

Clause 16 in Report No. 12 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on September 21, 2017.

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Direct Purchase of Service Agreement with Ontario Shores
Centre for Mental Health Sciences

Committee of the Whole recommends adoption of the following recommendations contained in the report dated August 10, 2017 from the Commissioner of Community and Health Services:

1. Council authorize a direct purchase of service agreement between the Region and Ontario Shores Centre for Mental Health Services to provide clinical psychogeriatric services for the Integrated Psychogeriatric Outreach Program, for a one-year term effective January 1, 2018, in the amount of \$329,199.00 gross (\$0 net) inclusive of all fees and taxes.
2. The Commissioner of Community and Health Services be authorized to execute any necessary agreements for additional extensions of the purchase of service agreement up to and including for year 2021, as detailed in Table 1 of this report.

Report dated August 10, 2017 from the Commissioner of Community and Health Services now follows:

1. Recommendations

It is recommended that:

1. Council authorize a direct purchase of service agreement between the Region and Ontario Shores Centre for Mental Health Services to provide clinical psychogeriatric services for the Integrated Psychogeriatric Outreach Program, for a one-year term effective January 1, 2018, in the amount of \$329,199.00 gross (\$0 net) inclusive of all fees and taxes.
2. The Commissioner of Community and Health Services be authorized to execute any necessary agreements for additional extensions of the purchase of service agreement up to and including for year 2021, as detailed in Table 1 of this report.

2. Purpose

This report seeks authority for the Region to enter into a direct purchase of service agreement with Ontario Shores Centre for Mental Health Sciences (Ontario Shores) to provide clinical psychogeriatric services for the Integrated Psychogeriatric Outreach Program (psychogeriatric program), in accordance with section 10.1(a) of the Region's Purchasing Bylaw. This agreement will allow for three full-time community psychogeriatric clinicians to provide required services to the program.

Section 10.1(a) of the Purchasing Bylaw allows for a direct purchase where the compatibility of a purchase with an existing service is the paramount consideration.

3. Background and Previous Council Direction

Psychogeriatric program clinicians provide clinical psychiatric services to clients with specialized geriatric needs and is the only service of its kind in York Region

Clinicians in the psychogeriatric program provide care focused on addressing the mental health needs of seniors living in the community. Clients are referred to this program from community agencies and physicians, and are assessed in their homes once the referral is received. Once the in-home assessment is complete, clinicians work in consultation with, and as a member of, the multi-disciplinary team to meet the individual needs of the client. They also have the ability to consult with psychiatrists to ensure the care plan meets the needs of the client.

Psychogeriatric program staff also provide liaison and advisory services between Ontario Shores, long-term care homes, community health agencies, primary care physicians and committees. This is the only service of its kind operating in the Region.

The Integrated Psychogeriatric Outreach Program has been providing services in York Region since 2006

In [September 2006](#), Council supported a proposal submitted to the Ministry of Health and Long-Term Care to designate the Region as the sponsor agency for the development and implementation of an Integrated Community Psychogeriatric Outreach Team.

At that time, the purpose of the Community Psychogeriatric Outreach Team was to provide services to older adults and their families living in the community in

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York Region with dementias and/or mental health concerns through the provision of clinical assessments, treatments and care planning.

In [June 2008](#), Council authorized the expansion of the Community Psychogeriatric Outreach Team services to create a psychogeriatric program. This expansion increased the services from one community psychogeriatric clinician to a total of three clinicians.

The approval of Report No. 5 of the Health and Emergency Medical Services Committee also authorized the Region to enter into a purchase of service agreement with other partner agencies (Ontario Shores, psychiatrists and geriatricians) to provide clinical assessments, treatment and care planning to clients with mental health issues and/or responsive behaviours.

The services provided by the psychogeriatric program team are evaluated by Regional staff to ensure performance targets are being met

As part of the service agreement with Ontario Shores and the Central Local Health Integrated Network, York Region oversees the contract with Ontario Shores with respect to administrative requirements, performance of services, compliance of duties of the clinicians, and achievement of performance targets. As part of the requirements of the Multi-Sector Service Accountability Agreement with the Central Local Health Integrated Network, performance indicators are reported to monitor compliance with that agreement.

4. Analysis and Implications

Community Psychogeriatric Outreach Services are required in York Region

Since 2014, there has been a steady increase in Emergency Department visits and 911 responses as a result of mental health related concerns for residents over the age of 65. As our Region continues to grow and the number of older adults increases, there are a significant and growing number of clients with complex physical and mental health needs and associated behaviours in York Region.

