

# For Primary Care Physicians:

## Mississauga Halton LHIN Home and Community Care

<p><b>Care Coordination</b></p> 	<p><b>Care coordinators deliver a patient-centred, holistic approach to care planning. Their focus is on wrapping care around patients with care in their neighbourhoods, and providing them with a seamless experience along their health care journey.</b></p> <p>Strengthening connections between care coordinators and primary care will help ensure:</p> <ul style="list-style-type: none"><li>• High-quality seamless care, based on the needs of patients, caregivers and providers</li><li>• Care delivery that is as equitable, consistent and as barrier-free as possible</li><li>• Patients, families and caregivers understand available care options and are equipped to navigate the health care system</li><li>• Improved overall experiences and outcomes for patients, families and caregivers</li><li>• Reduction in the number of care coordinators with whom physicians connect regarding a patient's care</li><li>• Primary care providers will have the opportunity to provide input on their preferred methods of communication</li></ul>
<p><b>Nursing Services</b></p> 	<p><b>Nursing services performed by the Mississauga Halton LHIN:</b></p> <ul style="list-style-type: none"><li>✓ The LHIN coordinates nursing services through contracted service providers and also provides direct care through LHIN mental health and addictions nurses, rapid response nurses and nurse practitioners</li><li>✓ Services include wound care, chemo disconnect, IV therapy, diabetic assessment &amp; support, and are primarily offered in our community nursing clinics</li><li>✓ Receiving care in a clinic setting allows patients to take a proactive role in their own recovery</li><li>✓ Patients can arrange for care at a time and location most convenient for them, and if they are unable to safely access a community clinic,</li></ul> <p><b>Nursing services <u>not</u> performed by the Mississauga Halton LHIN:</b></p> <ul style="list-style-type: none"><li>✗ Daily application of compression stockings/leg wrappings/foot care</li><li>✗ Application of medicated creams, eye drops</li><li>✗ Routine vital sign monitoring, blood pressure checks or blood glucose testing</li><li>✗ Mobile blood draws</li><li>✗ Daily administration of insulin</li><li>✗ B12 injections</li></ul>
<p><b>Personal Support Services</b></p> 	<p><b>Who are personal support workers (PSWs)?</b></p> <ul style="list-style-type: none"><li>✓ Health professionals employed by LHIN-contracted service provider organizations</li><li>✓ PSWs support direct, personal care tasks including oral hygiene, assisting patients with clothes/footwear, perineal hygiene, positioning and transferring</li><li>✓ They perform delegated acts from regulated health care professionals (intermittent catheterization and bowel routines)</li><li>✓ PSW visits vary from an average of twice a week, to a maximum of 21 visits per week, based on need</li></ul> <p><b>Personal support services <u>not</u> performed by the Mississauga Halton LHIN:</b></p> <ul style="list-style-type: none"><li>✗ Leg wrapping</li><li>✗ Medication administration inclusive of prescription topical ointments/creams</li><li>✗ Stove top meal preparation or grocery shopping</li><li>✗ Homemaking (sweeping, mopping, vacuuming or laundry)</li><li>✗ Foot care/nail cutting</li><li>✗ Transportation/accompaniment (will not drive or attend appointments)</li><li>✗ Haircuts or shaving</li></ul>

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### Long-Term Care



#### Eligibility

- The long-term care home placement process includes a multi-part assessment, including an assessment by a care coordinator and a completed health assessment form by the primary physician, to ensure there is an accurate record of the patient's medical history, current health status and medical stability, which helps to support the required care plan and determination of eligibility for long-term care
- Patients eligible for long-term care must be in a position to accept a bed offer, based on care needs and readiness
- Many long-term care homes will not accept smokers (smokers will need to demonstrate three months of abstinence)
- Each person who applies for long-term care is assigned a priority category
- The priority category of each person on the waitlist affects wait times and waitlist priority is based on the level of patient needs and assessed risk

#### Health Assessment Form

- Physicians can bill for completion twice annually
- The health assessment form must be current within three months if the patient is being considered for a bed offer
- If there are no changes, the previous health assessment form can be signed and dated to reflect no changes

#### Capacity Assessment

- Capacity to make a decision about admission to a long-term care home is assessed by an evaluator (typically the LHIN in Ontario)
- Capacity to make long-term care placement decisions is specific and other findings of capacity or incapacity should not influence the assessment of capacity to consent to long-term care admission
- If a physician or family member does not agree with the capacity finding, there is the ability to appeal to the Consent and Capacity Board and/or arrange at their own cost, an assessment by a Capacity Assessor through the Capacity Assessment Office of the Attorney General

#### Legislated Reasons for Objections

There are only two reasons for rejections:

- The long-term care home cannot provide the nursing care
- The physical set-up of the long-term care home cannot accommodate the applicant

*\* If rejected, the long-term care home will mail a rejection letter to the patient, substitute decision maker or power of attorney, with reasons for the rejection. The long-term care home will inform the Mississauga Halton LHIN and provide a copy of the letter to the Ministry of Health and Long Term Care.*