

# 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

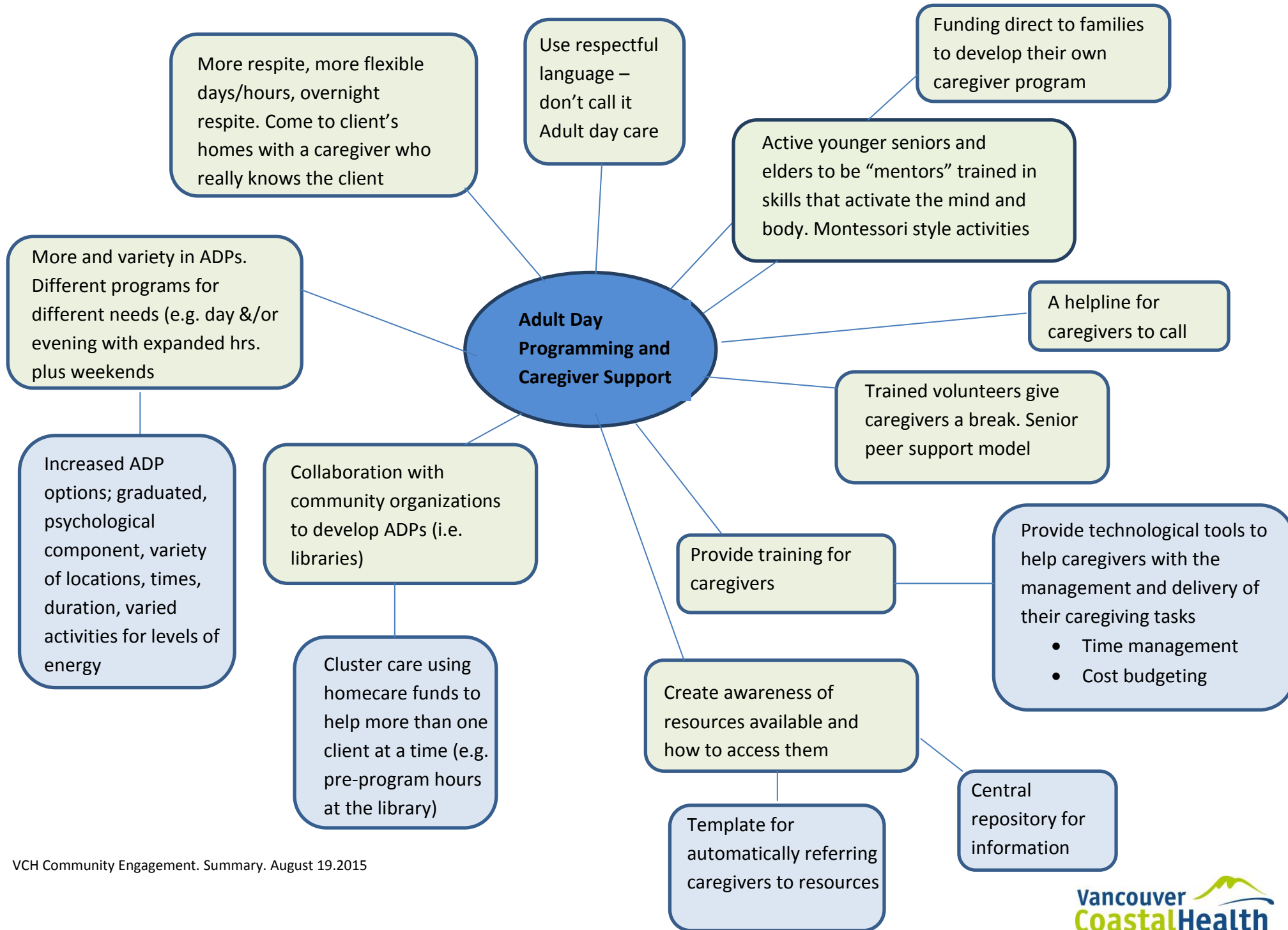
The August 19<sup>th</sup> forum was a follow up to the initial *Identifying Needs* forums held August 10<sup>th</sup> and 11<sup>th</sup> in West Vancouver and North Vancouver. In the previous forums, participants were asked to identify their current needs in order to stay safe and healthy in their 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?

