

5



PROGRAM SERVICE DELIVERY

Carry Out Client Assessment

Admission

Non-Admission

Refer to Other Programs

Develop Client Care Plan and Case Management

- Review with Health and Social Services Team

Schedule Staff (e.g. Home Care Nurse, Personal Care Worker)

Provide Services as Determined in Care Plan

Complete Client Records and Program Reporting

Reassess Client on Regular Basis and Monitor Program

- Put Together Program Reports
- Analyze Reports for Care Trends and/or Make Improvements to the Program as Required
- Forward Information as Required
- Implement Quality Control Activities

Discharge

Revise Care Plan