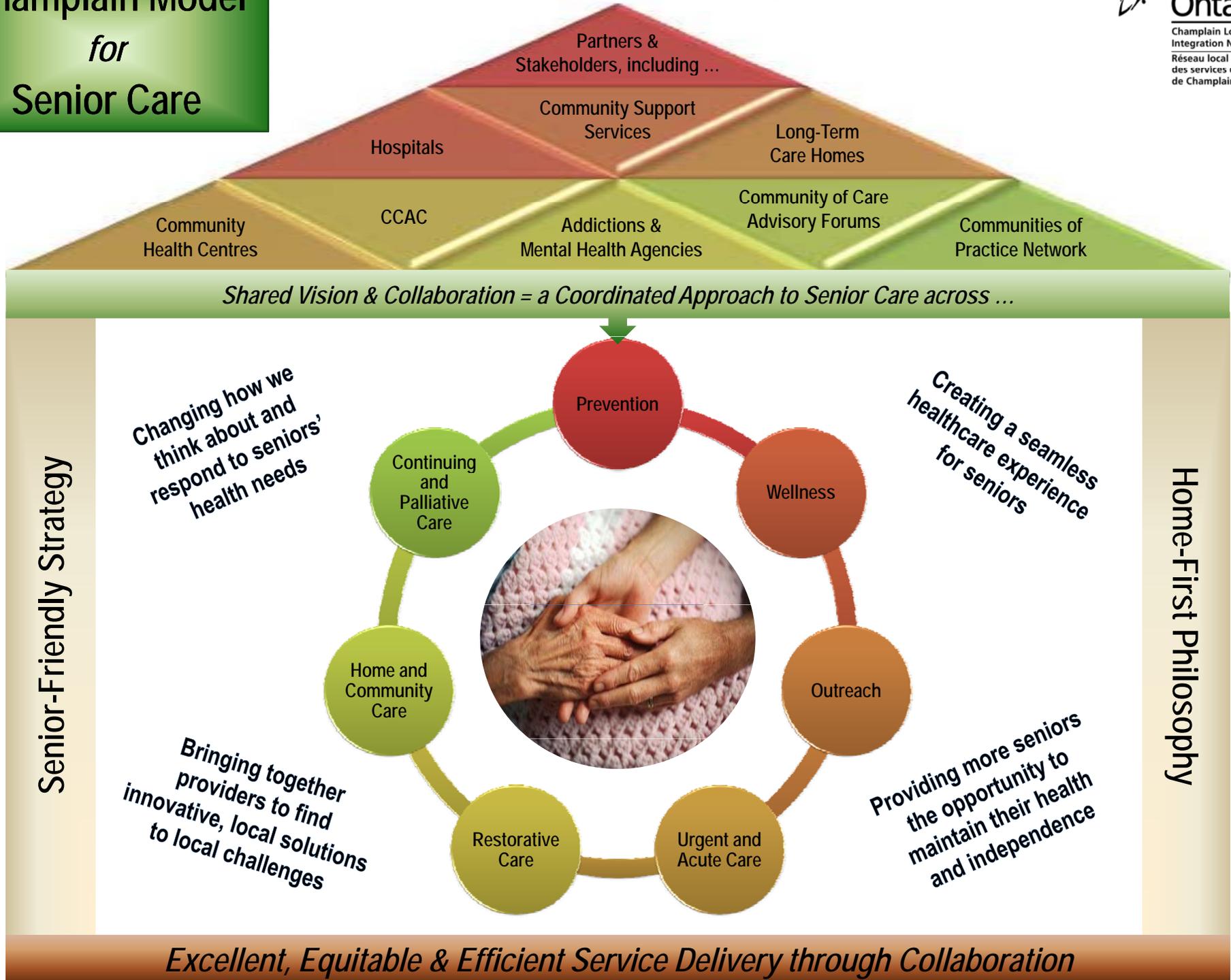


Champlain Model for Senior Care

⇒ *Champlain LHIN Oversight* ⇐



Champlain Senior-Care Theme	Program Examples & LHIN Contact	Program Description
 <p>Prevention</p>	<p><i>West Ottawa Integrated Falls Prevention Program</i> Christine Gagné-Rodger <i>Consultant, Aging at Home</i> Christine.GagneRodger@lhins.on.ca 613-747-6784 x 2088</p>	<p>Fall-related injuries are the leading cause of injury-related emergency department visits, hospitalizations, and inpatient deaths in Ontario's elderly population. The <i>Integrated Falls Prevention Program</i> offers an inter-agency program that reaches seniors and caregivers in their own homes to prevent falls. Key components of the project are health promotion programs to educate seniors on how to prevent falls, one-stop access to early intervention for seniors at risk of falling and a common approach to assess and support seniors who have experienced a fall.</p> <p>Pincrest-Queensway Community Health Centre is leading the project, along with other partners including Queensway Carleton Hospital, Champlain CCAC, Western Ottawa and the Olde Forge Community Resource Centres, CNIB, Ottawa Public Health and the Regional Geriatric Assessment and Outreach Team.</p>
	<p><i>Aging in Place</i> Christine Gagné-Rodger <i>Consultant, Aging at Home</i> Christine.GagneRodger@lhins.on.ca 613-747-6784 x 2088</p>	<p>Designated community support co-coordinators and CCAC case managers collaborate and work in "store-front" offices in each of the nine designated buildings, co-coordinating a wide range of services including Meals on Wheels, foot clinics, nursing care, health promotion activities, housekeeping and personal care support.</p> <p>In addition, they implemented outreach programs to identify seniors who could benefit from new or additional services. The program's delivery is enhanced through the allocation of a van and driver who can transport clients to medical and dental appointments, organized social events, grocery shopping and when necessary, safely home from the hospital. This helps to increase independence, encourage socialization and reduce the risk of isolation and depression.</p>

