

**DEPARTMENT OF HEALTH AND SOCIAL SERVICES RESPONSE TO  
HOME AND COMMUNITY CARE REVIEW  
JUNE 11, 2020**

RECOMMENDATION	ACCEPTANCE OF RECOMMENDATIONS	TIME LINE	NEXT STEPS
<b>Scope of Services Provided by NWT HCC Program</b>			
<b>1. The defined scope of services to be provided by the NWT HCC program should be based on a common set of principles.</b>	<b>Accept</b>	<b>2020-21 to 2021-22</b>	<b>Incorporate principles into Home and Community Care Standards;</b> Client and family centred care; Consistency and equity; Evidenced informed care; Sustainable Care; Integrated care; Accountable Care.  <b>Department of Health and Social Services (DHSS)</b>
<b>2. Define the scope of services to be provided by the NWT HCC program.</b>  <b>Should include</b> Personal Care and Homemaking Services; Nursing Services; Referral and Case Management Support; and other services (day programming; respite; meals on wheels, access to medical equipment and supplies);	<b>Accept in principle</b> Defer changes to IADL pending outcome of Paid Family /Community Caregiver Pilot in 2021/22.	<b>2020-21 to 2022-23</b>	<b>Working group</b> with DHSS/Northwest Territories Health and Social Services Authority (NTHSSA) /Tlicho Community Services Agency (TCSA)/ Hay River Health and Social Services Authority (HRHSSA)
<b>3. Define the services that are out of scope for the NWT HCC program.</b>	<b>Accept in principle</b> Defer changes pending outcome of Paid Family /Community Caregiver Pilot in 2021/22.	<b>2020-21 to 2022-23</b>	<b>Working group</b> with DHSS/NTHSSA/TCSA/HRHSSA
<b>4. Improve communication of which services are within scope and out-of-scope of the HCC NWT Program</b>	<b>Accept</b>	<b>2020-21 to 2022-23</b>	<b>Communication plan will be developed and implemented.</b>  <b>Working group</b> with DHSS/NTHSSA/TCSA/HRHSSA

5. Expanding the hours of the HCC program operations in each HSSA/region	Accept	2021-22 to 2023-24	Introduce expanded hours of service in select communities using FNIHCC funding. Working group with DHSS/NTHSSA/TCSA/HRHSSA
<b>Projected NWT HCC Program Resource Requirement</b>			
6. The DHSS should plan for an 80% increase in demand for HCC services by the year 2035	Accept in principle Defer response; will monitor as interRAI implementation progresses.	2020-21 to 2022-23	Working group with DHSS/NTHSSA/TCSA/HRHSSA
7. Develop guidelines regarding the average hours of care and or support per year provided by HSWs to HCC clients	Accept in principle Defer response; will monitor as interRAI implementation progresses.	2020-21 to 2022-23	Working group with DHSS/NTHSSA/TCSA/HRSSA
8. The DHSS should plan for recruiting additional HSWs annually to meet the growing demand for HCC services in the NWT to the year 2035	Accept in principle Defer response; will monitor as interRAI implementation progresses.	2020-21 to 2022-23	Working group with DHSS/NTHSSA/TCSA/HRHSSA and Aurora College
9. Develop guidelines regarding the average hours of care per year provided by nurses to HCC clients	Accept in principle Defer response; will monitor as interRAI implementation progresses.	2020-21 to 2022-23	Working group with DHSS/NTHSSA/TCSA/HRHSSA
10. The DHSS should plan for recruiting additional nurses annually to meet the growing demand for HCC services in the NWT to the year 2035.	Accept in principle Defer response; will monitor as interRAI implementation progresses.	2020-21 to 2022-23	Working group with DHSS/NTHSSA/TCSA/HRHSSA and Aurora College
11. The DHSS will need to secure additional funding for the HCC program either through the core homecare funding	Accept	2020-21 to 2023-24	Continue to monitor – leverage FNIHCC funding and evaluate our need for additional GNWT funding for 2023-24

envelope and/or the FNIHCC funding envelope			<b>Working group</b> with DHSS/NTHSSA/TCSA/HRHSSA
12. The DHSS should explore the requirements for other HCC clinical service resource supports: allied health professionals, advanced wound care specialists, advanced foot care specialists, and medical social workers	Accept	2020-21 to 2023-24	<b>Review need for clinical supports and leverage FNIHCC funding to trial. Evaluate need for additional GNWT funding for 2023-24.</b>  <b>Working group</b> with DHSS/NTHSSA/TCSA/HRHSSA
13. The DHSS should strengthen the service delivery model in remote communities, to be more consistent with the service delivery model in larger regional communities.	<b>Accept Option 2</b> <b>Create dedicated regional HCC nursing positions:</b> to provide HSW oversight at a distance (via telehealth) and in person through monthly visits to communities.	2020-21 to 2023-24	<b>Introduce Regional HCC nurses in select regions of NTHSSA using FNIHCC funding.</b>  <b>Working group</b> with DHSS/NTHSSA/TCSA/HRHSSA
<b>Standards For NWT HCC Program</b>			
14. Continue with implementation of interRAI	Accept	2020-21 to 2022-23	<b>Implementation projected to begin in late 2020-21/early 21-22.</b>  DHSS
15. The DHSS should consider reviewing and adopting Accreditation Canada Standards for HCC service delivery	Accept	2019-20 to 2020-21	<b>Incorporate into Home and Community Care Standards.</b>  DHSS
16. The DHSS should consider standardizing HCC program forms across the NWT	Accept	2020-21 to 2021-22	<b>Forms will be standardized prior to interRAI implementation.</b>  DHSS, NTHSSA, TCSA, HRHSSA

17. Ensure that all HSWs are certified and receive consistent training.	Accept	2019-20 to 2021-22	DHSS,NTHSSA, TCSA,HRHSSA, and Aurora College
18. Improve data collection to more accurately monitor HCC service delivery across the NWT.	Accept	2019-20 to 2022-23	Implement HCC Performance Monitoring Plan.  Working group with DHSS/NTHSSA/TCSA/HRHSSA
<b>Other NWT HSS recommendations</b>			
19. The DHSS should proceed with test-piloting a paid caregiver support model in the NWT.	Accept	2019-20 to 2021-22	Proceed with pilot.  NTHSSA – implementation DHSS – evaluation support
20. Increase use of telehealth services	Accept	2020-21 to 2021-22	NTHSSA, TCSA, HRHSSA
21. Continue to improve communication with hospitals.	Accept	2019-20 & ongoing	Strengthen and implement policies for communication between care sites.  NTHSSA, TCSA, HRHSSA
22. Improve communication and coordination of services with GNWT departments and other organizations/agencies.	Accept	2019-20 & ongoing	Strengthen and implement policies for case management.  NTHSSA, TCSA, HRHSSA