

Supporting Service Planning for Community Support Services



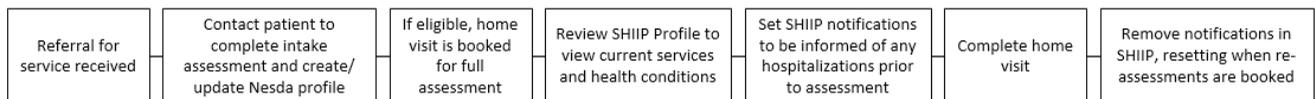
What is SHIIP?

The Shared Health Integrated Information Portal (SHIIP) project is a central component of the South East Local Health Integration Network's (LHIN) Health Links Information Management Strategy. The South East LHIN sponsored the development of the SHIIP solution to support the delivery of collaborative, coordinated care to complex and high-needs patients (the cost of whose care consumes a substantial portion of provincial health care budgets).

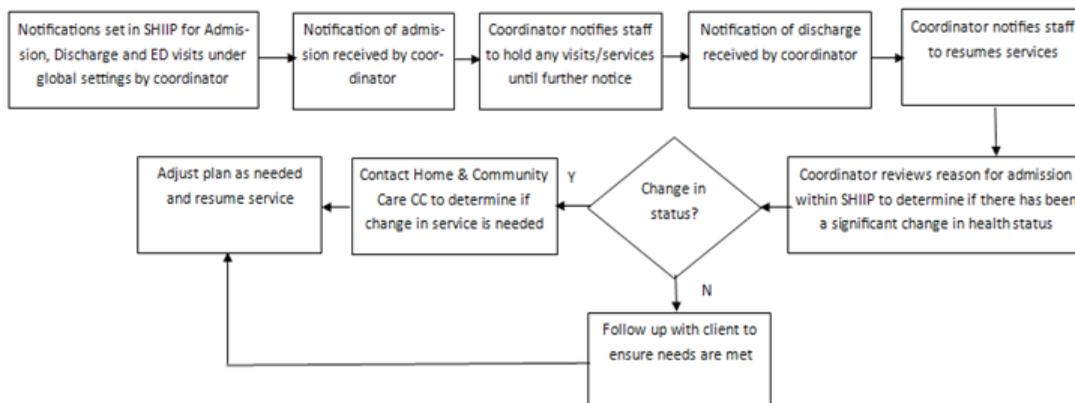
How can SHIIP Support CSS?

A pilot with two CSS agencies focused on integration of SHIIP into existing workflows to enhance service delivery through improved assessments/re-assessments, as well as monitoring patient flow to inform service needs and reduce waste of resources by holding services while a client is in hospital. Through the pilot phase, three primary use cases within CSS were identified:

1. Enhanced Client Intake and Assessment Process - Helping to ensure clients receive the services that best meet their needs

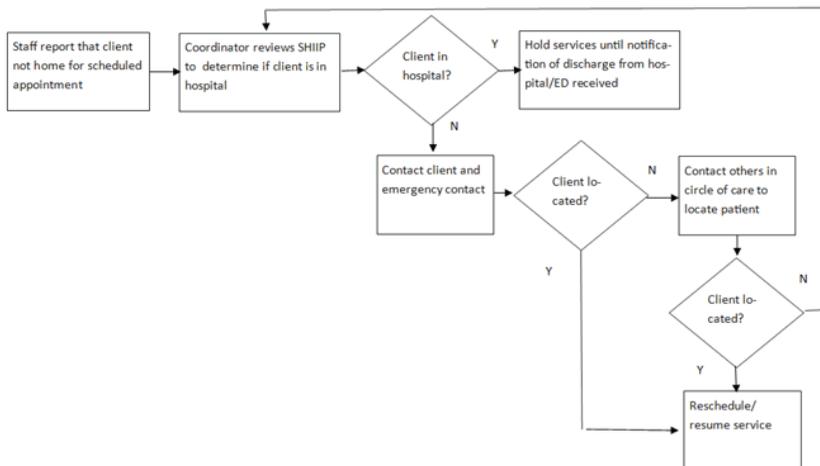


2. Hospital Discharge Notification Process - Helping to optimize service planning and reduce waste



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3. Enhanced Emergency Procedure Process - Helping to locate clients and ensure safety



What are the benefits for using SHIIP to support care coordination in CSS?

Community Support Service agencies have identified SHIIP as a key enabler to support care coordination and optimize service delivery. Key benefits include:

- Increased awareness of ER visits and inpatient stays
- Increased awareness of clients health and potential changes in care needs, while prompting conversation with clients to ensure needs are being met
- Improved service planning has helped to save dollars through reduction in wasted visits
- Clients appreciate the prompt follow up post-discharge
- Clients have increased confidence in service and feel more valued/cared for

How can an agency access SHIIP?

Access to SHIIP for CSS agencies builds off of data integration with between NesdaTrak and SHIIP to ensure that the users within an agency can access those clients who are in common. If an agency is contributing data to SHIIP through NesdaTrak, the registration process is simple and includes the completion of individual registration forms for staff that will be accessing plus training on basic privacy concepts and how to use the tool.

If an agency wishes to access SHIIP but does not contribute to SHIIP through NesdaTrak, the SHIIP team is happy to discuss opportunities that exist.



For more information on SHIIP and how to access the tool, please contact the SHIIP Business Desk at SHIIP@LHINS.ON.CA