



# **Keys to Successful Intersectoral Collaboration for People with Complex Care Needs: A Case Study**

Presenters:

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# Objectives

By the end of the presentation participants will:

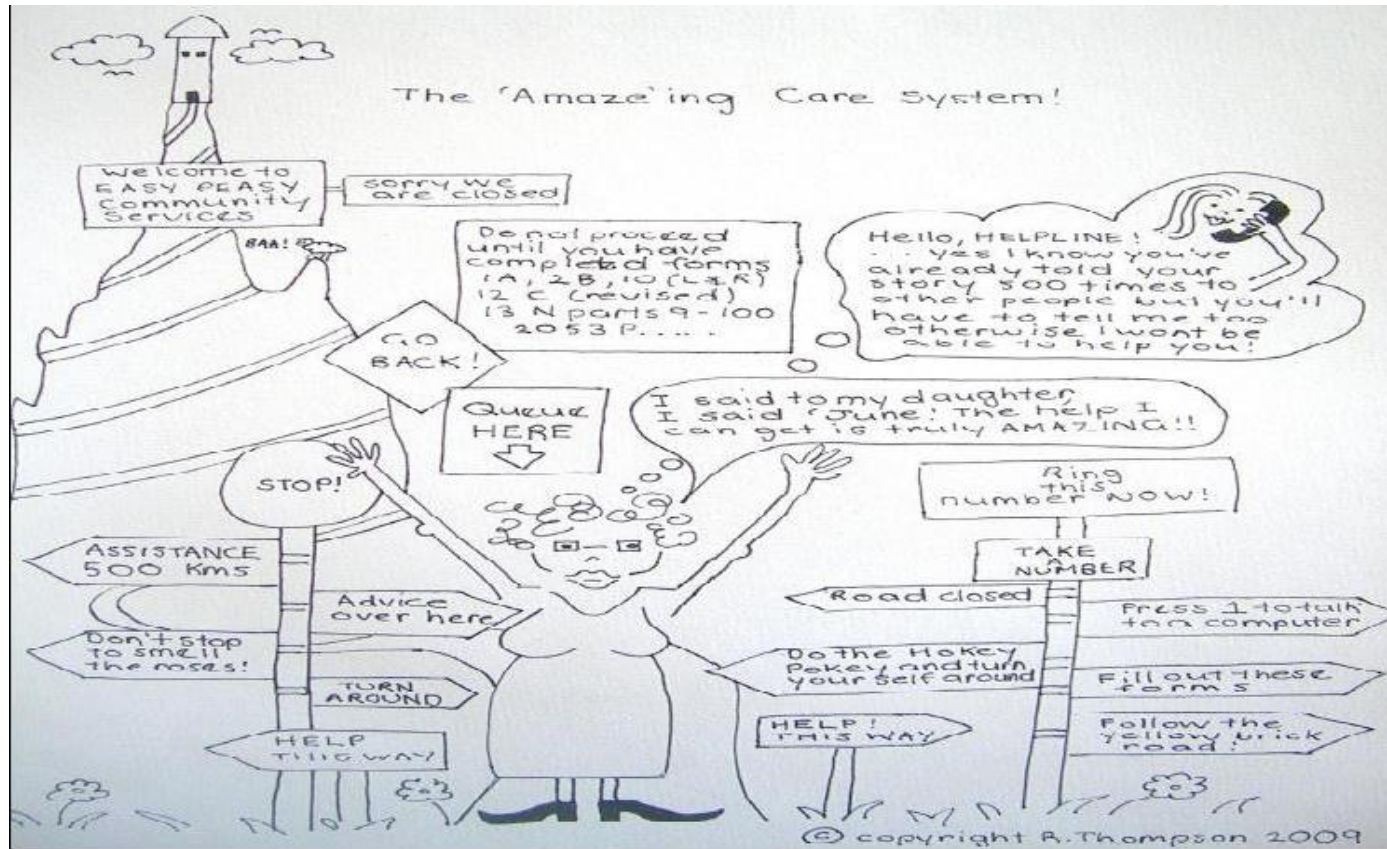
- Understand the impact of service access barriers from a parent's perspective,
- Learn about some of the systemic barriers that can impede the development of integrated, intersectoral care plans for people who have complex care needs, and
- Be able to implement strategies for collaborating with partners across different sectors including successful advocacy strategies that can facilitate meaningful responses.

