Ontario Health atHome

Adult Personal Support Services

Overview of patient eligibility for personal support services

For Retirement Home Staff Professional Use Only

Guiding Principles:

- Ontario Health atHome focus is to **serve patients with higher care needs**.
- We use the same interRAI assessment and treat all patients equitably regardless of where they live.
- Our care coordinators work with patients and their family/caregivers to develop a care plans using standardized clinical assessment as well as input from the patient, family, caregivers and other health care or service providers, including retirement home staff.
- We implemented a provincial Adult Personal Support Services Eligibility, Care Planning and Waitlisting Framework for **consistent patient care and experience** and equitable access.
- The framework applies to all new patients, and patients hospitalized for more than 14 days.
- We will reassess patients with established standards, and when notified of changes in health condition.
- We're here to help higher care needs patients, **wherever they live.**

Eligibility Criteria for Personal Support Services:

The eligibility criteria for Ontario Health atHome services is determined using:

- ✓ **Resident Assessment Instruments (interRAI suite of tools)**: Internationally-recognized assessment tools, used across health care settings, to standardize and capture clinical elements of a patient's medical, functional, psychological, social and environmental strengths. Applied tools include interRAI-CA (Contact Assessment) and interRAI-HC (Home Care).
- ✓ **Personal Support Care Groups (PSCG)**: An output from the assessment tool which provides a measure of the patient's need for personal support services. This output is aligned to our Adult Personal Support Services Framework for consistent eligibility determination. Patients with high care needs requiring hands-on assistance with personal care (such as bathing or dressing) may be eligible for service.
- ✓ **Method for Assigning Priority Levels (MAPLe)**: An algorithm from the interRAI assessment that helps identify patients with the most urgency, risk for adverse outcomes or need for long-term care admission. Patients with MAPLe 4 and 5 categories are at high or very high risk based on greater issues with cognition, ADL functions and/or behaviours.

Profile of a typical Adult Personal Support Home Care Patient:

(provided as a guideline only)

- Has higher health and personal supports needs
- Has complex or multiple medical conditions
- At high risk for emergency department visits, hospitalization or long-term care placement
- Needs help with personal care, activities of daily living (ADL), such as bathing, dressing, personal hygiene, bed mobility and transfers
- Caregiver burnout prevalence

Questions? Please speak with your local care coordinator for general or resident-specific inquiries.