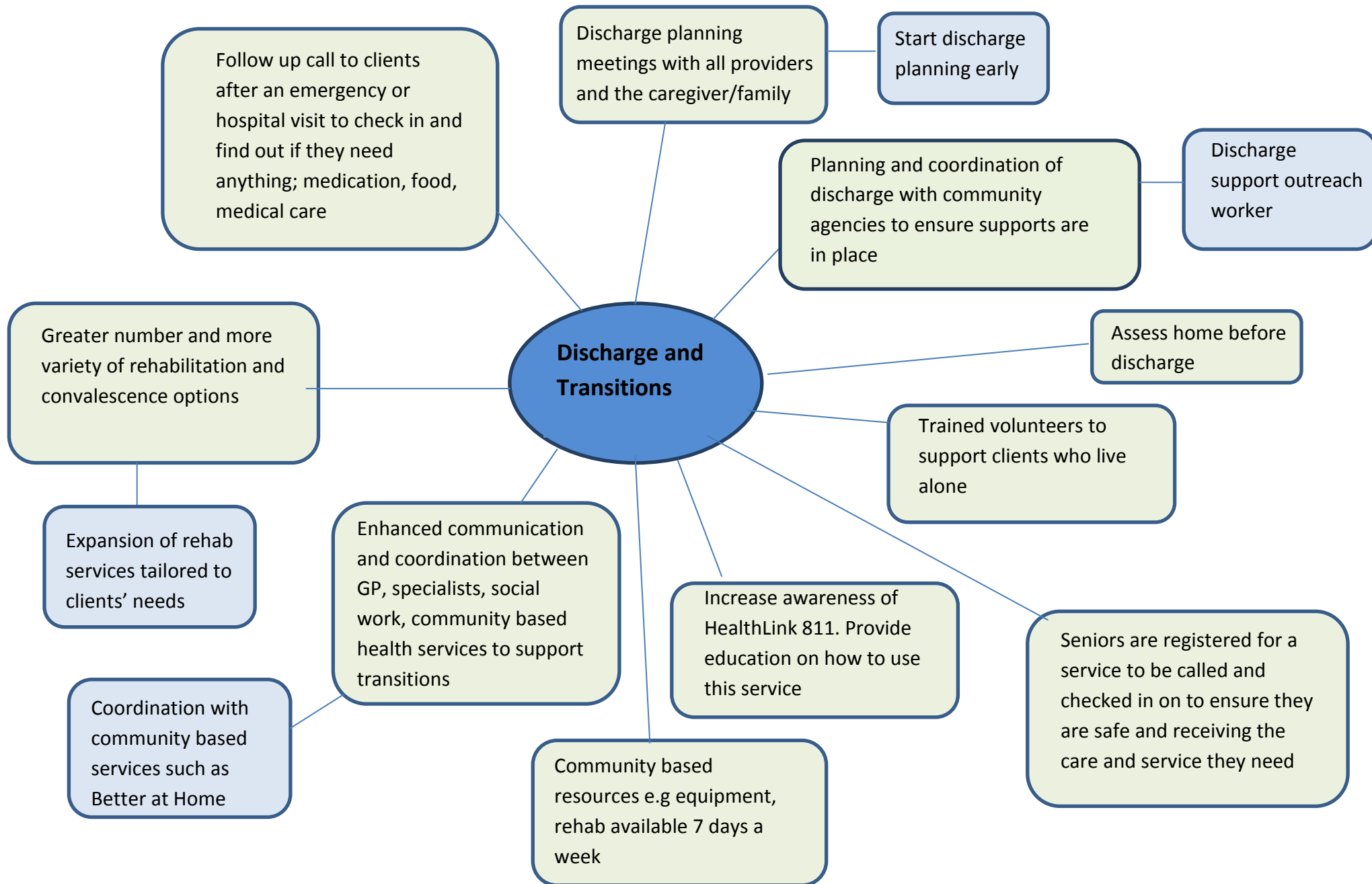
#### Next Steps

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.