## A Mother's Story...



- A typical child who displays an unusual change in his behaviour
- The mental health system becomes involved
- My son's behavioural challenges increase
- My son's skills gradually begin to regress
- We desperately search for answers
- Genetic testing is implemented
- We experience ongoing frustration with the health care system

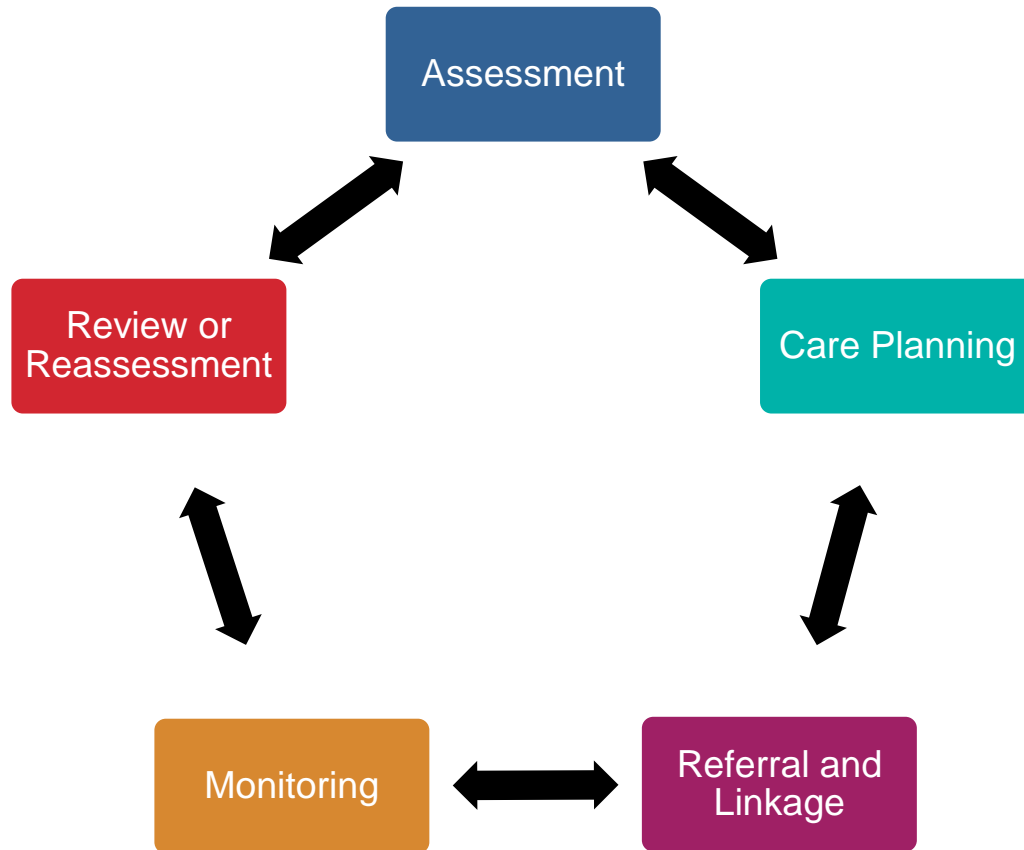
# Why is case management important?