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	<p><i>Living Healthy Champlain</i> Karen Patzer <i>Senior Planning & Engagement Specialist;</i> <i>Lead - Diabetes</i> Karen.Patzer@lhins.on.ca 613-747-6784 x 2018</p>	<p>The <i>Living Healthy Champlain</i> program helps patients and their families manage the symptoms and lifestyle changes associated with chronic medical conditions, including arthritis, diabetes, heart disease COPD, cancer, asthma and others. Self-management programs seek to empower individuals to cope with disease and live better quality lives by developing self-efficacy or a level of confidence in their ability to manage their own chronic conditions and interactions with the health care system and individual providers.</p> <p><i>Living Healthy Champlain</i> provides a centralized program to improve coordination of and access to self-management supports, programs and resources for people with chronic conditions. Roughly 800 individuals have taken part in intensive six-week self-management workshops held across the region and more than 500 providers will be trained in self-management techniques by the end of 2011/12.</p> <p>Implementation and evaluation of the program is being led by Bruyère Continuing Care, Élisabeth Bruyère Research Institute, the Champlain CCAC along with more than 30 other health-care organizations. Partners are continuing the evaluation to determine all the advantages of the program, including its impact on the number of visits to family physicians and ERs.</p>
	<p><i>Engaging Senior Immigrant Project</i> Christine Gagné-Rodger <i>Consultant, Aging at Home</i> Christine.GagneRodger@lhins.on.ca 613-747-6784 x 2088</p>	<p>This project, coordinated by Jewish Family Services of Ottawa, brings together several community-based immigrant service groups (Chinese, Somali, Arab, Sikh, and others) to expand and develop community-based health services. This project ensures immigrant seniors receive help with daily living, offers opportunities for socialization and recreation and provides culturally and linguistically appropriate health information, support and a quick response to seniors and caregivers.</p> <p>The goal is to allow seniors from diverse populations to live in their communities with dignity, respect and independence for as long as they are able. Improving cultural competency of health services is one step towards a more responsive, effective system.</p>
	<p><i>Non-Urgent Transportation</i> Lisa Sullivan <i>Lead, Health Services Planning</i> Lisa.Sullivan@lhins.on.ca 613-747-6784 x 2024</p>	<p>A program that has succeeded in helping people get rides to medical appointments in urban and rural Ottawa has expanded to other parts of the Champlain region. The program uses new scheduling technology put in place by the Champlain LHIN.</p>

