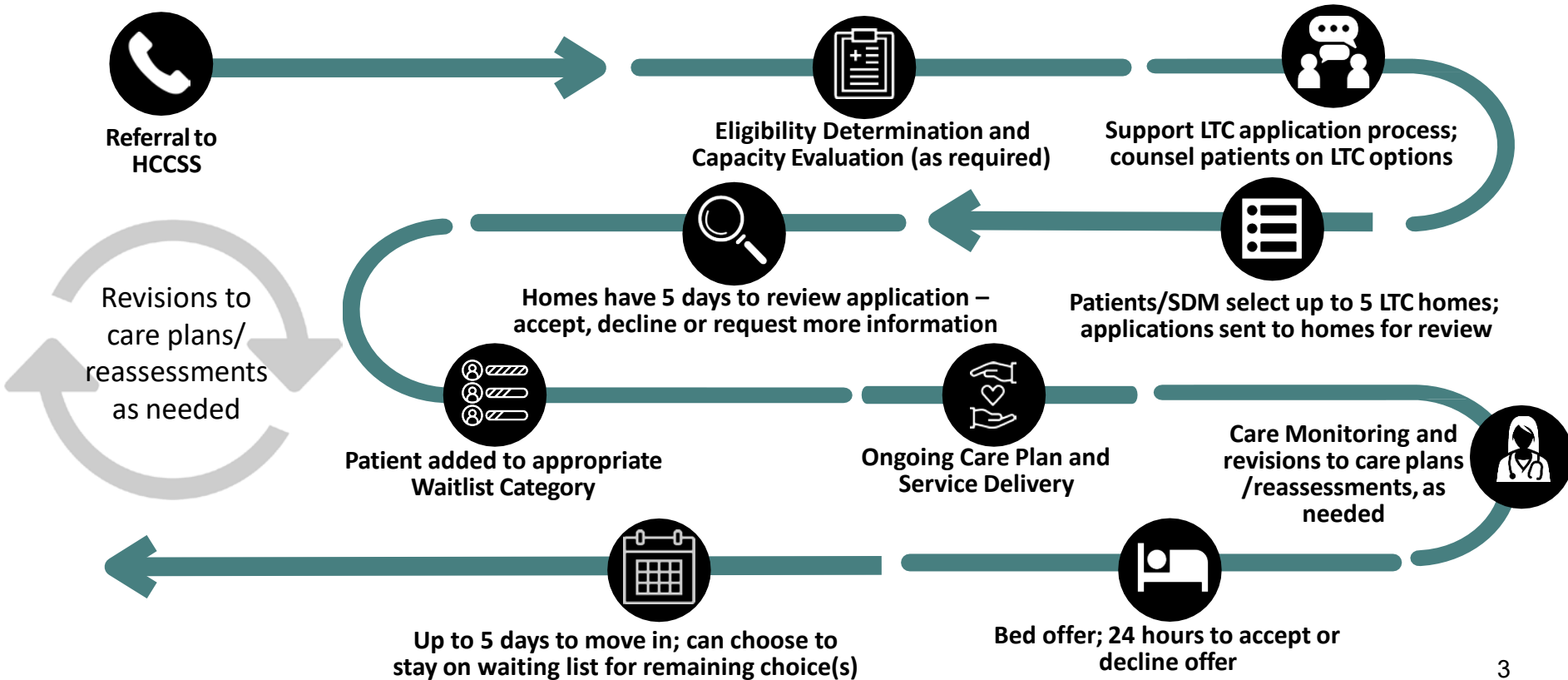
# System Partner Roles



## For more information

Our long-term care booklet is complete with information to support our patients and families to understand their options and navigate the placement process. You can find this on our website.

# Long-Term Care Application Process



# Eligibility Determination and Patient Counselling



Work with patient/Substitute Decision Maker to begin long-term care application



Guided by *Fixing Long-Term Care Act, 2021* and Regulation 246/22



Comply with Health Care Consent Act, Personal Health Information Protection Act



Assess patients, determine eligibility, capacity evaluation as required



Assessments may include: physical & mental health; functional / cognitive capacity; behavioural assessment, etc.