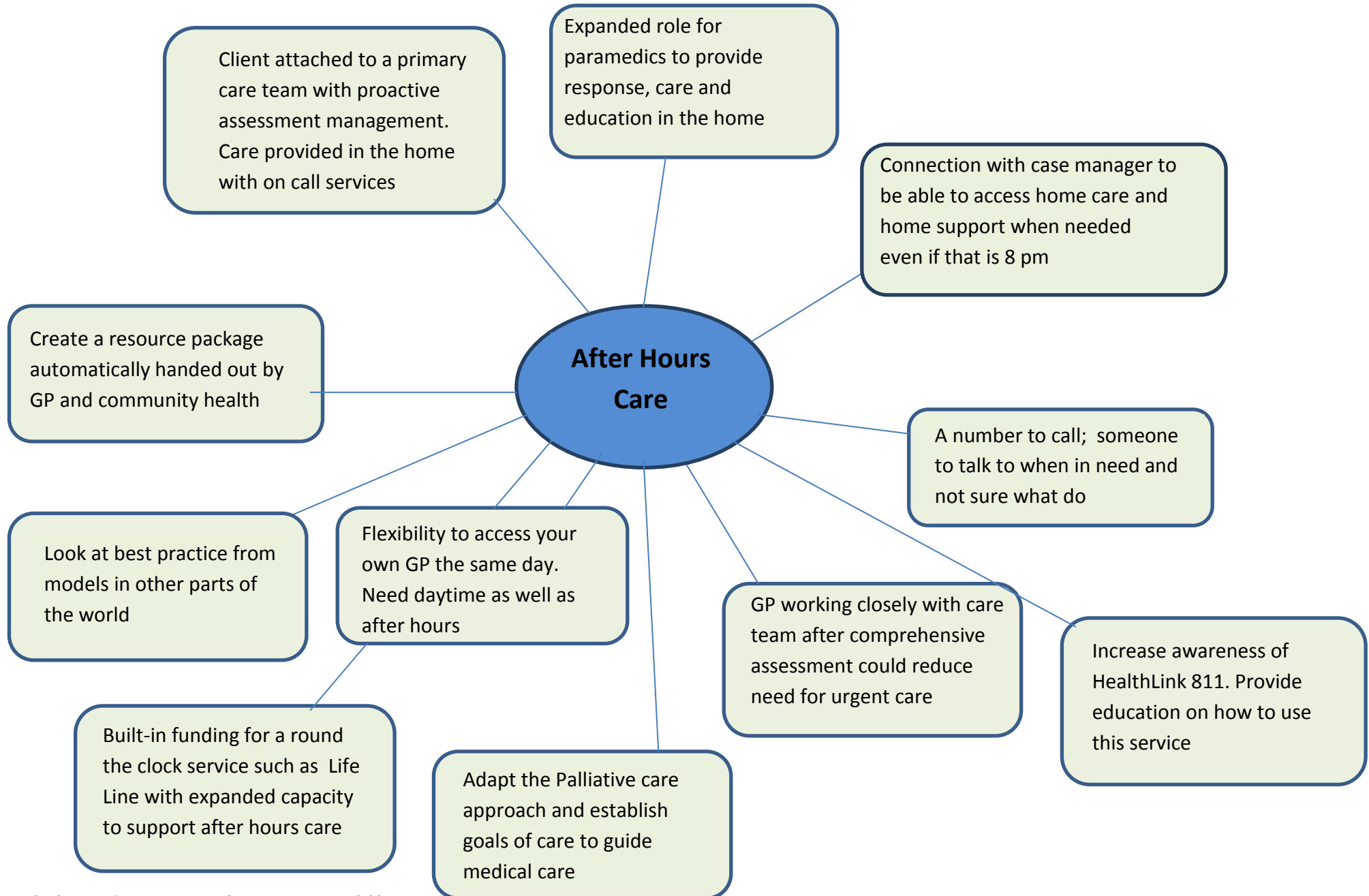
# 1. A New Approach for Adult Day Programming (ADP) and Caregiver Support