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 <p>Outreach</p>	<p><i>Nurse-Led Outreach Team</i> Bruce Libman <i>Epidemiologist</i> Bruce.Libman@lhins.on.ca 613-747-6784 x 2020</p>	<p>The <i>Nurse-Led Outreach Team</i> provides LTC home residents with timely and appropriate care, and stabilizes residents who need more urgent care. This team of nurse practitioners and registered nurses travel to LTC homes to assess urgent problems, determine need for hospital care and provide interventions (such as intravenous therapy, antibiotic management and administering oxygen) in cases where unnecessary emergency visits to the hospital and ED can be avoided.</p>
	<p><i>Crisis Support</i> Christine Gagné-Rodger <i>Consultant, Aging at Home</i> Christine.GagneRodger@lhins.on.ca 613-747-6784 x 2088</p>	<p>The purpose of <i>Crisis Support</i> is to insure there is an emergency response system in place for seniors who are experiencing abuse or are at risk, due to the sudden illness of the caregiver, or have temporarily exhausted the energies of his/her caregiver in preventing unnecessary hospitalization.</p> <p>The program provides meals and emergency accommodations in one other designated retirement homes for a period of one week or more depending on the situation. In addition the Elder Abuse Prevention Coordinator provides confidential services that include: intervention, support, consultation, and referral for seniors, and education sessions for seniors, service providers and the community at large.</p>

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 <p>Urgent & Acute Care</p>	<p><i>Regional Geriatric and Community Intervention Program</i> Christine Gagné-Rodger <i>Consultant, Aging at Home</i> Christine.GagneRodger@lhins.on.ca 613-747-6784 x 2088</p>	<p>Across Champlain, there are 58,000 ER visits made annually by patients 75 years of age or older. Sixty-seven per cent of these are repeat visits. In this program, health professionals screen seniors in the ER and intervene with a comprehensive range of community support and geriatric services.</p> <p>The program targets elderly patients at greatest risk of repeat visits and subsequent hospitalization. Initial implementation has had a significant impact supporting older patients to age at home, and has reduced subsequent hospitalization by 65% and repeat visits by 35%.</p> <p>The program consists of a full-range of services designed to maintain a client in the community through the Geriatric Emergency Management (GEM) nursing teams, including Geriatric Assessment Outreach Teams, Geriatric Day Hospitals, and Day Programs.</p>
	<p><i>Senior Friendly Hospital Initiative</i> Chantale LeClerc <i>Senior Director, Health System Integration</i> Chantale.LeClerc@lhins.on.ca 613-747-6784 x 2040</p>	<p>The <i>Senior Friendly Hospital</i> framework, as a roadmap for quality improvement for the care of older patients. It serves as a potential resource to achieve the identified priorities of the Champlain LHIN to reduce wait times in the ER and the amount of time people wait in ALC beds, as well as the implicit goal of achieving system level outcomes.</p> <p>A Senior Friendly Hospital is one in which the environment, including the organizational culture, accommodates and responds to seniors' physical and cognitive needs; promotes good health, is safe, and involves and supports all seniors, their families and caregivers to be full participants in their care.</p>

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	<p>Assess and Restore Program Nathalie Boudreau <i>Senior Integration Specialist</i> Nathalie.Boudreau@lhins.on.ca 613-747-6784 x 2093</p>	<p>The <i>Assess and Restore Program</i> provides restorative care to improve the day-to-day functioning of frail seniors who completed treatment but are not yet ready to go home. Because seniors often lose strength and mobility while hospitalized, restorative care is key to recovery and can often prevent premature admissions to LTC homes.</p> <p>One such program is at Queensway Carleton Hospital, which achieved early success: roughly 10 patients are discharged home from the unit every week. Without the program in place, many of these patients would have waited for a longer period of time in hospital before being discharged to a LTC home.</p>
	<p>Regional Hip and Knee Replacement Program Sari Kline <i>Lead, Emergency Departments & Wait Times</i> Sari.Kline@lhins.on.ca 613-747-6784 x 2002</p>	<p>The <i>Regional Hip and Knee Replacement Program</i>, launched by the Champlain LHIN in January 2010, improves quality of care through better coordination of services.</p> <p>It introduces an innovative 'central intake referral process' to evenly distribute wait lists among surgeons. Multi-disciplinary, health professional teams are also important to the program's success. For each patient, these teams conduct a detailed assessment, provide education, and if appropriate, refer the patient to non-surgical services, such as physiotherapy. Patients who are surgical candidates can choose their hospital, their surgeon, or opt for the next available surgeon.</p> <p>By end-May 2010, more than 1,400 patients across the Champlain region had already been assessed in the program. To reduce the waiting time for their procedure, many patients have chosen the next available surgeon.</p>

