

Section 8

Update on the implementation of
recommendations from:

**Home and Community Care Services:
Meeting Needs and Preparing for the Future**

October 2008

April 2010

Response from Ministry of Health Services



MAR 03 2010

822059

Ms. Norma Glendinning
Assistant Auditor General
8 Bastion Sq
Victoria BC V8V 1X4

Dear Ms. Glendinning:

Re: Follow-up review of the Auditor General's Report *Home and Community Care Services: Meeting Needs and Preparing for the Future*

On behalf of the Ministry of Health Services (the Ministry), I am pleased to provide an update on our progress in implementing the recommendations contained in the Auditor General's Report, *Home and Community Care Services: Meeting Needs and Preparing for the Future*.

The Ministry has moved forward on all of the recommendations contained in the report, and are working across divisions and with health authorities to ensure that the Ministry continues to strengthen its effectiveness and accountability for home and community care services in British Columbia.

A completed recommendation status summary and listing of progress in implementing individual recommendations is enclosed. Thank you for the opportunity to provide this update.

Yours truly,

ORIGINAL SIGNED BY

John Dyble
Deputy Minister

Enclosures

RECOMMENDATION STATUS SUMMARY
Home and Community Care Services: Meeting Needs and Preparing for the Future
As at January 31, 2010

(Please tick implementation status for each recommendation)

Auditor General's Recommendations	Implementation Status				
	Fully	Substantially	Partially	Alternative Action	No Action
1. The Ministry of Health Services set a clear timeline for completing the process and update its vision and strategic direction for home and community care.		√			
2. The Ministry of Health Services set a clear timeline and update key policies for home and community care services.		√			
3. The Ministry of Health Services work with the health authorities to finalise comprehensive information system planning that identifies key priorities, timelines and expectations for replacement of the existing home and community care system.			√		
5. The Ministry of Health Services ensure the integration of planning both across sectors and with capital information and human resources planning.		√			

Status

F or S – Recommendation has been fully or substantially implemented
P – Recommendation has been partially implemented
AA – Alternative action has been undertaken, general intent of alternative action will addresses OAG finding
NA – No substantial action has be taken to address this recommendation

**PROGRESS IN IMPLEMENTING RECOMMENDATIONS FROM
Home and Community Care Services: Meeting Needs and Preparing for the Future
as at January 31, 2010**

General comments

Please provide an introductory statement summarizing progress.

Progress by recommendation

For each recommendation, provide your assessment of implementation status as per the legend at the bottom of the page, and information on actions taken and results to support the status reported. Also include a work plan schedule for any recommendations not yet implemented.

Self-Assessed Status	Actions Taken Since Report Issued	Results of Actions and/or Actions Planned (with information on implementation, including dates)
Recommendation 1: The Ministry of Health Services set a clear timeline for completing the process and update its vision and strategic direction for home and community care.		
S	A draft Strategic Directions document has been developed and consultations held with stakeholders to inform strategic priorities.	Strategic priorities for home and community care are being shaped in coordination with other health services, particularly primary care and mental health and addictions services, to ensure health service alignment and integration that best meets the needs of patients. Overall strategies will be contained in the ministry service plan to be published in March.
Recommendation 2: The Ministry of Health Services set a clear timeline and update key policies for home and community care services.		
S	Drafting of a revised Provincial HCC Policy Manual is underway	The revised policy will be completed for final stakeholder review by March 31, 2010
Recommendation 3: The Ministry of Health Services work with the health authorities to finalise comprehensive information system planning that identifies key priorities, timelines and expectations for replacement of the existing home and community care system.		
P	Replacement of HCC Information System is incorporated in the Ministry of Health Services Health Sector Information Management/Information Technology (IM/IT) Strategy, to quote; "The Ministry of Health Services has mandated that health authorities provide detailed data on a wide range of their activities to the Ministry. This information is essential to enable appropriate funding, program planning, improvement and evaluation. These reporting requirements include:	Interior Health Authority is providing data to the HCC MRR from its Meditech system Vancouver Coastal Health Authority will complete implementation of PARIS throughout the health authority by the end of this fiscal, and will provide data to the HCC MRR in April 2010 for the entire health authority. Business rule improvements have been incorporated into PARIS.

Status F or S – Recommendation has been fully or substantially implemented
P – Recommendation has been partially implemented
AA – Alternative action has been undertaken, general intent of alternative action will addresses OAG finding
NA – No substantial action has be taken to address this recommendation

Self-Assessed Status	Actions Taken Since Report Issued	Results of Actions and/or Actions Planned (with information on implementation, including dates)
	<p>• Minimum Reporting Requirements (MRR) – home & community care, mental health, and addictions”</p> <p>Ministry of Health Services continues to work with the health authorities to develop and implement information systems, independent of the provincial Continuing Care Information Management System (CCIMS), and submit data to the Ministry’s Home and Community Care Minimum Reporting Requirements application (HCC MRR)</p>	<p>Northern Health Authority is implementing Procura, with plans to begin submission to the HCC MRR in April 2010</p> <p>This will complete the retirement of CCIMS in 3 of the 5 health authorities early in 2010/2011. Progress is being made in the remaining two health authorities:</p> <p>Fraser Health Authority is assembling an IT team for its project to implement PARIS. There is no date yet for the HCC MRR submissions</p> <p>Vancouver Island Health Authority has implemented PARIS in the North Island, and South Island will be live in March 2010. Central will follow in June 2010. There is no date yet for the HCC MRR submissions</p> <p>The Ministry requires that the health authorities submit the RAI data to CIHI, and has developed an agreement with CIHI to return enhanced data to the Ministry. The capital project to develop the Ministry data repository to contain this data did not receive funding.</p> <p>The Ministry continues to meet regularly with and support the health authorities in their endeavours to discontinue CCIMS, implement independent information systems and submit data to the HCC MRR and to CIHI.</p>
<p>Recommendation 5: The Ministry of Health Services ensure the integration of planning both across sectors and with capital information and human resources planning.</p>		
<p>S</p>	<p>The Ministry has adopted a new planning framework based on the balanced scorecard approach that considers the alignment of resource capacity (physical infrastructure, information systems, human resources) with sector priorities and desired health system outcomes.</p>	<p>The planning framework and associated processes have been used to determine strategic priorities and initiatives for the next service planning cycle (2010/11 – 2012/13). Integration and alignment of services across health sectors has been a significant planning focus for the ministry and the resulting strategies will be published in the ministry service plan in March 2010.</p>

Status F or S – Recommendation has been fully or substantially implemented
 P – Recommendation has been partially implemented
 AA – Alternative action has been undertaken, general intent of alternative action will addresses OAG finding
 NA – No substantial action has be taken to address this recommendation