Support long-term care application process; counsel patients on available options



# Application Review Process

- Patients and families can choose up to five long-term care homes
- Applications sent to selected homes for review
- Long-term care homes have five days to review the application and respond:
  - Acceptance to wait list or refusal
  - Request for further information
- Where there is a request for further information, the home has three additional business days to accept or refuse the application after receiving the requested information





# Placement Waitlist Priority Categories

## Readmission

Long-stay residents discharged due to a hospital stay exceeding the limits set out in the *Fixing Long-Term Care Act*, who would like to return to their original long-term care home

## Category 1

- Those needing immediate admission to LTC and cannot have their needs met at home, or those in the hospital when the hospital is in crisis; residents in a LTC home that is closing within 12 weeks

## Category 2

- Individuals who need to be reunified with a spouse/partner currently residing in a LTC home, and who meet the eligibility requirements, including care needs

## Category 3A

- Individuals waiting for a LTC home serving a particular religion, ethnic origin, or culture; who have high care needs but can still be supported at home; people in an LTC home seeking transfer to their home of choice

## Category 3B

- Individuals waiting for a LTC home serving a particular religion, ethnic origin or culture; who have care needs but are currently managing at home with supports

## Category 4A

- People who have high care needs but can still be supported at home until a bed becomes available

## Category 4B

- People with care needs but are currently managing at home with supports







# Bed Offer Process

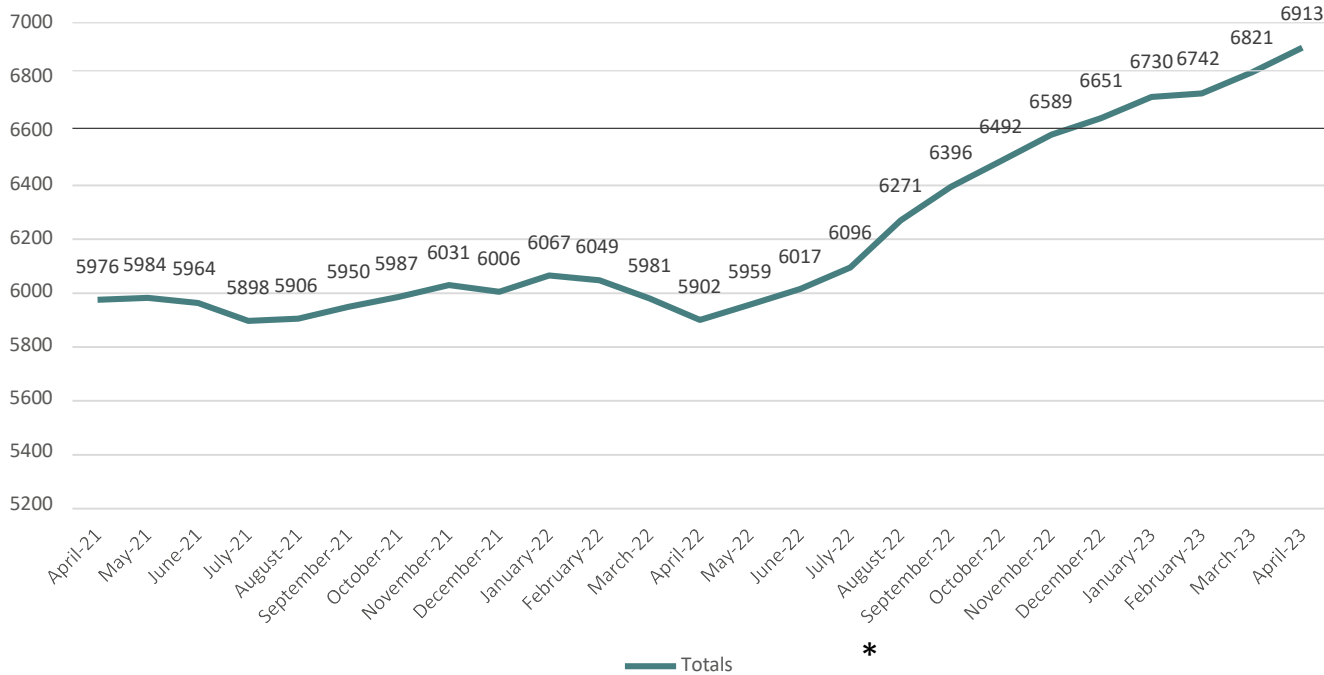
- 24 hours to accept or reject an offer, and up to five days to move in
- Accommodation charges take effect as of the move-in date
- If you accept a bed offer in a home that is not your first choice, you may choose to keep your name on the waiting list(s) for your other choice(s)
- If you decline a bed offer, or do not move into the home by your move-in date, your file will be closed and you will be removed from the waiting list of all your chosen homes. You can then reapply 12 weeks after the day you were removed from the list
  - *Exceptions are made when there is a change in your condition or circumstances*



