



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Honour Roll

A Model for Seamless, Integrated Community Support: Collaborating for Client-Centred Care (One Care)

One Care brings together community support services (CSS) provided by various agencies across the Huron-Perth area to ensure a one-organization experience for clients. This project focuses on client-centered care in three primary areas: central intake of clients, shared client records, and coordination of care between agencies. The objective of One Care is for seamless, integrated CSS access, coordination, and delivery to improve outcomes for clients, caregivers, and health system partners.

One Care has eliminated duplication of work for its partner agencies, improved time savings, reduced costs, and has ensured a common standard for service delivery. By streamlining the patient experience through one virtual organization, clients have simplified access to services and receive faster responses to inquiries. The program improves staff productivity and reduces overall costs, and creates an overall improved client experience. Since initiation of the central intake component of One Care in April 2015, 635 clients have completed intake interviews for two or more services. This has saved nearly 1000 duplicate intakes, with associated cost savings. The One Care model is now being spread throughout the South West LHIN as the way to organize and optimise CSS.

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*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*