

Improved Intake Process for Community Supports Program

Overview



The Community Supports Program (CSP) in Newfoundland and Labrador (NL) Health Services' Eastern-Rural Zone provides access to a wide array of services including:

- home supports,
- long-term care/personal care home placement,
- financial supports,
- equipment,
- supportive service for children, and
- residential supports.

In February 2024, the CSP implemented an improvement initiative in response to identified delays in residents' ability to access services. This initiative involved the development of a standardized and streamlined process for both the response to CSP referrals and the intake assessment.

Goal

Develop a process where the client could speak to a person in real-time and be linked with a professional within 24 hours of referral.

Reduce wait times by developing a standardized and streamlined team-based approach to the intake process for CSP. This would improve timely access and measure workload for service providers in the Eastern-Rural Zone.

This improvement initiative aims to achieve two key outcomes:

- personal connection with clients within **one business day**.
- a scheduled assessment appointment **within two weeks**.

Activities

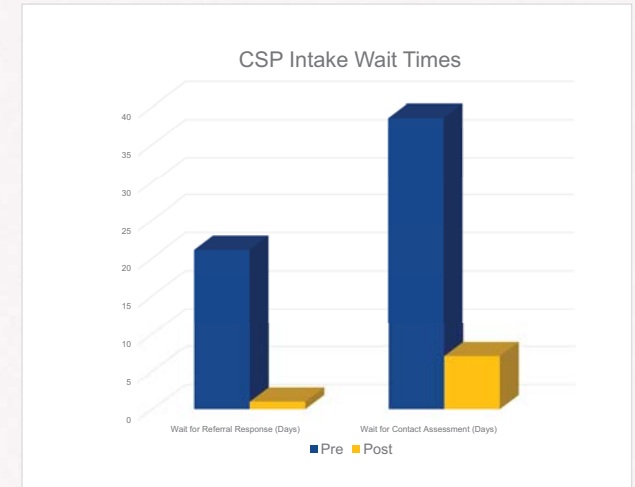
Beginning in February 2024:

- CSP managers and frontline staff completed an analysis to identify current challenges and opportunities.
- A standardized process was implemented that included realigning staff resources.
- A change management approach was developed.
- Key performance indicators are collected and evaluated to help with the process.
- Weekly team meetings occur to review the data and adjust processes as required.

Achievements

Currently, all clients referred to the CSP in the Eastern-Rural Zone receive a follow-up phone call on the day of their referral or by the next business day.

The average wait time to have an assessment appointment has decreased to one week.



Anticipated Benefits

The CSP provides resources for clients to help them achieve optimal health and well-being and to age in place, where possible.

The ability to provide services in the right place and at the right time helps to achieve the best possible health outcomes.

The ability to provide timely access to care increases the care provider's professional satisfaction.

NL Health Services is committed to increasing access to services and reducing wait times. In addition, improved access to service aligns with NL Health Services' Strategic Plan 2023-2024.

Ongoing Support

- Continue process improvement and change management strategies to design a clear pathway and standardize the work of the CSP.
- Review and streamline the case management workloads of staff to support clients from the time of intake to the time clients receive service.

“By answering calls in real time or messages returned within 24 hours, we are letting clients know that their calls are important. When we do call our clients at a scheduled time we know we are calling them at a time that accommodates them rather than having to try them multiple times with no success to complete their intake.”

- Staff

0 clients waiting

for service **after** implementation

(305 clients waiting prior to implementation)

1,070 clients

received through intake process since February 2024

