



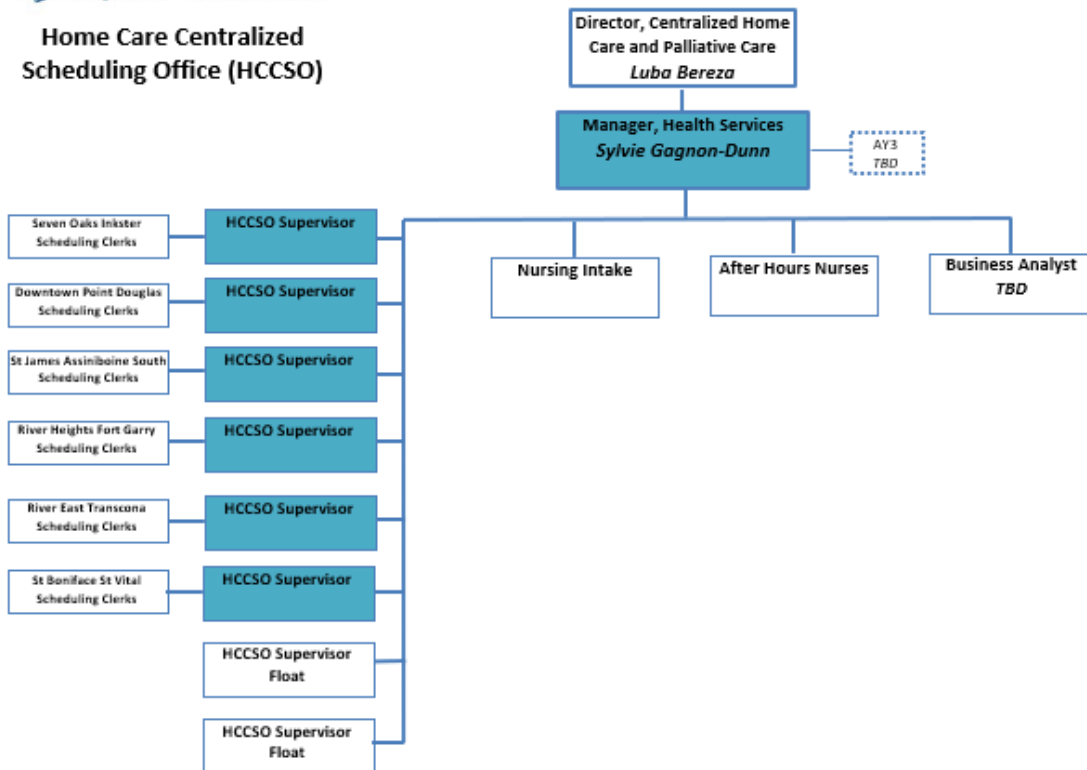
Home Care Centralized Scheduling Office Transition Frequently Asked Questions

HCCSO Leadership Structure

What will the leadership structure look like?



Home Care Centralized Scheduling Office (HCCSO)



Leadership Structure Jan 2025

What is the Manager, Health Services responsible for?

The Manager, Health Services for HCCSO will be accountable for the delivery of centralizing scheduling services for the home care program, including nursing intake and the after-hours nurses coming from the After-Hours Central Intake Program at Misericordia.

The Manager will oversee a 24/7 service model, comprised of a team of highly trained and experienced Supervisors and Scheduling Clerks. Their role is to establish the centralized scheduling office; to develop and implement effective scheduling processes and procedures, and to optimize existing as well as integrate new technologies. The Manager will ensure



Jan 30, 2025

scheduling practices deliver an excellent experience for home care clients, staff and leaders, to ultimately support sustainable, high-quality care for the clients we serve.

Their role is also to ensure the work of the HCCSO aligns with the priorities and goals outlined in our regional strategic and operating plans. In this role, having a deep understanding of how all spokes of the home care wheel fit together is essential. The home care wheel is an essential part of the overall health system, ensuring we provide good, safe care in the location that is best for a client and their families: their home.

What is the HCCSO Supervisor responsible for?

Supporting scheduling staff directly, the HCCSO Supervisor will:

- Supervise scheduling clerks, ensuring service delivery to home care clients is assigned efficiently within home care program standards.
- Provide day-to-day functional oversight of the Scheduling Clerks, ensuring service benchmarks are met, data integrity is maintained and daily work tasks of the HCCSO are completed.
- Provide guidance on standardized scheduling guidelines
- Provide coaching, mentoring and training to new and existing scheduling clerks
- Provide guidance on standardized scheduling practices
- Work collaboratively with the larger home care team

Why are we creating the HCCSO Supervisor position?

We have heard repeatedly that Scheduling Clerks rely on their co-workers for answering questions on scheduling practices, which can perpetuate non-standard work. This is no one's fault – we know everyone is doing their best to support DSS and nurses in providing excellent care to clients. With the HCCSO Supervisor, we will have that day-to-day support and supervision, so everyone is working in the same way.

Why do we emphasize “standard scheduling practice” so much when talking about HCCSO?

Health care is a data-driven entity, meaning what is in the Electronic Home Care Record (EHCR) is what we look at when making decisions about resources, how we are doing in terms of getting people home from hospital, or how quickly we provide services to new clients. All of these data points are crucially important, and when teams are doing scheduling a bit differently across the WRHA, it makes our data unreliable.

Will there be a role in the HCCSO focused on this data?

The team at the HCCSO will include a Business Analyst (BA). This role is the “numbers” person who will be looking at all the data out of EHCR and reporting to the WRHA Performance and Business Planning team and Senior Executive teams. The BA will run a daily dashboard of metrics that are important not only to WRHA, but to the provincial government, or national health reporting entities like the Canadian Institute for Health Information (CIHI).



Jan 30, 2025

What are the next steps?

We understand there are still outstanding questions that are operational in nature, or otherwise. The Program team is working on these details, but our goal is to retain as many current workflows and communication pathways the same. For instance, utilizing tasks within EHCR will remain the same.

You will have received a list of upcoming FAQs. Please review this list to see when your particular question may be answered.

If, after you read the FAQs, you still have a question that is more specific, please email askcommunityhr@wrha.mb.ca.