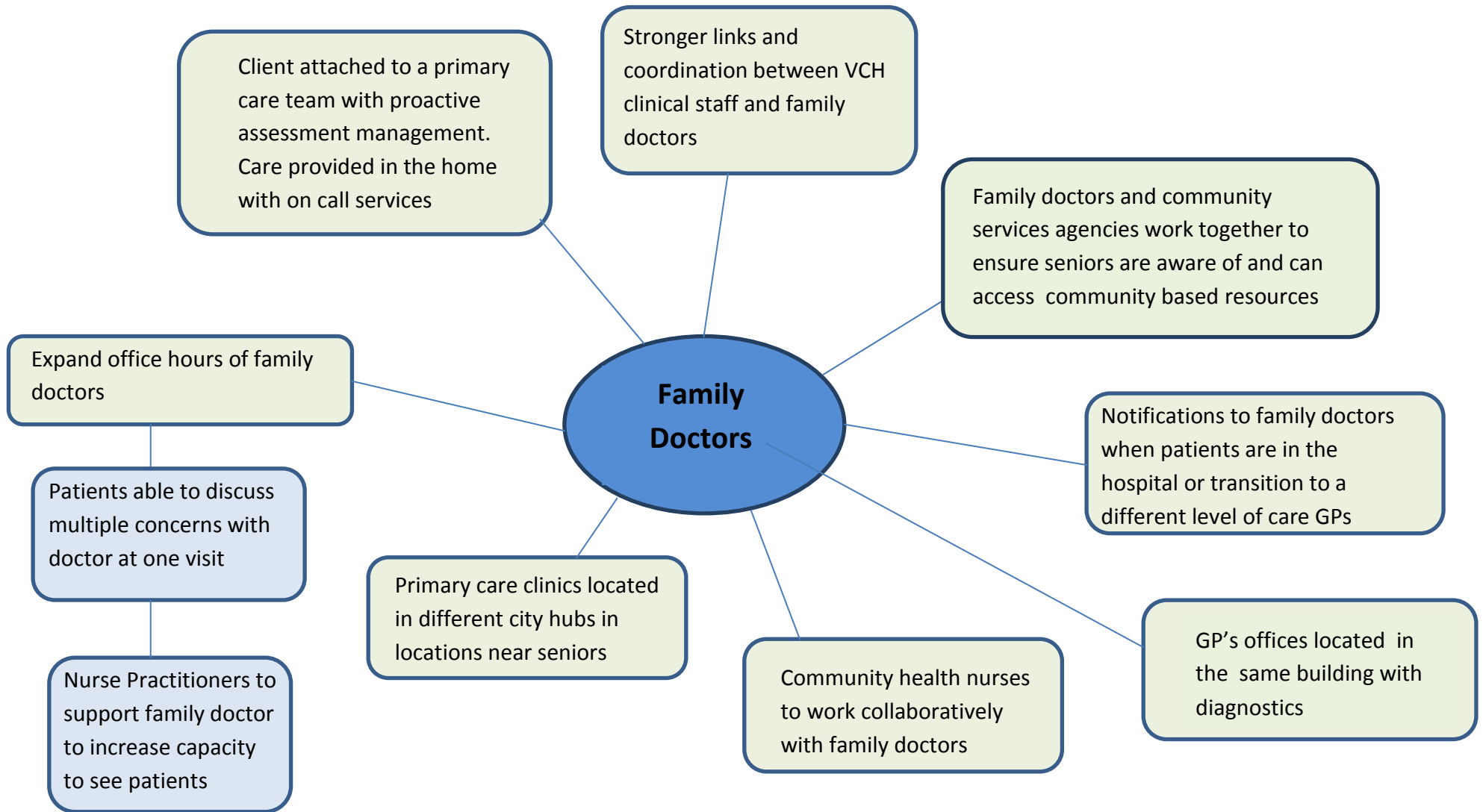
## 2. A New Approach to Discharge and Transitions