# **X** Declining a bed offer when waiting in hospital

-  Patient will be removed from waiting list of long-term home they declined
-  Patient continues to remain on the waitlist for the remaining long-term care homes
-  We work closely with the hospital discharge team and share the patient's decision to accept or decline bed offer
-  Counsel family and patient on their other choices.

# Patients Waiting for LTC within Toronto Central



6,913 Patients Waiting for LTC Placement as of April 2023



17% Increase from April 2022

\* Implementation of Bill 7

# Cognitive Function of Patients Across Ontario

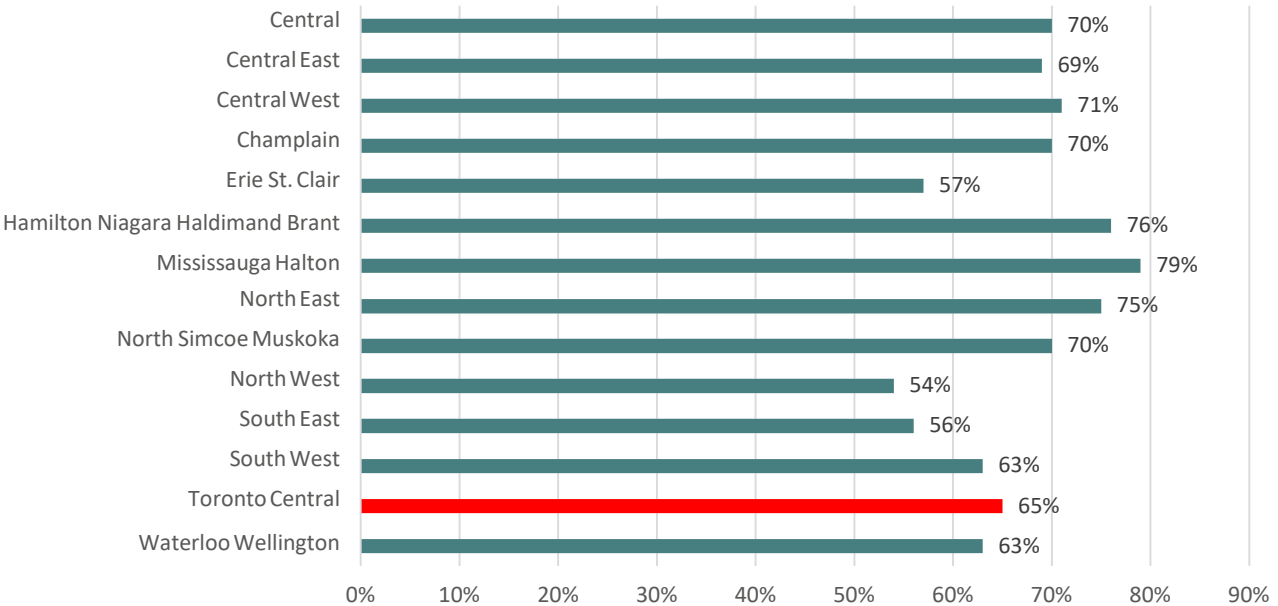
Hospital Patients waiting for Crisis Placement to LTCH with Cognitive Performance Scale (CPS) of 4 or Greater



