



## Integrated Service Delivery through Effective Information Sharing

Five Early Implementation Sites – Surrey; Nanaimo/Courtenay; Prince George/Haida Gwaii; Kamloops/Merritt; and Burnaby - were established under the STADD project to test and evaluate a 'one-government' approach to supporting individuals with developmental disabilities through periods of life transition. Specific features include the introduction of a navigator role, a focus on shared governance and enhanced capacity to share information effectively and easily within an individual's network of support. *Collaborate* is the new electronic system implemented to enable individuals, families, professional practitioners, and government staff to actively communicate information that helps build a picture and support coordinated planning.

### **How can the use of STADD's Web-based system – *Collaborate* – support my practice in working with individuals and their families?**

*Collaborate* has many features and a 'menu' of functions that have the potential to enhance and streamline collaborative practice. Its primary strength is that it provides a shared electronic 'space' for individuals, families and the network of professionals and organizations that support them to contribute and gather information. These contributions can be limited or extensive –the focus for users should be on using whatever information might help individuals to build a picture of who they are and where they want to go and to identify what practical resources they might need to get there.

*For individuals and families, Collaborate* has the potential to reduce the amount of confusion and stress associated with having to meet different organizational information requirements; agencies may appear to be asking similar questions for different purposes or different questions for the same purpose. It also allows them to be active participants in the broader planning process across organizations with confidence that valuable information won't be lost, missed or misinterpreted.

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*For professional practitioners, Collaborate* provides an opportunity to share insights and professional expertise related to individuals they support. Information from one professional can help frame an individual's requirements in a way that triggers related assessments or provides essential background to another professional 'assessor'. Knowledge about one area can increase understanding in many others. Within *Collaborate*, the Common Assessment Platform (CAP), provides a central place where assessment lists and summaries, whether formal or based on experience alone, can be collected and shared by those involved in planning for and supporting an individual, particularly during times of transition.

*For staff in government organizations, Collaborate* offers a practical means to engage in multi-disciplinary practice and accessible processes that demonstrate a commitment to shared values. The ability to 'speak' to other organizations and reflect both collective and distinct perspectives and responsibilities leads to a more holistic view of where an individual is at and where they might go. The emphasis is on commonality of purpose and joint understanding rather than organizational expectations.

Communication of relevant information in *Collaborate* is key but comprehensive does not imply exhaustive or lengthy. Simple, short and timely contributions are the goal whether in CAP or in the areas of *Collaborate* designed for shared planning and support. A 'cut and paste' from one organizations primary documents into *Collaborate* has the potential to open up whole new areas of exploration for an individual's future. Small input can result in large benefit.

### **How can I share information without risking a breach of an individual's privacy or my organization's privacy requirements?**

Privacy considerations were the most critical element of the design of *Collaborate*. A rigorous Privacy Impact Assessment was completed and reviewed by both the Office of the Chief Information Officer and the Office Privacy and Information Commissioner.

A decision was made early in the process to use a 'consent model' for information collection, sharing and use. This is significant particularly given how often information sharing is based on a model of 'consistent purpose'.



# Sharing Personal Information

## 1. Why are we asking for consent to collect and share personal information?

Individuals with developmental disabilities and their families have expressed frustration at having to ‘tell their story over and over’ to a range of professionals and government organizations. Information from assessments isn’t always available or not used effectively to support individuals. The lack of coordination among government organizations and professionals can result in duplication of effort as well as lost opportunities to build on a current understanding of an individual’s circumstances. Building a picture of an individual and developing a plan becomes a challenge. The Early Implementation Sites will introduce a new electronic system called ‘Collaborate’ that will be available to individuals, families and members of their support team as a secure space to collect and share information to address this challenge.

Another important consideration for individuals and their families is that any personal information they might wish to share is used in a way that respects their right to privacy. Personal information can be very helpful in building a picture of a person and supporting good planning but should only be collected if there is an actual “need to know”. In other words, individuals and families actively participate in deciding what information is necessary to support the process of setting goals and developing plans.

Navigators and other members of an individual’s support team will use and share information that increases their understanding of who an individual is - their situation, their interests, strengths and challenges, and current goals. Some of this information might be provided directly by an individual or family member; some will be found in assessment summaries provided by professionals and service providers. Whatever the source of information, the consent enables all partners including the individual and family to work together collaboratively and to use a common ‘electronic’ space to share assessments, ideas, planning documents and other useful information.

Before Navigators can accept a referral and become engaged with an individual, they need to confirm that a *consent form* that allows information to be shared has been signed either by the individual, a legal representative, where designated, or someone assisting them to express consent.