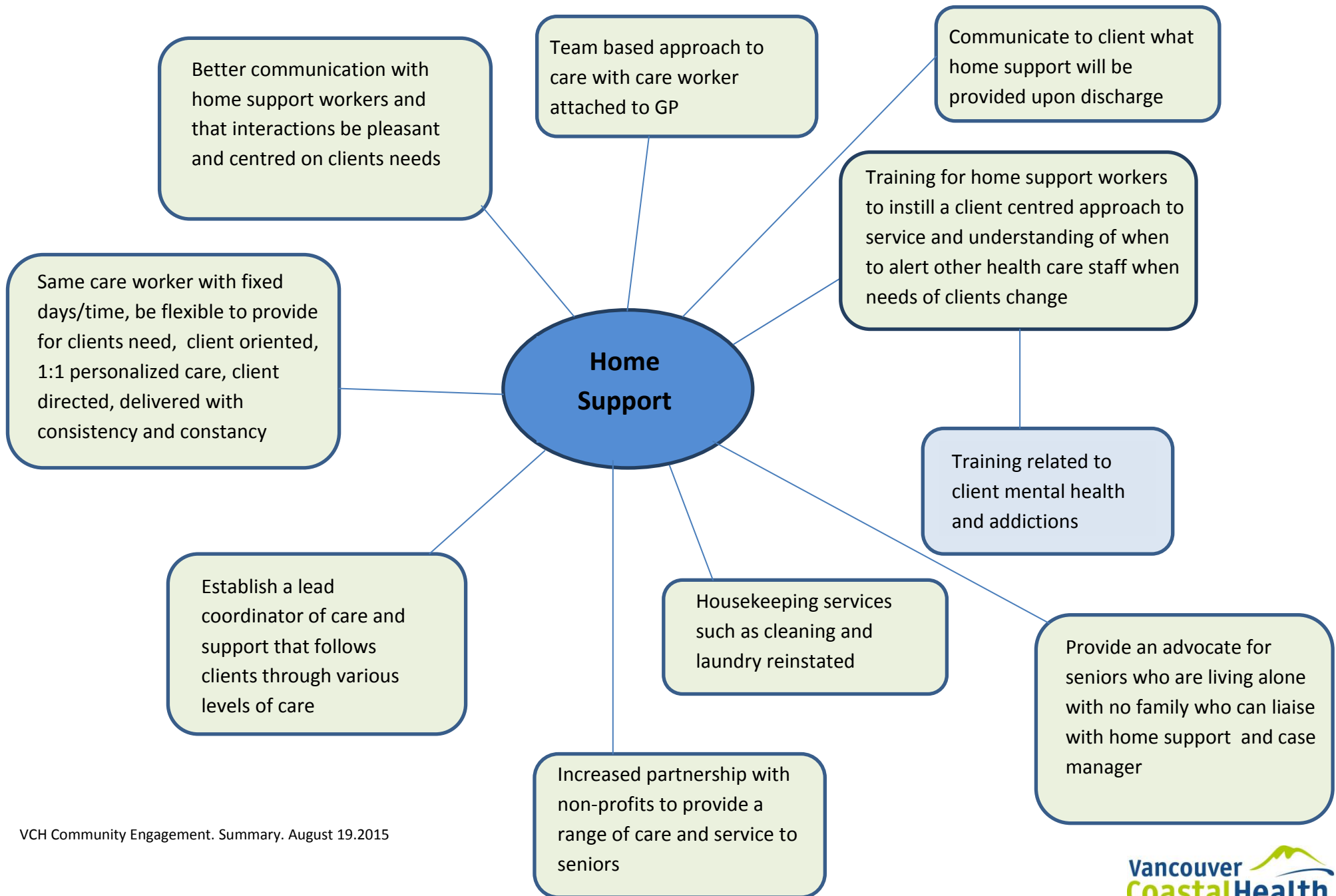
### 3. A New Approach to After Hours Care



