

High Intensity Supports at Home (HISH) Program

Information for Patients and Families

In response to various challenges being faced in the changing and complex health care system, Ontario Health atHome developed the High Intensity Supports at Home (HISH) Program. In partnership with our contracted service provider organizations and other regional health service providers, the HISH program aims to support system flow and to better support our most vulnerable and complex patients as they wait at home for long-term care placement.

What is the HISH program?

The HISH program is focused on medically stable patients who are waiting in hospital for long-term care placement, as well as home care patients waitlisted for long-term care residing in the community who are at risk of hospitalization.

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

Patients who are part of the HISH program receive integrated, team-based responsive care, involving multiple types of services to support the patients and their families. This may include:

- Access to enhanced personal support services

- Nursing and rehabilitative services depending on patient needs
- Respite
- 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 provides all services to the patient. This model helps to ensure improved consistency and continuity of high quality care. Patient and family collaboration and involvement is essential to the success of the HISH program. The HISH team works with the patient and family to provide a comprehensive service delivery model to enhance the patients' experience.

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, Care Partners

Additionally, Ontario Health atHome will work collaboratively with Community Paramedicine programs, as well as local hospital Geriatric Emergency Management (GEM) teams and Geriatric Assessment and Intervention Network (GAIN) teams in the Central East area to provide enhanced wrap-around services to meet the complex needs of patients.

With the patient at the centre, the HISH team collaborates, coordinates, consults and communicates with each other and with the patient and their family to ensure care is integrated.

These inter-professional teams work to complete comprehensive, collaborative care plans that 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.



Contact Information

If you have any questions regarding this service, please contact: 310-2222 • ontariohealthathome.ca