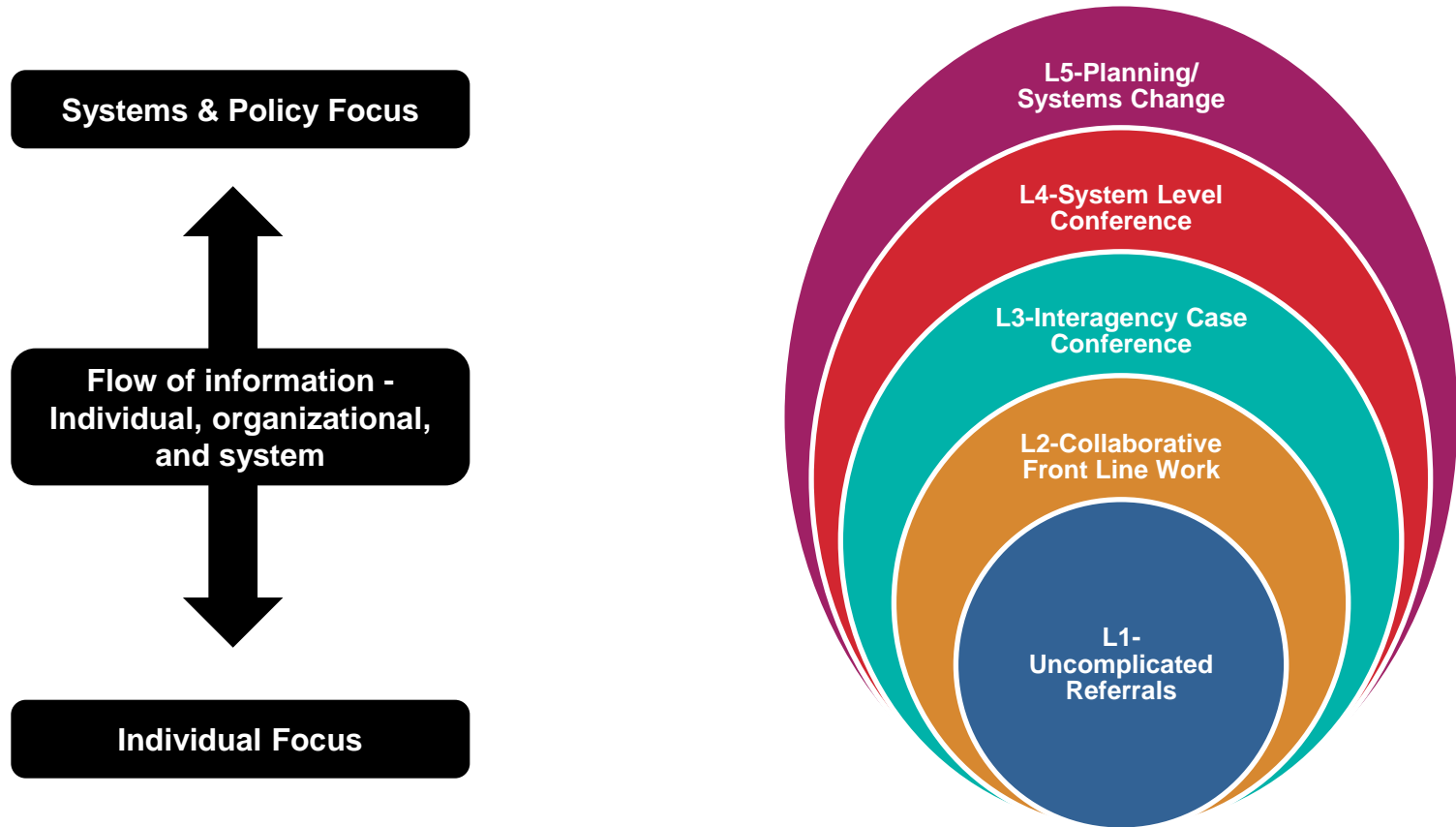
You, Emily (Chuanmei). *Case management practice, goals and outcomes in community aged care: perspectives of case managers in Australia*. Centre for Health Policy, Programs and Economics (CHPPE), School of Population and Global Health, The University of Melbourne, NARI Seminar, 16 Jul. 2013. Web 29 Sep. 2014. <[http://www.mednwh.unimelb.edu.au/nari\\_education/archives/pdf\\_docs/2013\\_7\\_16%20Emily\\_You\\_Case\\_Management\\_Practice.pdf](http://www.mednwh.unimelb.edu.au/nari_education/archives/pdf_docs/2013_7_16%20Emily_You_Case_Management_Practice.pdf)>