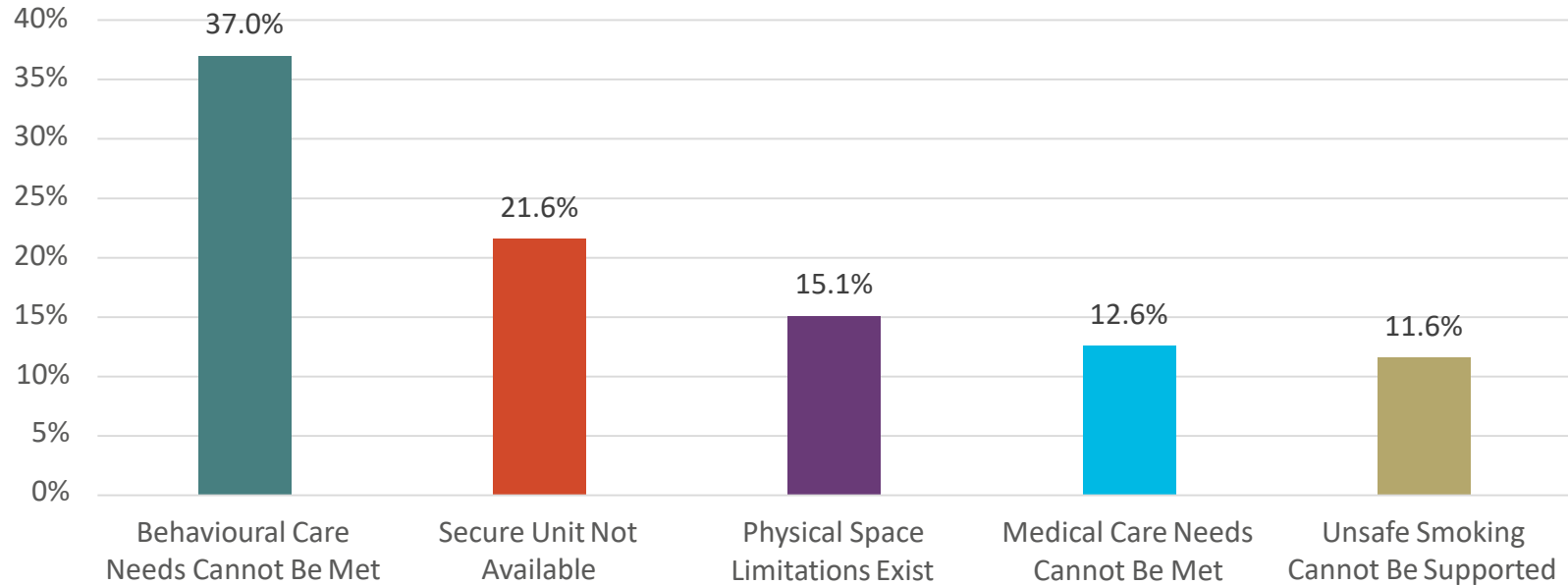
65% of crisis patients waiting in hospital for LTCH have a CPS of 4 or greater



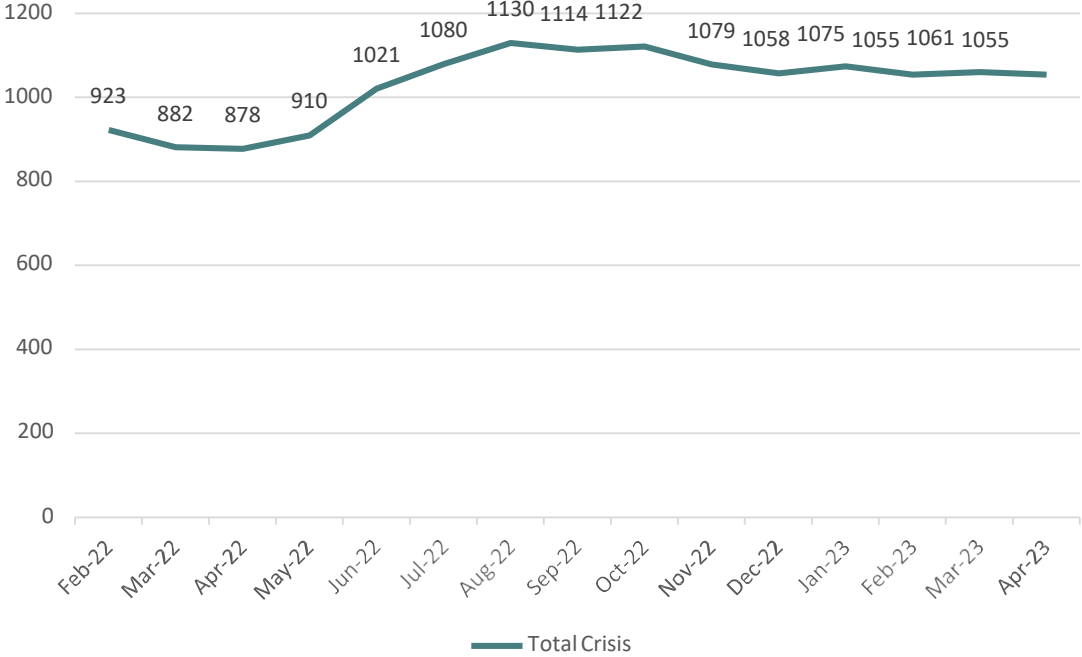
Majority of crisis patients waiting in hospital have moderate to high levels of cognitive impairment



