

CCSN 2019/2020 Action Plan

The Champlain Community Support Network aims to guide, influence, and plan, the systems, services, and practices of Community Support Services in our region, work together in partnership to respond to local challenges, and advance solutions that will strengthen community services that impact older adults and adults living with disabilities.

Our overarching principles inform all of our work and directions, and we aim to ensure:

- Clients and caregivers have a critical role in shaping our health care system and all actions we take will be grounded in a person-centred approach.
- Evidence and best practices guide planning and decisions.
- Collaboration strengthens services and leads to positive outcomes for clients and caregivers.
- Ongoing quality improvement to systems and services.

Champlain Community Support Network recognizes:

- The need to continue to drive regional planning and service quality approach which also balances localized decision-making and planning based on community need
- Social Determinants of Health are key, inclusion and respect for diversity are integral, and all must be integrated into all work
- The need to make effective use of scarce resources and work to ensure there is collective effort to make the most impact to enhance services and ensure sustainability of services in the future
- Both urban and rural lens for service planning and delivery

Strategic Direction: Enrich Client Experience

Our clients deserve the best of care. A strong commitment to client service, collaboration, and continuous quality improvement will ensure exceptional client experience which meets individual needs and contributes to improved outcomes.

Strategic Activities and Actions: Enrich Client Experience			
Strategic Goals	Objectives	Activities and Initiatives	Timeline
Enable Client-Centred Care: <i>Foster person-centred culture and enhance inclusive, quality services that meet the complex needs of clients and caregivers</i>	Clients and health services providers are actively using client care coordination and navigation platforms that facilitate referrals, service coordination, and self-management Clients and Caregivers will have resources available to support their care goals.	1. Participate and promote Careteam pilot to help facilitate client-driven online platform with specific focus on ADP serving clients living with Dementia	April – Nov 2019
		2. Support ongoing uptake and utilization of e-Referral and seek opportunities for process efficiencies with health care and community partners as well as public	May – Dec 2019
		3. Enhance E-notification and Client Matching practices and processes for Community Support Service agencies	April - June 2019
	Person-centred approach is integrated as core practice across all areas of service	4. Enhance discharge planning practices for CSS with particular focus on ADP clients and services	May 2019 – March 2020
	Client and community co-design models of service to reflect community need	5. Pilot ADP- Community group mentoring model with ethno-cultural community group to support people living with dementia in community groups outside of health in partnership with Social Planning Council	May – Nov 2019
		6. Engage stakeholders and community in planning community support services from client perspective and community need	April – Nov 2019
		7. Release Cross-Sectoral Regional Caregiver Strategy and Recommendations in partnership with United Way and the Champlain Dementia Strategy and action CSS-related recommendations	April 2019 – March 2020

Strategic Activities and Actions: Enrich Client Experience				
Strategic Goals	Objectives	Activities and Initiatives		Timeline
Strengthen Quality Service: <i>Enable high quality service and continuous improvements that best support positive client outcomes</i>	Implement tools, resources, and processes to support quality improvement initiatives	8.	Support consistent implementation and increased utilization of Caregiver Well Being Index in daily practice	June 2019 – March 2020
		9.	Enhance intake, assessment, and referral process to ensure wrap around multi-sectoral approach and promote excellence in referral pathways	Sept 2019 – March 2020
	Regional program standards and guidelines that support consistent, equitable, and high quality services and engaged staff	10.	Support the implementation of regional practice guidelines for non-urgent transportation and Meals Delivery	June – December 2019
		11.	Support the implementation of regional program guidelines for services that target social isolation, such as Friendly Visiting, with specific focus on marginalized population groups	June 2019 – March 2020
		12.	Develop and support implementation regional Practice Guidelines for ALS-HRS	May – Nov 2019
		13.	Explore PSW apprenticeship and other recruitment and programming strategies support recruitment of qualified, engaged staff	May 2019

Strategic Direction: Inspire and Innovate to Promote Resilience

Our clients deserve the best of care. A strong commitment to client service, collaboration, and continuous quality improvement will ensure exceptional client experience which meets individual needs and contributes to improved outcomes.

Strategic Activities and Actions: Inspire and Innovate				
Strategic Goals	Objectives	Activities and Initiatives		Timeline
Qualified and Active Volunteers: <i>Volunteers working with Community Support Services are well supported to provide high quality service and programs</i>	Strengthen local volunteer base through enhanced practices and collective efforts and alignment	14.	Pilot integrated community-based model for volunteer recruitment, orientation, and coordination	April 2019 – March 2020
		15.	Enhance corporate volunteer models across communities	May – Oct 2019
		16.	Collect and bundle concrete tools that support volunteer recruitment, retention and education across various service agencies and environments	May 2019 – Jan 2020
Cultivate Leadership: <i>Agencies and staff have resources and opportunities for continuous learning, leadership development and succession plans</i>	Training and best practice exchange that supports staff development and emerging leaders	17.	Organize and facilitate shared training opportunities for practice improvement and professional development across community support services related to service delivery and best practice (e.g. Regional Privacy Health Law workshop, interRAI CHA, Board and Senior Leadership training)	April 2019 – March 2020
		18.	Develop and launch a regional non-urgent transportation training strategy	April – October 2019
Unified Voice: <i>A collective voice to advance local issues, coordinate planning, and build solutions</i>	Strengthen cross-sectoral planning and service delivery	19.	Develop and implement hospital outreach communication strategy	April – June 2019
	Be identified as a partner of choice for collaboration, system improvement, and efficiencies	20.	Explore bulk purchasing opportunities	May – July 2019
Enhanced capacity to respond to changes: <i>Increased capacity, support data-informed decisions and using reliable data</i>	Reliable data available is available for informed planning decisions related to the client experience, the services available, and communities across Champlain.	21.	Support agencies in data quality and reporting enhancements	April 2019 – March 2020

Strategic Direction: Celebrate Strengths

We will celebrate success and foster meaningful opportunities to inspire and share the unique and positive contributions made by Community Support Services. We will expand the understanding and visibility of community support services through engagement of clients, caregivers, and partners.

Strategic Activities and Actions: Celebrate Strengths				
Strategic Goals	Objectives	Activities and Initiatives		Timeline
Visible Community Asset : <i>Platforms and resources are available to share stories, experiences, and the impact of Community Support Services</i>	Community members, healthcare providers, and stakeholders have a deeper understanding of Community Support Services.	22.	Launch a communications strategy that promotes the impact of community services including the promotion of <i>My Story of Community Support</i> video campaign	April – June 2019
		23.	Release of an online training and knowledge exchange platform	April – Oct 2019
Mobilize Knowledge: <i>Access to knowledge mobilization strategies to support continuous improvement</i>	Staff access consistent, evidence-informed learning resources and best practices to enhance service delivery.	24.	Enhance and promote online learning opportunities	April 2019 – March 2020