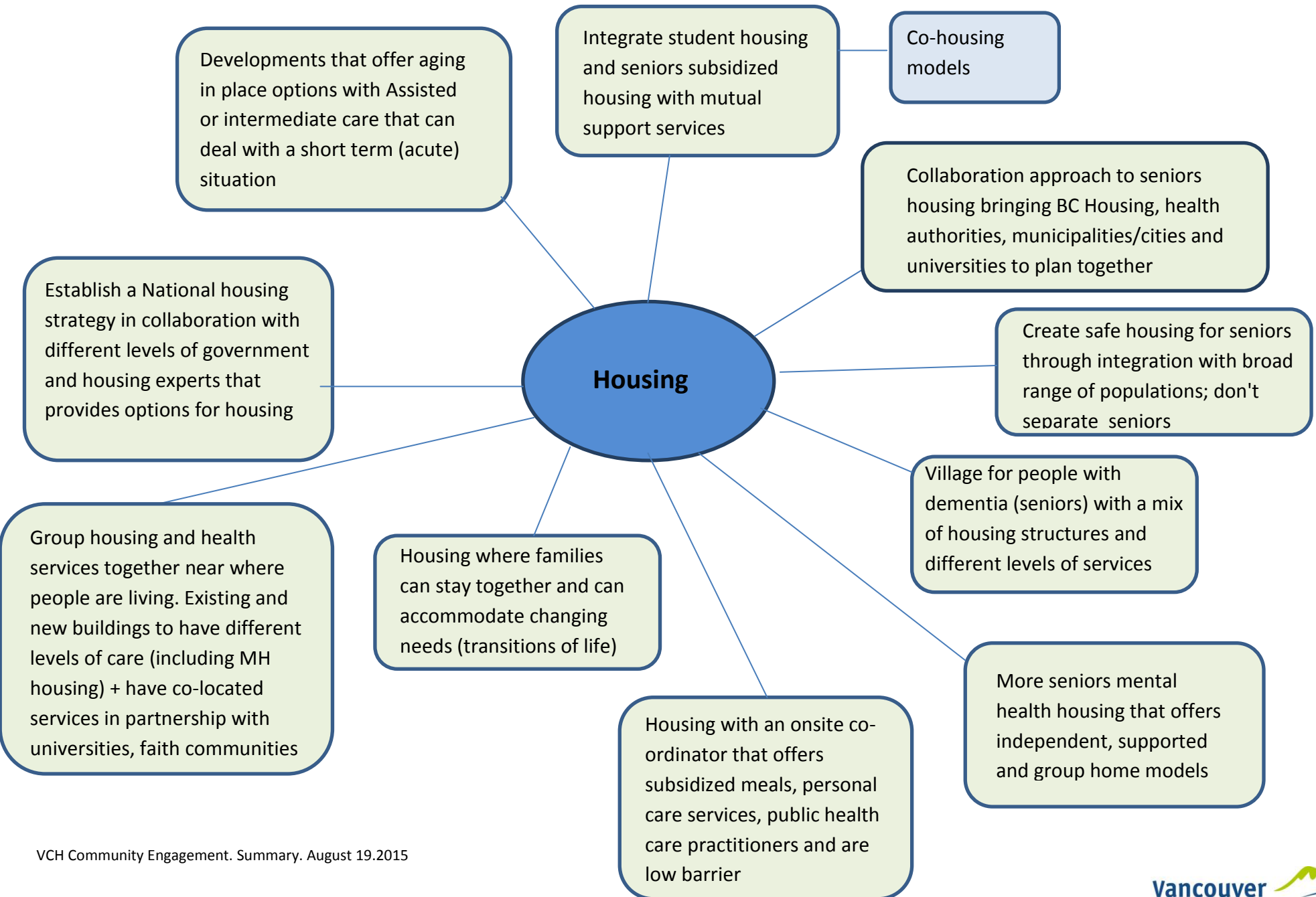
## 4. A New Approach to Family Doctors



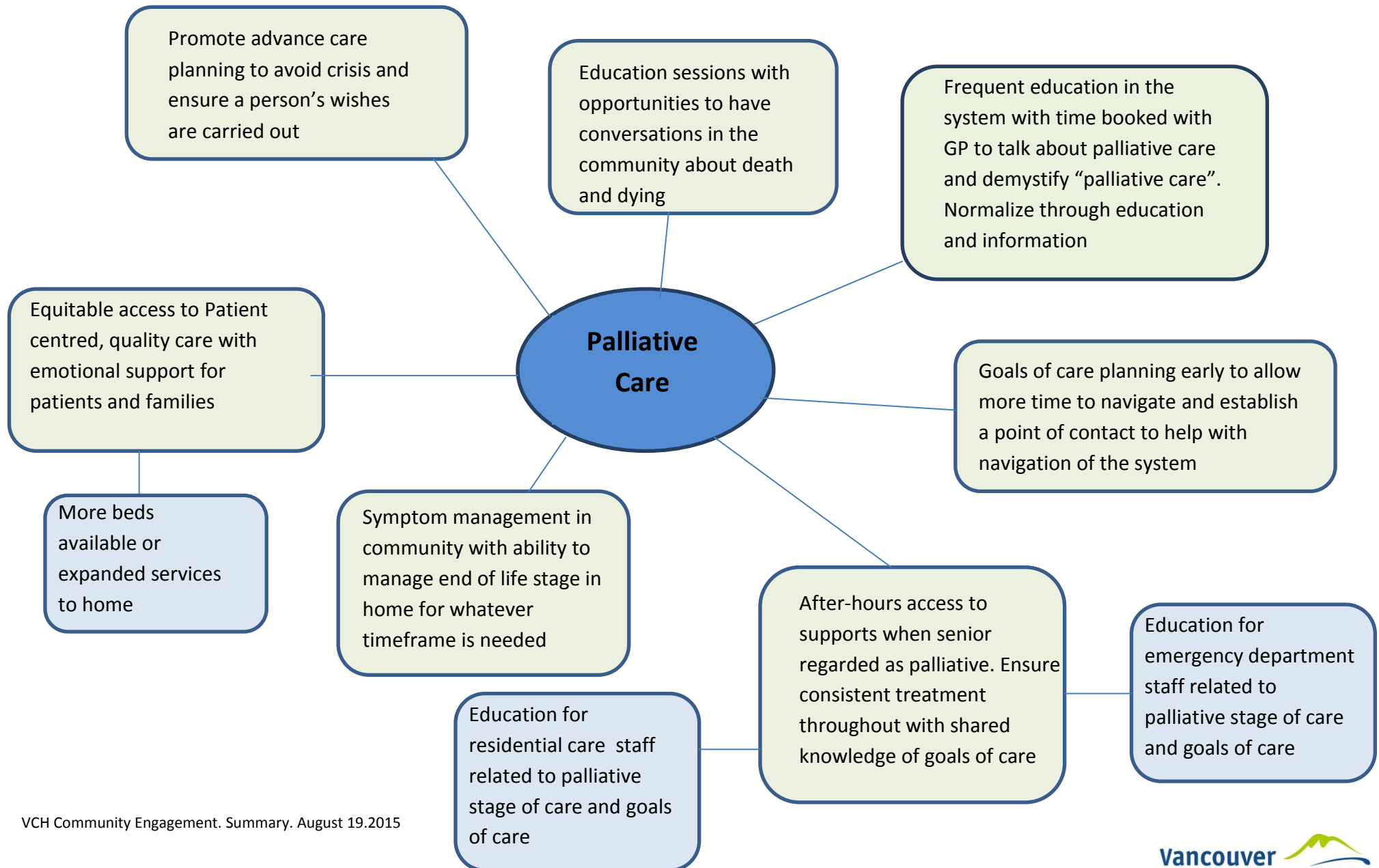
## 5. A New Approach to Home