NOTE: The Early Implementation Sites support individuals with developmental disabilities - people who are or would be eligible for CLBC services as an adult. To streamline access to navigator supports, navigators will share diagnostic documents with CLBC. CLBC will review these documents, confirm eligibility status for its services and advise the individual and family. This information will NOT be shared in the ‘collaborative space’ but is a requirement for participation in the project. Confirmation of eligibility criteria for CLBC is a step that leads to engagement with a navigator; it does not imply that CLBC will be actively involved with an individual at this point.

## 2. Who sees the consent form?

The consent is shared with the support team members who are involved with an individual and working with a navigator to build a picture and help develop a plan for that person. This potentially includes school district staff such as Resource Teachers, social workers from the Ministry of Children and Family Development, Health Authority staff, Community Living BC (CLBC), and staff of Employment Programs of BC (EPBC). It could also include community practitioners such as psychologists, physiotherapists, speech and hearing and other professionals who contribute summary material from assessments and other valuable information. This is an essential step as everyone on the support team needs to know that they have permission from an individual (or someone from their family or personal support network assisting them as described above) to share personal information.



# Sharing Personal Information

## 3. What does the form cover?

The consent form starts with an explanation of what type of information about an individual might be helpful to share and why. It also describes how that information will be kept in a secure, electronic space and how individuals, families and members of the support team can contribute and update information that will help build a picture of an individual and provide opportunities for input to plans.

The second part of the form is a list of the various organizations whose staff may participate in supporting an individual and their family as well as the professional groups an individual may be working with. For example, the form lists the Ministry of Children and Family Development which would cover a social worker who has responsibility for working with a youth through transition. By listing the College of Psychologists, individuals can agree to have diagnostic information related to eligibility shared with the navigator.

Full diagnostic assessments and other sensitive clinical assessments will be shared only with the navigator and will not be posted in the 'collaborative space'. Assessment *summaries* will be collected in the 'collaborative space'.

The form also establishes who is agreeing to share information and how that is being communicated. Youth and their legal guardians would both have an opportunity to express consent; adults will generally provide consent independently but the process is designed to enable someone supporting them to assist when required. With or without support, the consent needs to be confirmed in writing.

## 4. What if there are specific pieces of information an individual does not want to share?

An individual can add a note to the consent form stating that there is specific type of information they don't want to share with the rest of the support team. Or they can indicate what information they want shared only with a navigator. If individuals want significant amounts of information to remain private, they will be encouraged to talk to the navigator to determine how best to make the collaborative planning process work for them.

## 5. What if I change my mind?

An individual can withdraw consent at any time just by advising their navigator. The navigator will ensure that there is no further access to the individual's information in the collaborative space, that the file is closed and all members of the support team are notified of this change.

Withdrawing from Navigator support will not impact the services and supports an individual is receiving from any of the partner organizations. The navigator can also help the individual with referrals to the appropriate partners.



CONSENT TO COLLECT, USE AND DISCLOSE PERSONAL INFORMATION Common Assessment Platform and Collaborative Space for:

Name of Individual: \_\_\_\_\_ Birth Date of Individual: \_\_\_\_\_

The Common Assessment Platform (CAP) is a way of collecting and making best use of information about you that has been provided directly by you or by someone helping you such as a physiotherapist; a resource teacher; a nurse; or a social worker. Coordinating information from assessments that you have participated in will help your team support you more effectively as you plan for and identify the supports and services that you may require in the future. Information on the site may be contributed by you and those supporting you including designated representatives from your personal network. Information on the Common Assessment Platform will be in summary form; full reports will not be included.

The Common Assessment Platform is one part of a Collaborative Space where you and your support team can provide and update information that helps build the picture of your goals and develop plans for the future with your team.

Your information on the Common Assessment Platform/Collaborative Space will be managed in a secure electronic system by the Ministry of Social Development and Social Innovation (SDSI). Personal information may include information related to assessments of your strengths and requirements, abilities and challenges, which will be used to assist with planning for supports and services you may be eligible for. Personal information collected about you as part of the CAP and the planning process is done so under section 26 (c) of the Freedom of Information and Protection of Privacy Act. Not all personal information collected from you under section 26 (c) will necessarily be entered into the Collaborative Space; limited information may also be used to assist in the coordination of supports and services you may wish to access in the community.

Using the information on the CAP should help reduce duplication, ensure consistency, and focus on the areas that will provide most assistance to you. Only information that is necessary to provide a fuller picture of you and to help build an individual plan with you will be shared and access to your information will be clearly restricted to those who are part of your support team and need to know.