# What are the core functions of case management?



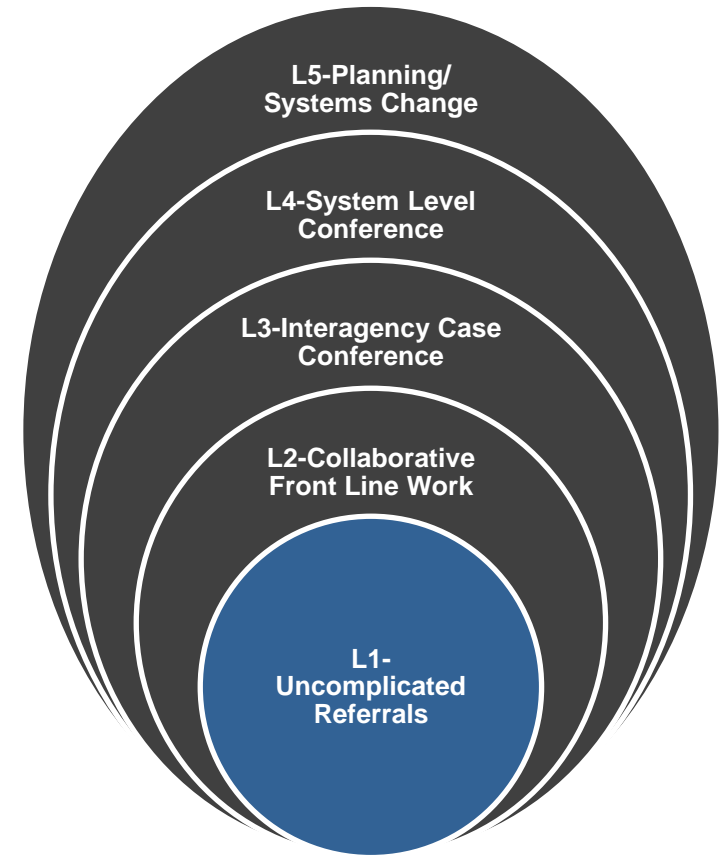
# Conceptual Model for Resolving Complex Service Needs



*Adapted from Taylor Newberry Consulting. Development of a Service Resolution Mechanism for Adult Mental Health and Addictions in Peel Region, Submitted to the Risk Subcommittee of the Peel Human Services and Justice Coordinating Committee, November 2011.*