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 <p>Home & Community Care</p>	<p>Home First Chantal Séguin Senior Integration Specialist Chantal.Seguina@lhins.on.ca 613-747-6784 x 2028</p>	<p><i>Home First</i> is a new approach that helps elderly patients continue their recovery safely at home after a hospital stay. Seniors in the program receive intensive services at home such as nursing, physiotherapy and personal support.</p> <p><i>Home First</i> is being rolled out in all 14 LHINs across the province. It allows clients to recuperate in a familiar environment, reducing the risk of losing strength from lack of mobility. In addition to encouraging safe, at-home recovery for seniors, the initiative aims to prevent premature admissions to LTC homes, and relieves pressures on hospitals.</p>
	<p>Assisted Living Services for High Risk Seniors Christine Gagné-Rodger Consultant, Aging at Home Christine.GagneRodger@lhins.on.ca 613-747-6784 x 2088</p>	<p><i>Assisted Living Services for High-Risk Seniors</i> is a safe, affordable and cost effective alternative to LTC home for some. This program is a viable option for seniors who need help with everyday activities and who - without this help - are at risk for losing their independence and choice, in terms of a place of residence.</p> <p>A lack of assisted living services in the homes of these seniors can detract from their health and safety, and force them into inappropriate, and more expensive institutional options.</p> <p>The Champlain LHIN has funded more programs with the new <i>Assisted Living Services for High-Risk Seniors</i> living in different areas in our region.</p> <p>The program consists of individual care plans developed to meet the needs of eligible seniors. This includes the provision of personal support worker assistance to seniors in their homes through scheduled and unscheduled visits around the clock. The Care Coordinator evaluates and revises the care plans, as needed. For example, services could include personal care, medication monitoring, light housekeeping, meal preparation, and security and reassurance checks.</p>

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 <p>Continuing & Palliative Care</p>	<p>Hospice Palliative Care Program Lisa Sullivan <i>Lead, Health Services Planning</i> Lisa.Sullivan@lhins.on.ca 613-747-6784 x 2024</p>	<p>A new program in Ottawa will change the way palliative care patients are managing their pain and other symptoms at home. The program introduces a partnership between palliative care experts at Bruyère Continuing Care and health professionals at the two academic Family Health Teams in the city. Officially launched this mid-July, it will serve patients who belong to the Family Health Teams. The new approach means improved services because:</p> <ul style="list-style-type: none"> • Family doctors will gain advice and assistance from experts in the palliative care field, meaning patients will receive the best care possible for their individual needs. • Patients will be cared for by health professionals at home or in a residential hospice (regularly and in times of crisis), and only transferred to hospitals when absolutely necessary. • Patients will be screened earlier to identify who may benefit from a palliative care approach. • Family doctors in their final stages of training (i.e. medical residents) will receive intensive education from the palliative care experts, resulting in better patient care for years to come.
	<p>Cornwall - St. Joseph Continuing Care Centre Nathalie Boudreau <i>Senior Integration Specialist</i> Nathalie.Boudreau@lhins.on.ca 613-747-6784 x 2093</p>	<p>The Champlain LHIN invested in a new 'assess and restore' program in Cornwall, adding health-care beds for seniors. The program opened in August 2011 and prepares patients to return home safely after a hospitalization or ER visit. It will also prevent premature admissions to LTC homes and relieve pressures at Cornwall Community Hospital.</p> <p>Located in a 34-bed unit at the 510 Second Street location in Cornwall, the program is operated and staffed by St. Joseph's Continuing Care Centre. Clients stay an average of 90 days.</p> <p>The Champlain CCAC will also play a key role in helping to organize patient flow between the various inpatient settings and home. The new beds will have a positive impact on Cornwall Community Hospital, particularly in preventing elective-surgery postponements by freeing up inpatient beds.</p>