Vancouver Coastal Health Keeping Seniors Well Forum – *Confirming a New Approach to Care* August 19, 2015 - Summary Report

Background

Sometimes seniors, with difficult health conditions, may end up going to the emergency department for health care because they are unable to get the care in their home community that meets their needs. We know that for seniors, home is often the best place to manage health conditions, recover from illness, and live their lives. Vancouver Coastal Health is committed to delivering quality health care services in the most appropriate care settings.

Health Authorities in the province have been asked by the Ministry of Health to develop a better approach to providing care for seniors with difficult health conditions. At Vancouver Coastal Health we want to start on the North Shore. The goal is to develop better ways to keep seniors well in their home and community. We want people to experience a better quality of life.

Community Engagement Process

The August 19th forum was a follow up to the initial *Identifying Needs* forums held August 10th and 11th in West Vancouver and North Vancouver. In the previous forums, participants were asked to identify their current needs in order to stay safe and healthy in their homes and not need to seek care in the emergency department. The needs expressed were then themed into topics for discussion.

This follow up session was the next step where the 10 themes identified in the initial forums were the focus of discussion. Participants were asked to design what better care could look like within each of those themes. The 100 participants in attendance had the opportunity to contribute their input to 3 of the 10 topics and to answer the questions: could there be a different approach? and what would the new approach be?

Next Steps

The ideas and feedback, related to the ten themes and how to design a new approach to care, will be taken forward to VCH staff and the Keeping Seniors Well Reference Group. The Reference group will be made up of those seniors, family caregivers, and community based agency staff who participated in the forums and identified as wanting to continue to collaborate with VCH in the development of a new model of care. VCH Staff in collaboration with the Reference Group will confirm a new model of care to take forward for implementation.



1. A New Approach for Adult Day Programming (ADP) and Caregiver Support



2. A New Approach to Discharge and Transitions







3. A New Approach to After Hours Care



Vancouve









Vancouver CoastalHealth



8. A New Approach to Promoting Wellness





9. A New Approach to Resources and Information

A central directory/database that identifies who, where and what is available. A visible hub or kiosk in a location that seniors go to Pro active marketing of resources to seniors targeted to get the right info to the right person at the right time.

Venues for resource hubs:

- Community centres
- Senior centres
- Hospital
- Doctor's office
- Libraries

Resources and Information Health Authorities to partner formally with community resources

Information delivered to seniors before times of crisis. Utilize care card database for mass mail out of pro-active preventative information

> Develop mechanism to measure level of awareness of resources

Use existing technology and resources but expand to outreach to seniors and generate messaging that is customized and appropriate Use messaging that is senior friendly and font sizes that seniors can read

Make funding and subsidizing information available to support chronic disease management and other health care related cost e.g. hearing aids, equipment for home use



Provide hospital transport at a flat rate and engage more private companies to provide options Provide information in advance of when a senior can't drive to get them ready and aware of programs and transportation alternatives to driving

Outreach from community centres with services that come to seniors on a scheduled basis

Transportation

Coordinate and collaborate to build on broader transportation services to meet needs. Utilize volunteers to expand capacity of system e.g. navigators on transit system

Expand options so doctor's appointments and health related trips are not only trips taken. Socialization is just as important

VCH Community Engagement. Summary. August 19.2015

Hospital parking needs to be adjusted to meet patient's needs. Too many RCMP spots remain empty. Increase knowledge of parking stamp for patient parking. Change to pay as you leave so you pay for what you use

Mandate HandyDART drivers to provide assistance. Have regularly scheduled transport to health care services with an established route. Encourage seniors to use HandyDART monthly passes. Improve scheduling to create efficiency of service. Have resources and info on community services available on HandyDART

> Support for volunteer drivers with lowered cost of liability insurance. Create incentive for volunteer drivers not barriers. Negotiate a deal with ICBC for reduced costs