# Level 1 – Uncomplicated Referrals

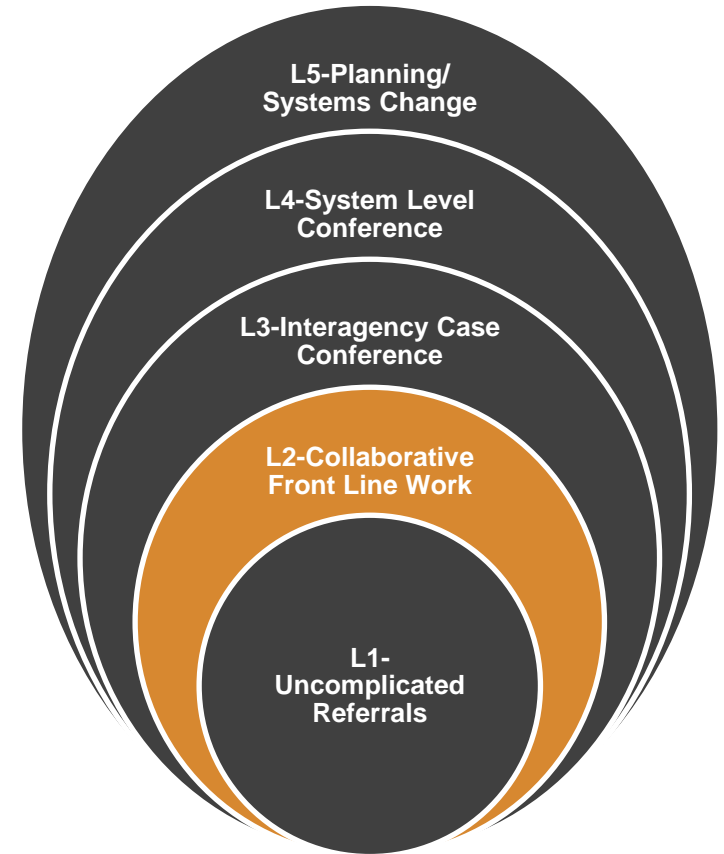
- Clients/families with uncomplicated service needs can often access the supports that they need through self-advocacy and/or the circle of support
- The Milouchev family had been brave advocates for their son for many years.
- At a certain point, however, the family system was unable to support their son safely in their own home.
- Urgent support was required but unavailable in our system...





## Level 2 – Collaborative Front-Line Work

- Referral to ABI Case Management Service at Cota:
  - **Assessment Process:**  
A complicated venture!
  - **Care Planning Process:**  
The development of one short-term goal and one long-term goal
  - **Referral and Linkage Process:**  
Many closed doors!





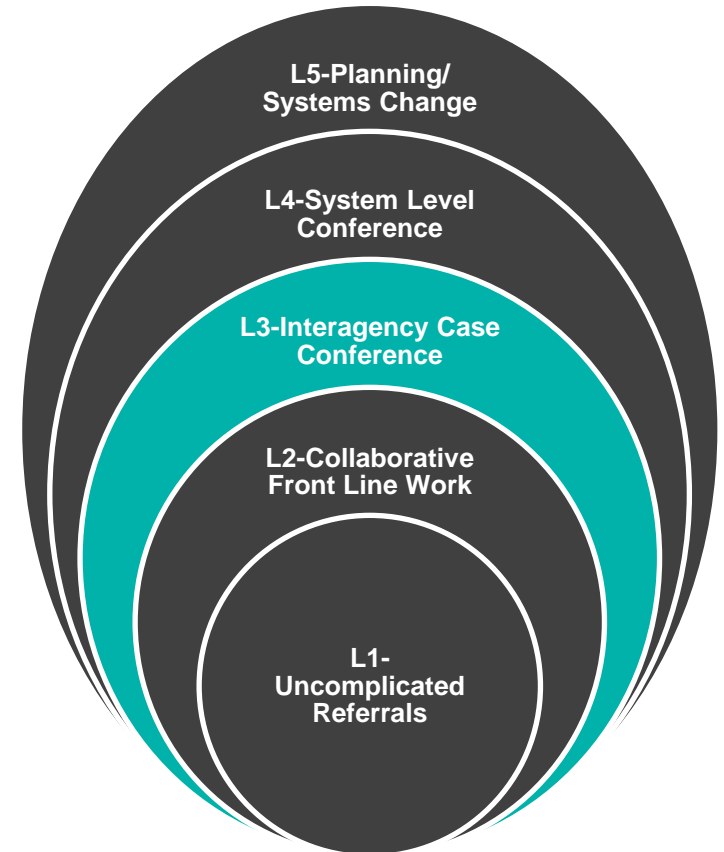


# Advocacy Strategies

- Identifying and Analyzing the Problem
- Establishing Goals and Priorities
- Understanding the Target Audiences/Political Landscape
- Developing an Advocacy Strategy
- Implementing an Action Plan