# Reasons for Rejecting Bed Offers



# Crisis Patients Waiting for LTC



**1,055 Active Crisis Clients On Wait List as of April 2023**

**21% Increase vs Same Month Prior Year**

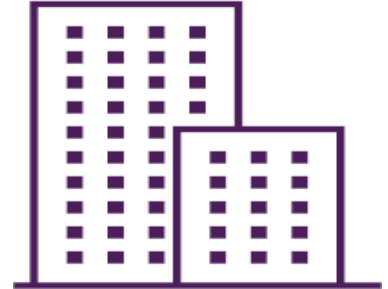
# Crisis Patients by Current Waiting Location



35%  
Hospital Crisis Clients



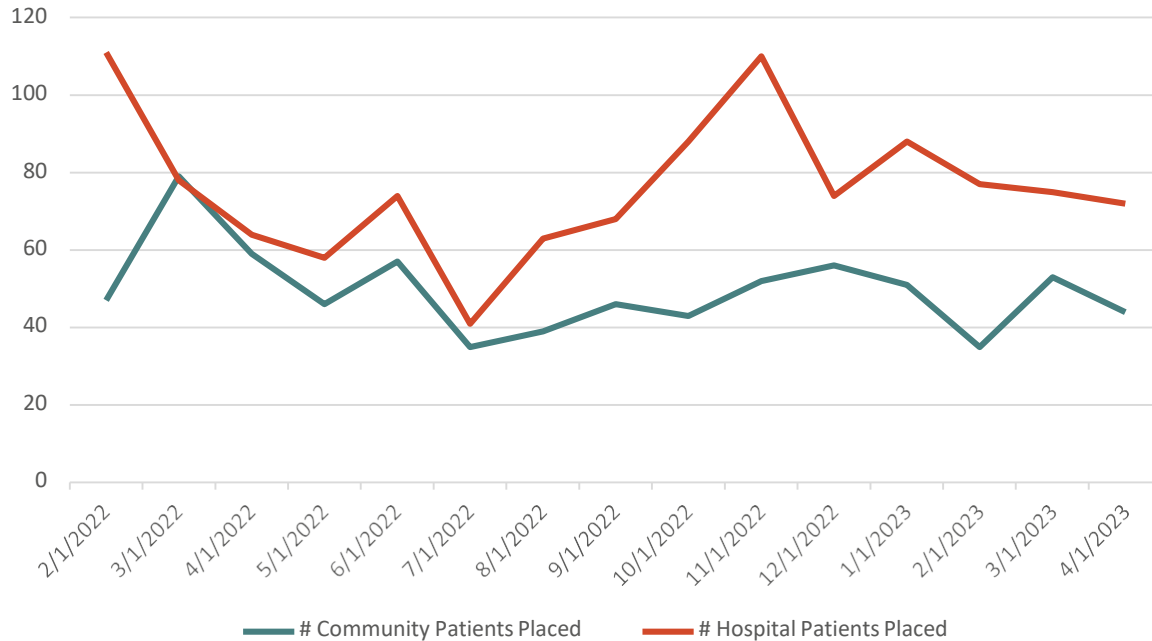
19%  
Community Crisis Clients



46%  
LTC Crisis Clients

# Transitions to Toronto Central LTC Homes

Patients Placed in Toronto Central LTC



**72 ALC Patients Discharged to LTC April 2023**

**44 Community Crisis Patients Discharged to LTC April 2023**

***More Beds, Better Care Act (Bill 7)***  
**Activity**



**1**

**Preserving our Hospital Capacity**

**2**

**Providing the Right Care in the Right Place**

**3**

**Further Reducing Surgical Waitlists**

**4**

**Easing Pressure on our Emergency Departments**

**5**

**Further Expanding Ontario's Health Workforce**

*Bill 7: More Beds, Better Care Act, 2022*

*A component of Ontario's Plan to Stay Open: Health System Stability and Recovery*

