



LTC External Clinical Support Model: Q&A

Date:

April 17, 2023

Webinar for Primary Care Providers and Teams working in LTC

What is meant by external clinical supports for LTC?

For the purposes of this initiative, we define “*external clinical supports*” as meaning those individuals and services that are not internal to the long-term care home. In other words, external supports are truly meant to be an extension of the care provided by the internal LTCH provider team.

What is meant by the new LTC External Clinical Support model?

Ontario Health has invested in expanding and realigning external clinical supports for LTC homes, starting with Nurse-Led Outreach Team (NLOT) and LTC+ programs. The new, regional model enables hospital hubs situated within an OHT, to form their own **integrated care network** with the surrounding LTC homes. Hospital hubs provide LTCHs with improved access to external clinical services and system navigation, enabling access to high-quality, resident-centered care.

What are the key features of the LTC+ and NLOT programs?

The **LTC+ program** was established in 2020 and provides LTCHs access to virtual specialist consultations (primarily general internal medicine), nurse navigator support and capacity-building educational webinars. While access to specialized integrated care pathways (e.g., fracture care, wound care) is currently limited to certain LTCHs, there are plans underway to increase availability of various clinical pathways in the coming months.

The **NLOT program** is a well-established external clinical support program, whereby registered nurses and/or nurse practitioners perform both in-person and virtual assessment of LTC residents and provide specialized nursing care to residents with increasingly complex medical care needs. NLOT staff also focus on capacity building for LTC staff through in-home education and training.

What is the anticipated timeline for onboarding and/or transitioning homes to the new model?

Your LTCH can expect to receive **direct communication from the OH Toronto team** in the coming weeks to let you know whether to expect any transitions with respect to your designated LTC+ or NLOT program partners. Any transitions that do occur will happen over the next few months, using a planned and coordinated approach to avoid any disruptions to resident care. Similarly, for homes not currently receiving LTC+ and/or NLOT support, we anticipate onboarding homes to these programs over the next few months.

What do I do in the meantime if my home currently receives LTC+ and/or NLOT support?

If your LTCH currently has access to the LTC+ and NLOT programs, you should continue to access the system as you have previously done. If you are not sure whether your home has access to these programs, or are unsure of how to access them, please e-mail victoria.heaslip@ontariohealth.ca.

To find out more, please visit the [LTC+ website](#) to view the recorded webinar and related materials.