

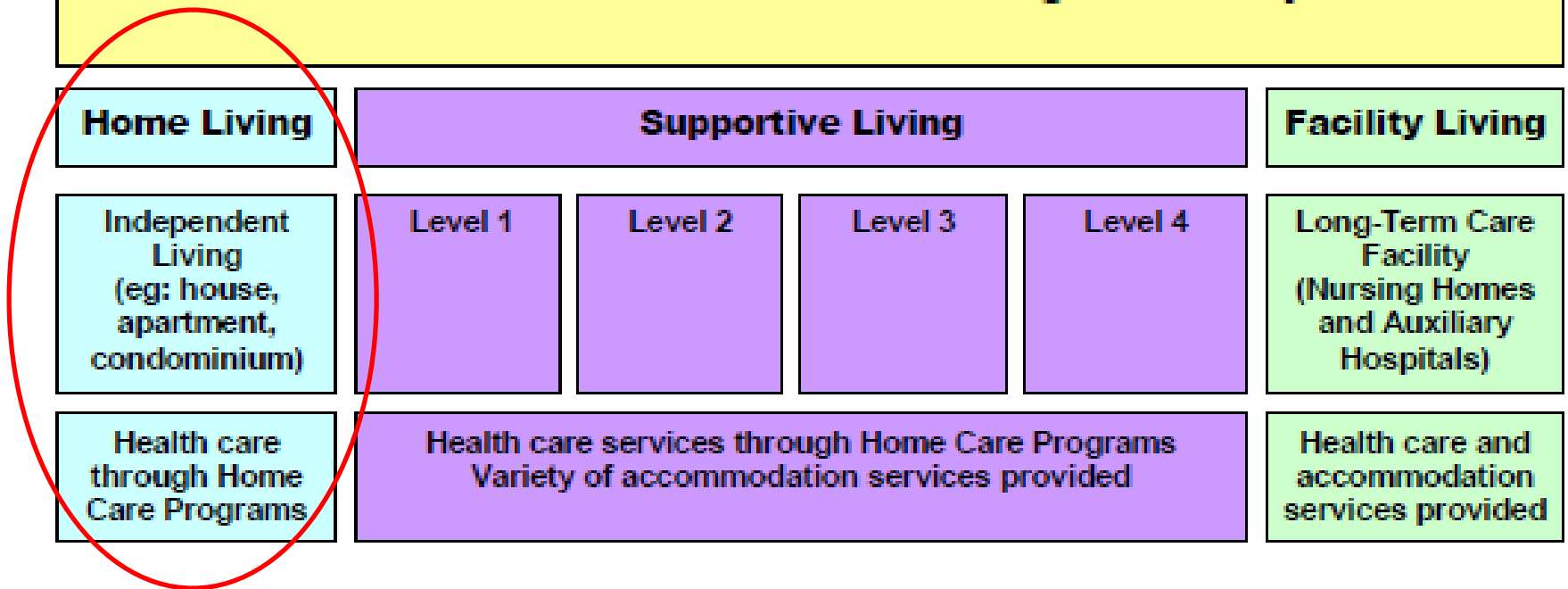
# Implementing Self-Directed Care Across Alberta