## **Plan to Stay Open**

Health System Stability and Recovery



[ontario.ca/StayOpen](https://ontario.ca/StayOpen)

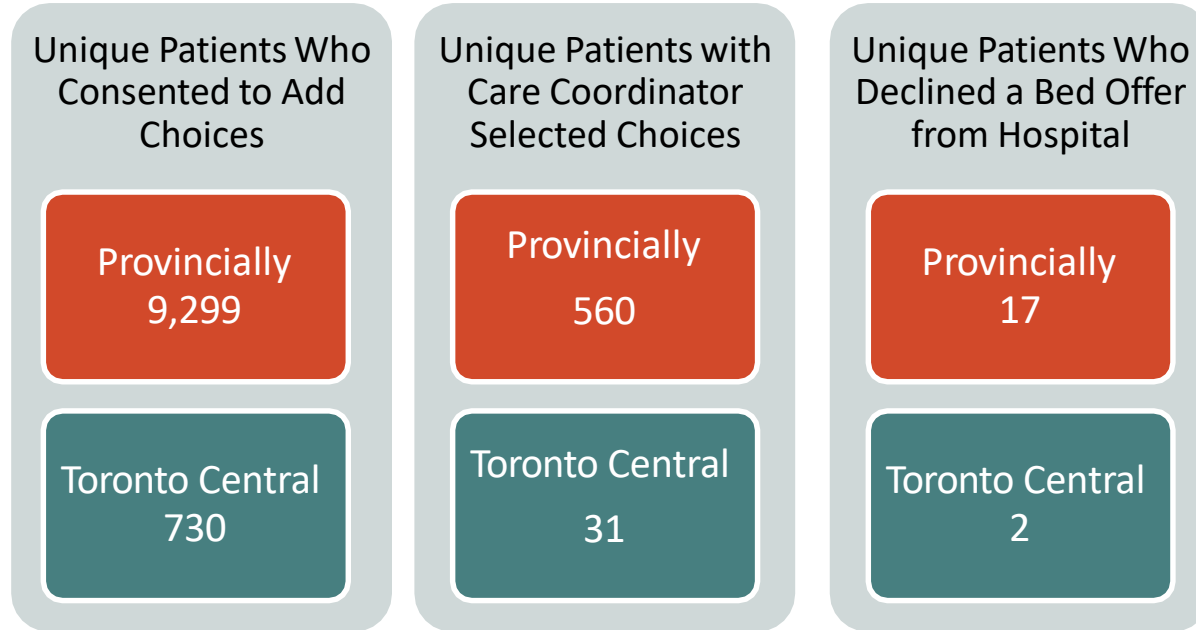
**Ontario** 

# Overview of Bill 7

- Facilitates the safe transition of people who no longer require treatment in hospitals to alternative care arrangements in long-term care homes
- Amending the *Fixing Long-Term Care Act, 2021*; Bill 7 came into effect on September 21, 2022
- Authorizes certain actions to be carried out without patient consent
- Changes led by the Ministry of Long-Term Care

# Bill 7 Patient Choice and Movement Activity

## September 21, 2022 to May 18, 2023



# Considering LTC?

## Explore Long Term Care Home Options in your Neighbourhood:

Visit <https://www.ontario.ca/page/long-term-care-ontario> to find more information about long term care homes, and use the search feature to find homes near you

## Tour Long Term Care Homes:

Connect with individual homes to schedule a tour

## Contact Home and Community Care Support Services:

Contact our team at 310-2222 or visit us online at <https://www.healthcareathome.ca/> for more information on how to apply for long term care, as well as resources and supports for what to expect



## For more information

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## MISSION

Helping everyone to be healthier at home through connected, accessible, patient-centred care.

## VISION

Exceptional care – wherever you call home.

## VALUES

Collaboration. Respect.  
Integrity. Excellence.

# Thank you for your attention!

Home and Community Care Support Services

healthcareathome.ca | 310-2222