In order to support you, the Ministry of Social Development and Social Innovation is seeking your consent to obtain personal information from members of your support team from the organizations listed below in order to create a summary profile and comprehensive plan. Refusal to consent is not a barrier to receiving services from SDSI or any of the members of your support team. You may also specify what information you do not wish to be shared with the members of your support team.

Individual:

I, \_\_\_\_\_ and my legal guardian\* or my legal representative\*\*,

(Name of individual)

of

\_\_\_\_\_

(Legal Guardian or Legal Representative Name)

\_\_\_\_\_

(Address)

\_\_\_\_\_

(City)

BC, hereby give consent to the collection from and disclosure to the members of my support team by and from the following organizations, as they relate directly to my services and supports, as noted and required:



- Ministry of Social Development and Social Innovation
Community Living British Columbia
Ministry of Children and Family Development
Ministry of Advanced Education
School Districts under the School Act
Health Authorities (under the Health Authority Act)
Ministry of Justice/Public Guardian and Trustee
Employment Programs of BC
Delegated Aboriginal Agency
Professionals registered with:
the College of Psychologists of BC
the BC Association of School Psychologists
the College of Speech and Hearing Health Professionals of BC
the College of Physicians and Surgeons of BC
the College of Occupational Therapists of BC
the College of Registered Nurses of BC
the College of Physical Therapists of BC
the BC College of Social Workers
members of other colleges certified under the Health Professions Act
members of my personal network: (provide up to two names)

\* If I am under 19 years of age my legal guardian is my legal representative. This consent is effective from the date of signature until the date I turn 19 years old or I choose to withdraw my consent or I no longer receive supports from Services to Adults with Developmental Disabilities (STADD) project under SDSI

\*\*If I am over age 19 and have a Court- appointed Committee or a Representative specified within a Representation Agreement, he or she is my legal Representative. This consent is effective from the date of signature until I or my legal representative choose to withdraw my consent or I no longer receive supports from Services to Adults with Developmental Disabilities (STADD) project under SDSI.

(Individual's Signature)

(Date)

(Signature of Legal Guardian if individual under age 19)

(Signature of Committee or Representative if individual over age 19)

OR

The following statement should be taken from a person supporting an adult to express consent:

I, \_\_\_\_\_, have communicated this notification and how the information that will be collected may be used and disclosed with \_\_\_\_\_ (Name of individual) who has communicated acknowledgement.

(Signature)

(Date)

(Address)

Any questions related to this consent may be directed to:

Table with 5 columns: Surrey (604-575-7586), Burnaby (604-660-0312), Nanaimo (250-390-6124), Kamloops (250-828-4401), Prince George (250-565-4357)



Ref 101419

August 15, 2014

Paula Grant, Executive Project Director  
Ministry of Social Development and Social Innovation  
PO Box 9875 STN Prov Govt  
Victoria BC V8W 9R1

Dear Paula,

Thank you for the opportunity to review the Ministry of Social Development and Social Innovation's Privacy Impact Assessments (PIA) for the Services to Adults with Developmental Disabilities (STADD) program.

The Privacy and Legislation Branch completed its review of both the STADD Integrated Network Support Model - Conceptual PIA (SD13008) and the Implementation of the Common Assessment Platform – Early Implementation Sites PIA (SD13009) in 2013, prior to program implementation. We agree with your assessment that the initiative meets the requirements of the *Freedom of Information and Protection of Privacy Act* (the Act) including the following privacy design features:

- Role-based access: controls the visibility of data based on the needs and rights of various user groups;
- Consent-model: ensures clients control their own privacy preferences;
- Highly usable system: mitigates risks of incorrect data entry;
- Training: enables all participants to appropriately use the system;
- Secure system: ensures appropriate protection of data;
- Auditing capabilities: data access, changes, and updates are selectively audited; and
- Physical data segregation: complies with the Act's requirement for personal information data residency in Canada.

The privacy protection of clients' information is enhanced in this program through the client-driven consent based model, the terms of use agreed to by all participants, as well as the governance of the applicable provincial privacy laws and the professional codes of conduct of the various colleges and agencies involved.

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We appreciate your program's commitment to ensuring a privacy enhanced model and look forward to working with you on future phases of the program.

Sincerely,

A handwritten signature in black ink that reads "J. Van Den Bulk". The signature is written in a cursive, flowing style.

Jeannette Van Den Bulk, LL.B.  
Director, Privacy Reviews