

## When to Refer for HEALTH CARE FACILITATION (HCF)

The refreshed mandate of the CNSC reconfirmed the Ministry's (MCCSS) commitment to improve access to health care for individuals with a developmental disability that have **High Support and Complex Care Needs**. Referrals can be made from community or residential services.

### Key Functions of the Health Care Facilitator's are:

#### Capacity Building:

- Support and educate primary health care providers and non-developmental services agencies about people with complex and multiple needs
- Support developmental services agencies so that they feel equipped to better address people with complex and multiple needs
- Provide information to people with complex and multiple needs, caregivers, service providers and staff regarding community health care systems

#### Bridging Within and Between Systems:

- Create linkages to health services and identify deficits/gaps in order to meet person-specific health care needs
- Develop linkages between health care professionals and share knowledge with the existing developmental services community
- Promote equal and fair access/connection to community health services
- Participate in multi-disciplinary case conferences to assist in service planning and coordinating specific health care needs/supports
- Provide an advocacy role ensuring that the rights of people with complex and multiple needs are met

### Target Population Criteria:

The Ministry (MCCSS) developed a definition of **High Support and Complex Care Needs (HSCCN)** to support identification and referral to complex support coordination:

- Those with **extraordinary medical and/or behavioural support needs**: determined by SIS scores (medical; scores of 7 or greater) and/or (behavioural; scores of greater than 10); and
- **High overall support needs**: individuals with overall SIS percentiles of greater than 70; and
- **Safety concerns**: the caregiver has concerns about the person's safety due to his/her medical and/or behavioural support needs; and
- **Overnight supports**: individuals with exceptional medical supports may also require overnight supports;

If there are reasonable grounds to believe that an individual has complex support needs, *but the HSCCN definition has not been met* then the **reasonable grounds criteria** can be applied:

- The SIS scores do not reflect the person's current needs
- There are multiple sectors involved in the person's support
- There are complex systemic considerations