



Enhancing the Patient Experience Through Total Client Care

2017 CHCA Home Care Summit



Overview



**Driving the Demand for
Home and Community Care**

The Road to Total Client Care

Benefits of the Model

The Future of Home Care



Driving the Demand for Home and Community Care

Key Drivers Accelerating the Shift



- Demographics
- Technological Innovations
- Compelling Economics
- Enhanced Patient Experiences



Driving the Demand for Home and Community Care

Key Drivers Accelerating the Shift



Demographics:

- Canadians are getting older
- Canadians are living longer
- Family dynamics are changing



Driving the Demand for Home and Community Care

Key Drivers Accelerating the Shift



Technological Innovations:

- Enabling hospital-to-home care
- Access to electronic health information
- Patient empowerment and convenience



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Key Drivers Accelerating the Shift



Compelling Economics:

- Cost-effective alternative solution to inpatient care
- Increasing public funding



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Key Drivers Accelerating the Shift



Enhanced Patient Experiences:

- Improved quality of life
- Personalized, patient-centered care
- Independence and control
- Home and community extension of hospital services



Spectrum's Approach to Integrated Care



- Canadian owned and operated since 1977
- Initially focused on home care services including personal/home support & nursing in the Greater Toronto Area
- As a result of the changing health care landscape, Spectrum Health Care embarked upon a journey of diversification



The **Total Client Care** service model:

- Aligns with our vision to provide the best health care experience
- Broadens our scope of services to provide greater options to patients, clients and their families
- Integrates all of our services allowing easier access to care options
- Enhances our value proposition to both clients and employees



Setting the Foundation for Transformation



The Road to Total Client Care

Expanded Service Offerings



- Nursing
- Personal & Home Support
- Palliative Care
- Advanced Illness Care
- Wound and Ostomy Care
- Physiotherapy
- Foot Care
- Family Caregiver Support
- Immunization Clinics



- Stretcher Transfer
- Paediatric Transfer
- Wheelchair Transfer
- Dialysis Transfer
- Bariatric Transfer
- Hospital and Patient Shuttle



- Driver Companions
- Live-In/Drop-In Companions
- Overnight Companions
- Hospital Bedside Companions
- Handypersons
- House Cleaners



- Onsite Event Medical Services
- Commercial & Industrial Construction Medical

The Road to Total Client Care Enabling Change



The Benefits of Total Client Care

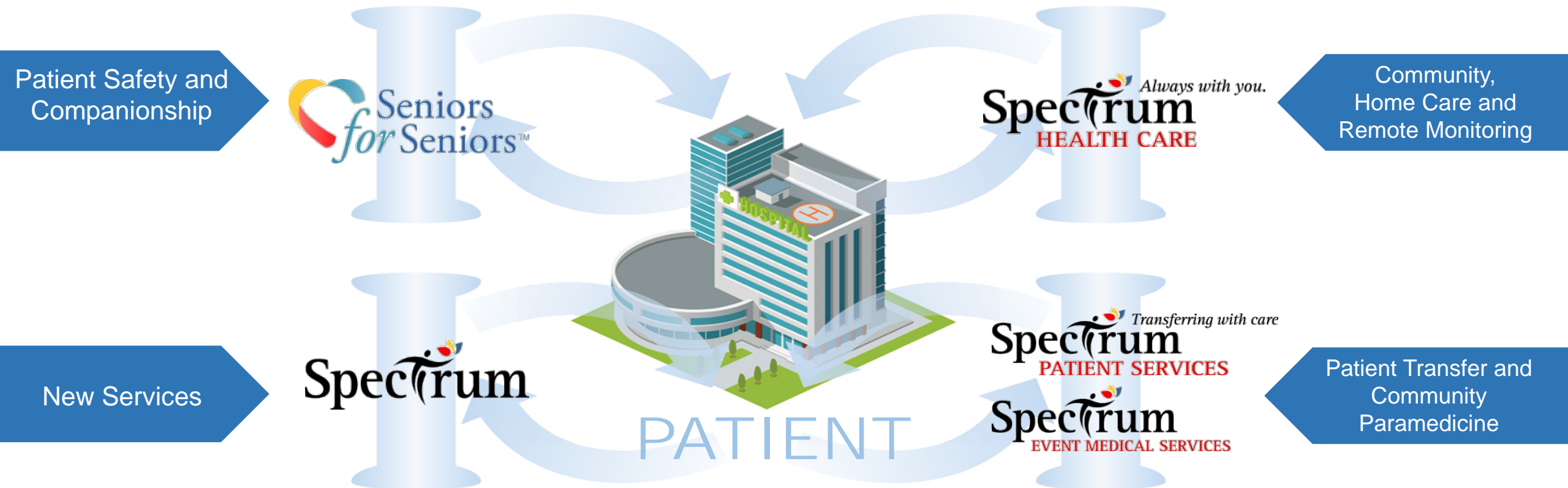


- Continuum of care where services can be scaled based on need and stage
- Enhanced consistency and quality of care across divisions
- Localized and responsive care
- Greater flexibility for patients and families



The Future of Home and Community Care

Building an Integrated Community Care Ecosystem



Thank you!



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