



Client and Family Information Handout

The Ontario Ministry of Health and Long-Term Care and the North East Local Health Integration Network (NE LHIN) are launching a self-directed care program - Family-Managed Home Care (FMHC).

WHAT IS FAMILY-MANAGED HOME CARE?

Family-Managed Home Care is a new model for home care delivery in Ontario that is available in each LHIN.

Family-Managed Home Care is intended to provide more choice and flexibility over service delivery to eligible clients and families. Through the program, eligible clients, or their substitute decision-makers, will receive funding that they can use to purchase home care services or employ care providers set out in the client's care plan. Clients or substitute decision-makers are responsible for managing and coordinating their care providers and managing funding as well as reporting to the LHIN.

Clients continue to be assessed/re-assessed by the NE LHIN care coordinators and the NE LHIN remains responsible for developing the client's care plan/plan of service and monitoring outcomes.

WHO IS ELIGIBLE FOR FAMILY-MANAGED HOME CARE?

Clients must first have an assessment to determine their needs, must meet the eligibility requirements for traditional home care and must have a care plan/plan of service developed by the NE LHIN. As well, they must belong to one of the four client groups identified by the ministry, which are included in the program. The four eligible client groups are:

- Children with complex medical needs;
- Adults with acquired brain injuries (ABI);
- Eligible home-schooled children;
- Clients in extraordinary circumstances – as assessed by the NE LHIN.

Clients must also meet all of the specific eligibility requirements for the program.

If the client has a substitute decision-maker, the substitute decision-maker will also be assessed by the NE LHIN to determine whether they meet the eligible requirements to take on the required responsibilities under the program, including managing and coordinating the client's care and managing and reporting on funding.

WHAT ARE THE RESPONSIBILITIES OF THE CLIENT OR SUBSTITUTE DECISION-MAKER?

The program provides clients or substitute decision-makers with considerable independence and responsibility.

They must be:

- ✓ Aware of the types of home care services that the client requires and when they require them;
- ✓ Capable of recruiting, scheduling and overseeing care providers in the home including establishing and implementing contingency plans to cover a situation when the service provider is unavailable to provide services at the scheduled time;
- ✓ Able to fully understand and carry out the responsibilities of being an employer, often of multiple service providers;
- ✓ Capable of managing the financial aspects of the program, including the FMHC bank account, payment of service providers and taxes, securing insurance, record-keeping and fulfilling LHIN reporting.

OTHER PROGRAM INFORMATION

Clients are restricted to particular services and hours in their care plan/plan of service, which are dependent on their client group. Service hours apply in the same way they do in traditional care.

Clients or substitute decision-makers may obtain FMHC services by hiring individuals as their employees or by retaining independent contractors or service provider agencies through a purchase of service arrangement.

Funding for care is intended to fully compensate clients or substitute decision-makers based on a standardized compensation rate for service providers.

Clients or substitute decision-makers are also eligible for compensation for eligible expenses, which are usually capped and/or require pre-approval from the NE LHIN.

The NE LHIN will establish reporting requirements and payment schedules for program funding.

Clients or substitute decision-makers are required to sign a legal agreement outlining their responsibilities and the responsibilities of the NE LHIN.

Clients are required to undergo reassessments by the NE LHIN care coordinator, as they would in traditional home care.

As well, clients or substitute-decision makers will continue to collaborate with the NE LHIN, particularly if there is any concern about a change in the client's health status.

CONTACT INFORMATION

Your NE LHIN Care Coordinator can provide you with additional information about the new Family-Managed Home Care Program.

To speak to someone at the NE LHIN please call: 310-2222 or visit www.nelhin.on.ca