# Level 3: Interagency Case Conference

- Several case conferences which included:
  - the family,
  - Cota’s case manager,
  - CCAC representatives, and
  - staff and management from the hospital.
- Involvement of the Patient Experience Advisor/Ombudsman at the hospital
- Involvement of Ombudsman Ontario





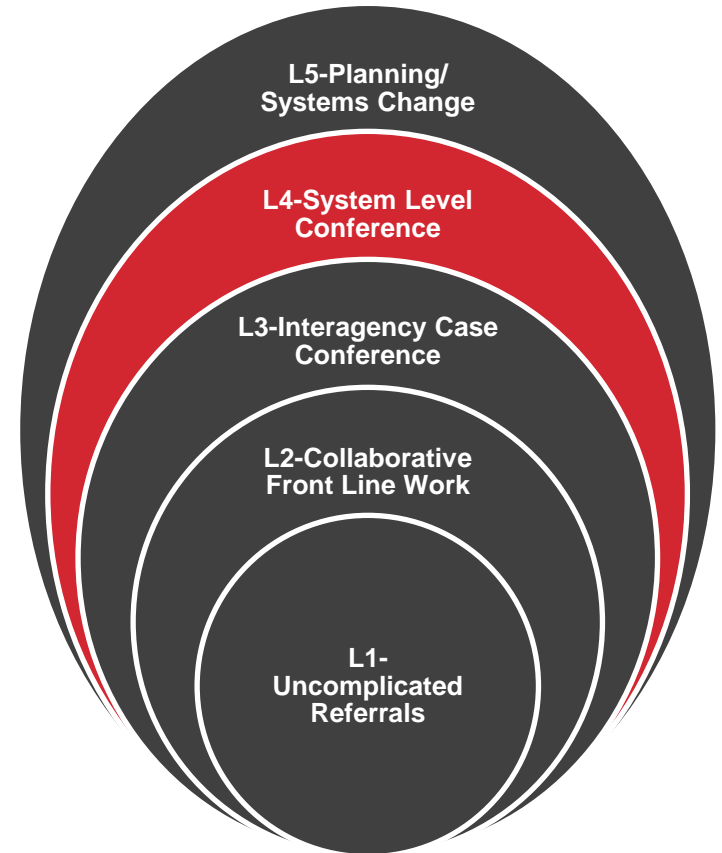
# Political Advocacy Tactics

The family advocated with the following entities:

- Various government officials
- College of Nurses of Ontario
- A major Toronto newspaper
- The Canadian Human Rights Commission
- The Ombudsman of Ontario

# Level 4: System Level Conference

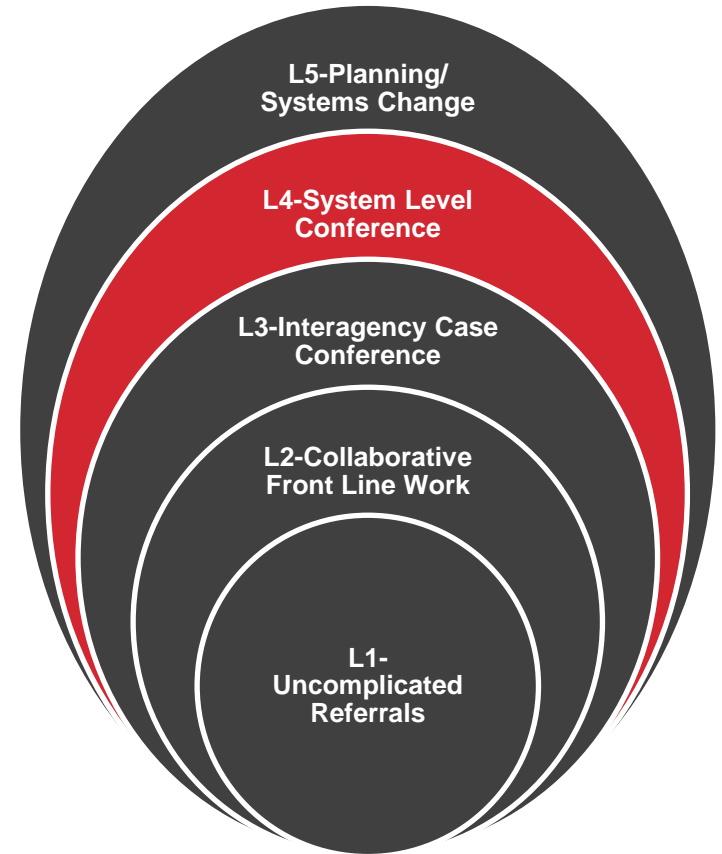
- A system level conference was coordinated within the Developmental Services Sector.
- The client was prioritized within that system for all available services including residential care and day supports.
- DSO-TR (Developmental Services Ontario – Toronto Region) became actively engaged with the case.



