

Ministry of Health
and Long-Term Care

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MEMORANDUM TO: Health Care Organizations

FROM: Adalsteinn Brown
Assistant Deputy Minister
Health System Strategy Division

SUBJECT: Integrated Client Care Project

On December 15, 2008, the Minister of Health and Long-Term Care announced the "*Strengthening Home Care Services in Ontario*" strategy. One of the key initiatives over multiple years is the development, implementation, and evaluation of integrated client care projects – a new way to define the delivery of healthcare in Ontario. Founded on a client-centered approach, the purpose of this project is to further our understanding of how to achieve value for clients, through the application of the following principles:

- **Specialization:** organize care around clinical circumstances/client groupings.
- **Integration:** integrate services related to client groups/clinical conditions using multidisciplinary/interdisciplinary client care teams.
- **Coordination:** ensuring seamless delivery of care connecting to primary and acute care.

The project is expected to be launched using a phased implementation approach starting this fall. Home and community care will serve as the point of entry for these projects. Over time we expect that these projects will benefit the health care system by demonstrating improvement through measurable outcomes, showing the most effective use of home care and community services with links to primary and acute care, offering different ways to align reimbursement and incentives, and demonstrating how improvements in quality can help ensure sustainability.

There are three sponsors for this project: the Ministry of Health and Long-Term Care, the Ontario Association for Community Care Access Centres, and the Collaborative for Health Sector Strategy, Rotman School of Management, University of Toronto.

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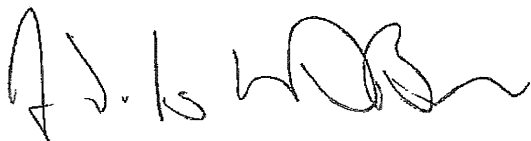
I am pleased to inform you that we have assembled a steering committee that consists of senior leaders from across the healthcare system as well as a project team who will provide expert support in areas such as project design, evaluation, and on-going education and coordination. The steering committee has provided direction to the team which will be working throughout the summer to prepare design models for the proposed projects. For your convenience, steering committee and project team membership as well as the project's governance structure are attached. We are also establishing a resource table of key representatives from a range of service provider agencies and associations as well as specialized healthcare professionals. This table will act as a focus group to offer expert advice to the steering committee and the project team on an ongoing basis.

We are committed to accountability and transparency and will therefore be posting information on a public website, so that all interested parties can follow our progress. As work continues to progress, this site will include more information on the projects as well as who is involved. We are committed to engaging widely and will use a variety of venues to collect feedback.

The site can be accessed at:

<http://www.ccac-ont.ca> Click on the "About Us" tab at the top of the screen to access "Quality & Transparency" where you will find the "Integrated Client Care Project".

I am pleased to be part of this collaborative effort and look forward to working with all of you as we continue to look for improvements in health care.



Adalsteinn Brown

Attachments

INTEGRATED CLIENT CARE PROJECT
Steering Committee Membership

Adalsteinn Brown – CHAIR
*Health System Strategy Division;
Ministry of Health and Long-Term Care*

Christina Hoy
*Health Data Branch;
Ministry of Health and Long-Term Care*

Brian Golden – VICE CHAIR
*Collaborative for Health Sector Strategy;
Rotman School of Management,
University of Toronto*

Susan Paetkau
*Health Program Policy and Standards
Branch;
Ministry of Health and Long-Term Care*

Matt Anderson
*Toronto Central Local Health Integration
Network*

Carmel Singzon
*Investment Planning and Management
Branch;
Ministry of Health and Long-Term Care*

Paul Huras
*South East Local Health Integration
Network*

Dr. Ben Chan
Ontario Health Quality Council

Don Ford
*Central East Community Care Access
Centre*

Tom Closson
Ontario Hospital Association

Camille Orridge
*Toronto Central Community Care Access
Centre*

Dr. John Hirdes
Ontario Home Care Research Chair

Jan Kasperski
Ontario College of Family Physicians

Margaret Mottershead
*Ontario Association of Community Care
Access Centres – ex officio/non-voting
member*

Susan Thorning
Ontario Community Support Association

Tim Burns
*Performance Improvement and
Compliance Branch;
Ministry of Health and Long-Term Care*

Sue VanderBent
Ontario Home Care Association

INTEGRATED CLIENT CARE PROJECT

Project Team Membership

Mary Kardos Burton – PROJECT MANAGER
*Ontario Association of Community Care
Access Centres*

Lisa Droppo
*Ontario Association of Community Care
Access Centres*

Jennie Pickard
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INTEGRATED CLIENT CARE PROJECT
Project Governance