Presentation to:  
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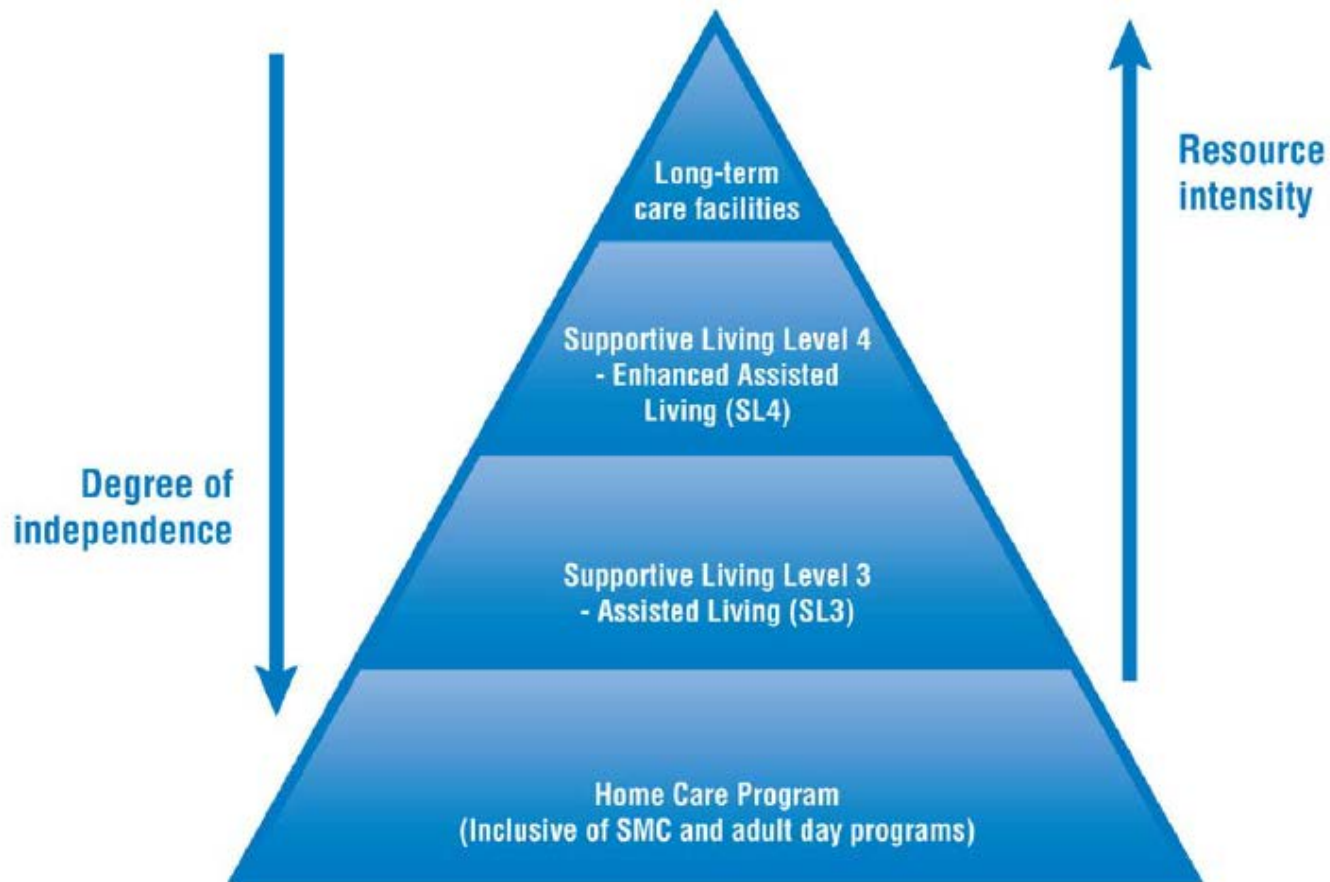
# Continuing Care Overview

## Three Streams of the Continuing Care System

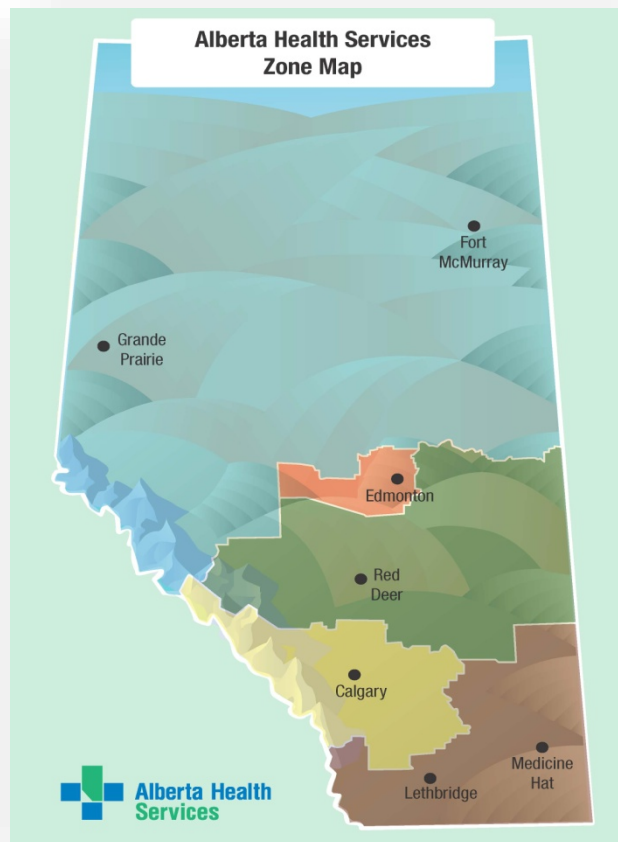


# Focus on Community

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# Quick Facts



- 1 Health Authority
- 5 Regional Zones
- 4.067M Albertans  
2016 census
- 118,000+ Home Care  
clients 2016/2017
- ~1,500 SMC clients
- ~30% of SMC clients  
live in Edmonton  
Zone

