

High Intensity Supports at Home (HISH) Program

As part of Ontario’s COVID-19 response, Home and Community Care Support Services, in partnership with Ontario Health, our service provider partners, and health service providers across the region, are working to expand the availability of home and community care services. To support this effort, we have implemented the High Intensity Supports at Home (HISH) program to help patients with significant, complex care needs access services in the comfort of their own homes. The HISH program will support patients and families to continue accessing the health care services they need throughout the pandemic and avoid unnecessary visits and stays at the hospital.

What is the HISH program?

The HISH program is focused on patients who are waiting in hospital for services, such as long-term care placement, rehab, home, or complex continuing care, as well as home care and other patients waitlisted for long-term care residing in the community who are at risk of hospitalization.

Home and Community Care Coordinators will assess patients and determine eligibility for these enhanced supports and will support their transition from hospital to home or the appropriate congregate care setting.

Patients who are part of the HISH program will receive integrated, team-based responsive care where multiple types of services are wrapped around the patient. This may include:

- Access to personal support services up to 24 hours per day,
- Nursing and rehabilitative services depending on patient needs,
- respite,
- virtual care,
- clinical support, and
- comprehensive system navigation

The HISH program will provide home care services through existing service providers in a coordinated approach, where one agency will provide all services to the patient. This model will help to ensure improved consistency and continuity of high quality care.

The dedicated service providers that will provide HISH home care are:

Scarborough area	Bayshore Health Care
Durham area	Care Partners
North East area (Northumberland, Peterborough, City of Kawartha Lakes, Haliburton)	Saint Elizabeth Health Care

Additionally, the Home and Community Care Support Services Central East will work collaboratively with regional Community Support Services organizations and Community Paramedicine programs, as well as local hospital Geriatric Emergency Management (GEM) teams and Geriatric Assessment and Intervention Network (GAIN) teams to provide enhanced wrap-around services to meet the complex needs of patients. Additional services may include:

- Transportation to medical appointments
- Meals on Wheels
- Episodic care as part of COVID response
- Non-emergency home visits and in-home testing procedures, including testing for COVID-19

With the patient at the centre, the HISH team will collaborate, coordinate, consult and communicate with each other to ensure care is integrated.

These inter-professional teams will work to complete comprehensive, collaborative care plans that will support patients to remain safely at home while awaiting long-term care admission.

For more information about the High Intensity Supports at Home (HISH) program, please call 1-800-263-3877 ext. 5656.