# Level 4: System Level Conference (cont'd)

After the Developmental Services Sector prioritized the client for services, then the hospital began scheduling ongoing systems-level case conferences which included:

- DSO – TR (Developmental Services Ontario – Toronto Region)
- CCAC
- Cota Case Managers (ABI and Dual Diagnosis Programs)
- Griffin Community Support Network
- Surrey Place Centre
- Health Care Facilitator for DSO - TR
- Hospital Staff and Management

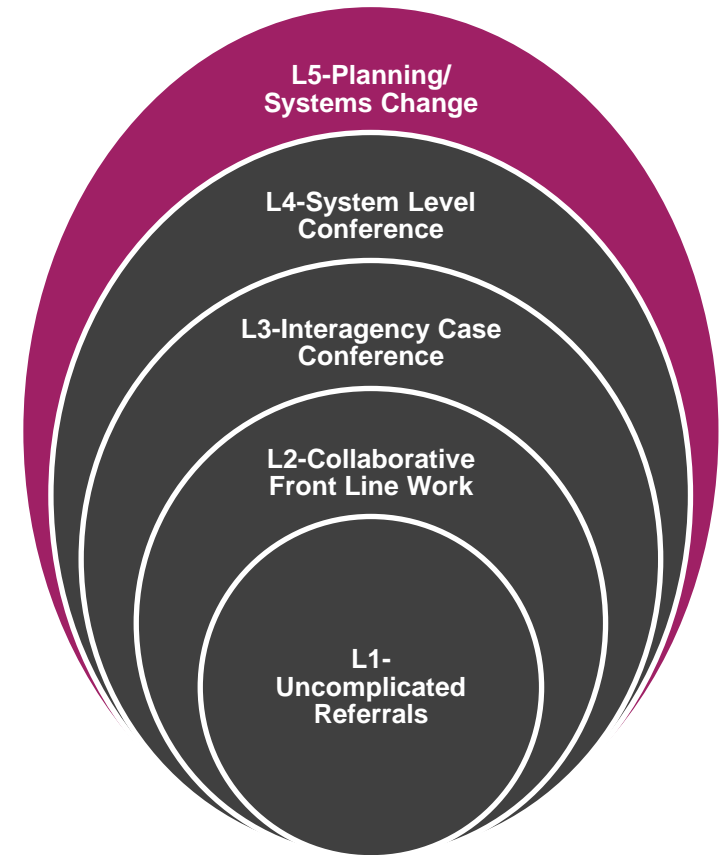


# Level 5: Planning/Systems Change

The system has been changing in recent years in order to support people with complex care needs more effectively. For example:

- Coordinated Access Mechanisms
- Emergency Department Diversion Programs
- Health Links

Clients, families, front-line service providers and managers/administrators all play a pivotal role in informing our health care system and advocating for ongoing change.





# Closing Remarks

- Listen to clients, parents and families...
- Recognize that we must work as partners in order to support people with complex care needs...
- Bring the necessary decision-makers to the table when appropriate...

# QUESTIONS?