# Home Care in Alberta



Photo: John, Adult Day Program Client, Edmonton & Bonnie, Adult Day Program Care Manager, Edmonton

# Home Care - Community Care Access

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- All Home Care services are accessed through Community Care Access:
  - visit [www.albertahealthservices.ca/homecare](http://www.albertahealthservices.ca/homecare)
  - or call 1-780-496-1300 in Edmonton area

# Self Managed Care

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# Self Managed Care (SMC)

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- Promotes self directed care & independence
- Complex clients with high needs & cost: MS, ALS, quadriplegia, brain injury, advanced dementia
- Clients signs a contract and receive funds hire & arrange their own personal care
- Potential service option to grow

<http://www.albertahealthservices.ca/assets/info/seniors/if-sen-self-managed-care-brochure.pdf>



# What services are provided?

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- Services provided through Self Managed Care are:
  - Personal Support
  - Home Support
  - Respite
- Service threshold of ~263 hours/month or ~\$4500 as per Home Care Service Guidelines maximum

# Who is Eligible?

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Albertans are eligible for Self Managed Care if:

- eligible to receive Home Care services in Alberta (ie. Have a valid Health Care Card and live in the community)
- assessed unmet health care needs are within the *Provincial Home Care Service Guidelines*
- Home Care Case Manager, client and family determines Self Managed Care is appropriate:
  - client has stable and/or predictable health needs
  - client requires ongoing personal support or respite
  - client/legal representative are willing to take on Self Managed Care responsibilities

# Client Responsibilities

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## Agreement Holder responsibilities:

- Recruit, interview, hired, train, supervise and schedule employees
- develop a back up plan “just in case”
- evaluate employee performance and terminate as required
- manage salary and payroll
- maintain and provide documents necessary for financial audits
- meet CRA tax regulations and Alberta employment standards
- notify AHS within 72 hours if health status changes

# Provincial Self-Managed Care Tasks

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- Standard Policy & Client Agreements in place ensure consistent client experience
- Provincial Best Practice Working Group
- Initiatives include:
  - Re-visiting eligibility to ensure appropriateness
  - Increase numbers
  - Improve consistency of access and delivery
- Potential to look at voucher system/family caregivers

## Provincial Self-Managed Care Tasks cont.

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- Standardize SMC Rates across all zones
- Standard education materials (staff & client)
- Standard audit & review process
- Provincial Appeal Panel

# Provincial SMC Appeals Case Study

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## Home Care Client Background

- 64 year old female with end stage multiple sclerosis
- Functionally she is fully paralyzed with minimal movement in both hands and no voluntary movement in her other limbs
- Fed through a tube and requires full care for feeding, personal hygiene, toileting, positioning, and mobility
- Lives at home with a husband who is the legal decision maker for health and finances

# Provincial SMC Appeals

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## Client strengths

- Husband is very supportive, highly educated, articulate, and is a very strong advocate for his wife
- Demonstrates strong financial stability due to both husband and wife having professional backgrounds that have provided them with pensions
- Client has chosen to use Home Care SMC funding to hire a team of three live in caregivers who provide excellent care

# Provincial SMC Appeals

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## Client Request

- Client and husband submitted a formal request to their Home Care team for additional funding
- Request for additional funds that will be used to pay a higher hourly wage to the live in caregivers that are currently hired
- Request was reviewed by the Zone Home Care Director, Zone Home Care Self Managed Care and Extraordinary Cost Funding panel, and denied
- Request then submitted to the Provincial Home Care Development Team



# Provincial SMC Appeals

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## Appeal outcome...

- The panel met with the Client to hear their rationale for the request
- The panel met with the Home Care Team who reported on the history with the Client and their rationale for denying the request
- The panel reviewed existing relevant policies, gathered and analyzed additional material and documentation and then deliberated as a group
- Panel decided to uphold the Home Care Team decision to deny the request

# Questions?

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# Contact us

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