These residents in need include, and are not limited to, clients with the following types of conditions:

- Older adults with severe mental illness, including those who require acute and ongoing mental health care.

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- People with long standing mental illness that now require long-term care.
- Vulnerable adults who are less than 65 years of age, with behaviours related to dementias and/or mental health issues.
- Family caregivers who are providing support for older adults with severe mental health concerns.

Early identification and on-going management of behaviours and mental health concerns helps to avert and/or facilitate management of crisis so that individuals can remain at home, avoid unnecessary Emergency Department visits, 911 responses and promote safe transfers to hospital when necessary.

This service also provides critical support to caregivers by providing assessments and strategies to cope and in accessing additional resources. A direct referral process to Ontario Shores is currently in place, i.e., admission to beds on the Ontario Shores senior's inpatient unit through the Integrated Psychogeriatric Outreach Program team.

As the needs of older adults change in York Region, further analysis of the psychogeriatric program objectives and services will be conducted

With the increasing number of residents over the age of 65 in the Region, it is important to align the services of this program with the needs of the community.

Regional staff will continue to monitor the psychogeriatric program to determine if it is meeting the needs of our residents. As the Regional Senior Strategy is further developed, the services of this program will be assessed to ensure they align with this strategy.

The Integrated Psychogeriatric Outreach Program supports the Region's vision

The psychogeriatric program supports both Vision 2051 and the Corporate Strategic Plan through the promotion of strong, caring, safe communities. The clinical services of the psychogeriatric program team support older adults and caregivers to promote aging in place and preventing mental health crisis.

The Ontario Shores psychogeriatric program is the only service provider of this kind in York Region

The rationale for this direct purchase is based on providing continuity of services for clients and the continued partnerships with community agencies. Since 2006,

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a partnership with Ontario Shores Centre for Mental Health Sciences has provided clinicians for the psychogeriatric program. Over the years the program has developed strong partnerships with the local health care, psychiatric and community agencies. Partnership with Ontario Shores provides rapid access to mental health supports for seniors in the Region and access to inpatient mental health beds is facilitated through this partnership. As Ontario Shores solely provides mental health services, they possess a high level of expertise in assisting clients with mental health concerns. Currently there is no other provider of these services affiliated with a mental health hospital in the Region.

Continuing the service agreement with Ontario Shores, ensures continuity of these services and ensures there is not a service disruption for our clients.

5. Financial Considerations

The total value of the purchase of service agreement with Ontario Shores for the three year period is \$1,012,076.99 gross (\$0 net). The costing information is summarized in Table 1 and is inclusive of all fees and taxes.

Table 1
Summary of Psychogeriatric Program Fees 2018-2021

Year	Cost	Travel costs	Total Cost
2018-2019	\$323,699.50	\$5500.00 (capped)	\$329,199.00
2019-2020	\$331,791.99	\$5500.00 (capped)	\$337,291.99
2020-2021	\$340,086.79	\$5500.00 (capped)	\$345,586.00
		3 Year Total Cost	\$1,012,076.99

The service provider will submit monthly invoices as set out in the contract and there will be no change in the service level currently provided by Ontario Shores.

The costs relate to salaries and benefits for three community psychogeriatric clinicians, and are comparable to market value for such professionals with psychogeriatric qualifications and experience.

For the two further periods of one year each, the annual increases will not exceed the All-Ontario Consumer Price Index for the previous year as published by Statistics Canada.

The cost of the purchase of service agreement with Ontario Shores is fully funded by the Ministry of Health and Long-Term Care and the Central Local Health Integrated Network.

6. Local Municipal Impact

Continuing this program will sustain specialized psychogeriatric mental health services to the residents in York Region and will enable them to receive this care in all local municipalities. York Region is the only provider that facilitates Ontario Shores in providing this type of care to this population in York Region.

7. Conclusion

The purchase of service agreement with Ontario Shores will enable the psychogeriatric program to support a positive quality of life for individuals with complex mental health needs by providing expertise in mental health assessment and treatment.

For more information on this report, please contact Norm Barrette, Chief and General Manager, Paramedic and Seniors Services at 1-877-464-9675 ext. 74709.

The Senior Management Group has reviewed this report.

August 10, 2017

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