

Seniors Services and Long-Term Care

HMNS Program: Improving the client
service experience

Presentation to Service Excellence Committee
July 19, 2024



Overview: Homemakers & Nurses Services Program

- Supporting Toronto seniors to age in place by providing homemaking services.

2,000
clients

42,600
visits

95,450
hours



Overview: Homemakers & Nurses Services Program

- Program administered by staff at SSLTC; homemaking services provided by contracted service agencies.
 - Model of service used for HMNS programs across the province
- Clients concentrated in south-east area of downtown Toronto, Scarborough and East York.
- Service provided free-of-charge to clients who meet eligibility criteria.



Homemakers & Nurses Services Program: Improving the client service experience

- 55% increase in customer service issues attributed to service provision following a full return to service post-COVID.
 - Missed visits
 - Lack of continuity of care
 - Poor agency communication with clients and with HMNS team

Service Expectations

- SSLTC mission is to support Toronto seniors and people in long-term care to have the healthiest, most fulfilling lives possible through exceptional care and services.
- The CARE (Compassion, Accountability, Respect, Excellence) Values are shared by all stakeholders; drive culture, priorities, and provide a framework in which all decisions are based.

Multi-Pronged Action Plan

- Created educational video for homemaking agencies to use to provide training to front-line homemakers.
 - Orient homemakers to the program and to the population being served
 - Clearly state service and communication expectations
 - Set context to importance of the program to enable seniors to age in place
 - Assist with service excellence and recruitment/retention of homemakers
- Developed robust in-person training program for agency supervisors and coordinators.
 - All seven agencies received education at their offices, delivered in-person by HMNS caseworkers
 - Service and communication expectations
 - Relationship building
- Established bi-weekly review meetings with agencies with highest volume of issues.
- Completed policy and process review to ensure alignment with expectations set for agencies.

Reach

60

supervisors and
coordinators
trained

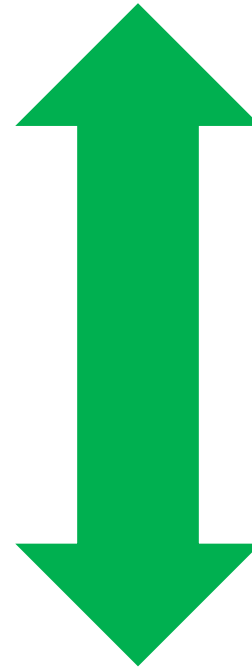
150 - 160

homemakers
received
educational video

Outcomes

-82%

Change in #
issues raised by
clients per week



Improved
communication
with agencies and
between agencies
and clients

Thank you