Support



## 6. A New Approach to Housing

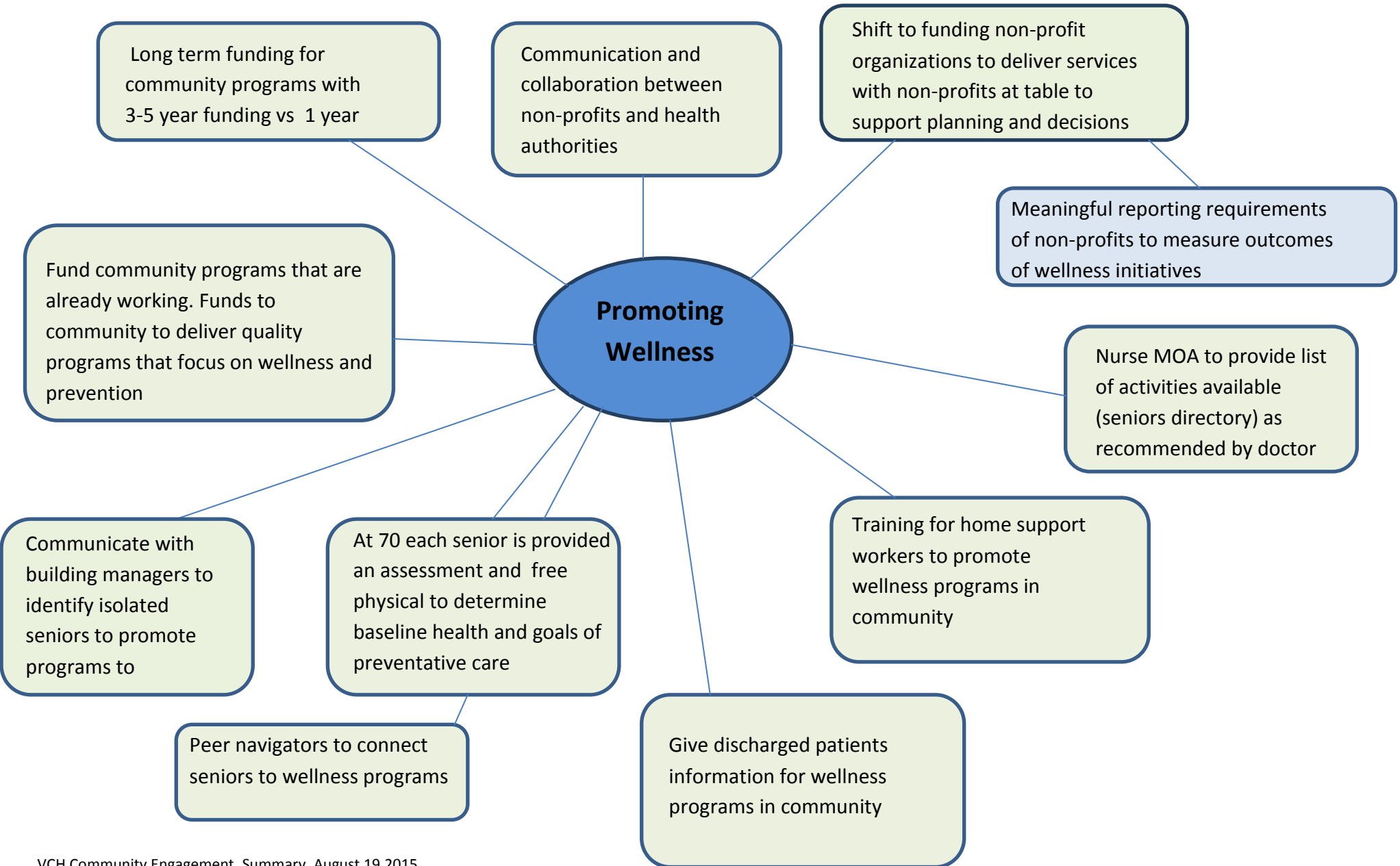


## 7. A New Approach to Palliative Care

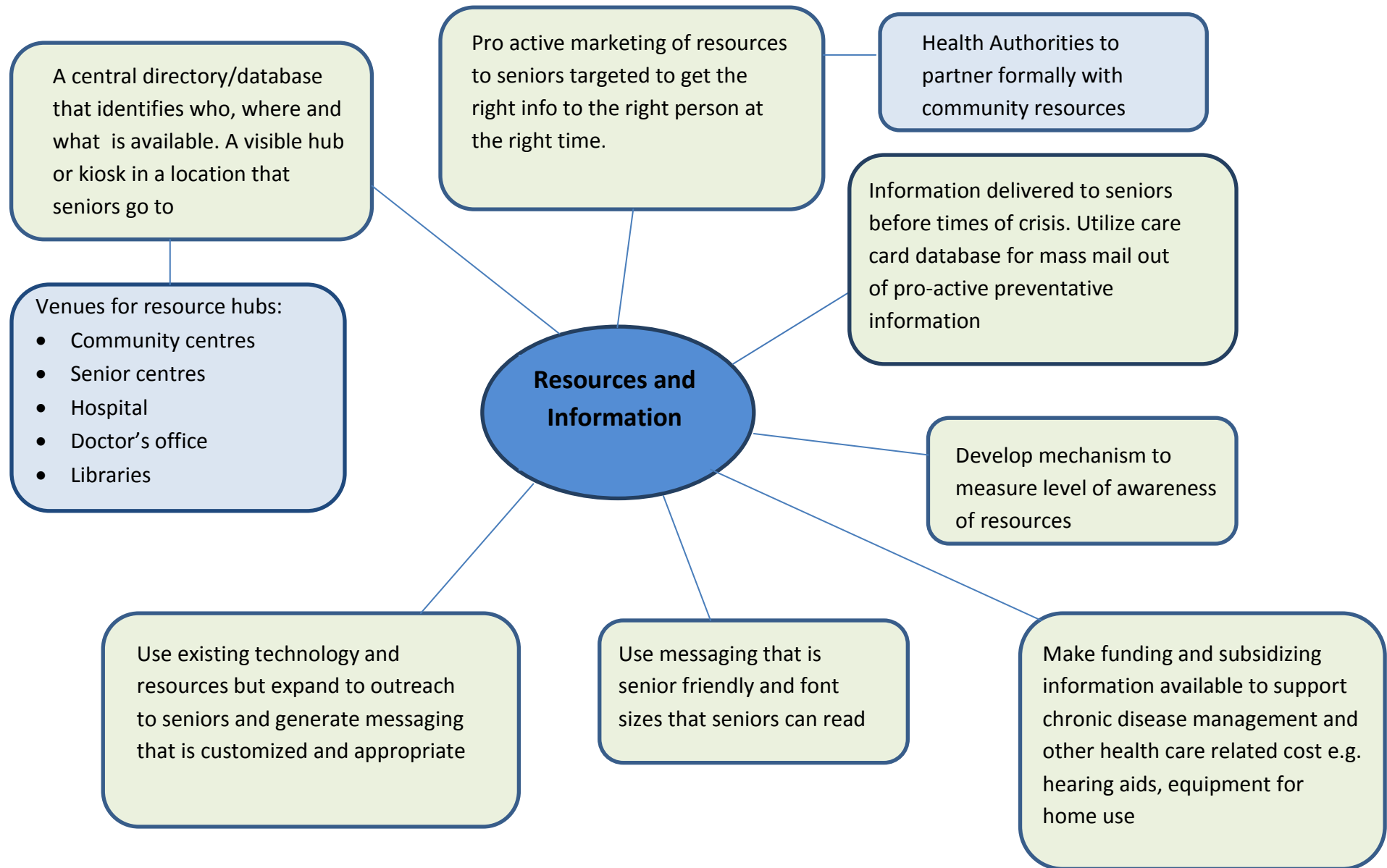




## 8. A New Approach to Promoting Wellness



## 9. A New Approach to Resources and Information



## 10. A New Approach to Transportation

