



Aging at Home Bulletin

Hamilton Niagara Haldimand Brant Local Health Integration Network

(also serving the communities of Burlington and Norfolk)

Volume 2 Issue 6 - October 2008

As the last bulletin was a celebration of the initiatives funded in year one of the Aging at Home Strategy, this bulletin marks the beginning of year two of the Aging at Home Strategy.

Over the last year the HNHB LHIN and its stakeholders have been studying, planning, and gathering together to collaborate on the requirements for healthy living in the community:

- prevent falls
- access geriatric services
- get around the community
- receive supports in the home or close to home
- find supportive housing
- get good information
- eat well

Information about each of these areas is available on our website at www.hnhblhin.on.ca

In this bulletin, we share with you the call for service plans, an overview of the 81 service plans that have been submitted for consideration for year

two funding, and the timelines for the approval and funding of the service plans.

We also take a closer look at information and referral. We share what we heard through Let's Talk, a little of the research, and the outcomes of a HNHB LHIN wide meeting.

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81 Service Plans Received

On July 18 2008, the HNHB LHIN issued a call for service plans for year two of the Aging at Home strategy.

Some of the background provided to inform the development of the call for service plans included

1. A Falls Prevention framework that described best practices
2. A directional report from the Geriatric Assessment and Integration Network that outlined needs and gaps in specialized geriatric services.
3. A “bank” of performance indicators and a description of the role performances measures play in outcome evaluation.

Information sessions and teleconferences also were held to provide information to, and answer questions from, anyone interested in submitting a service plan. The deadline for submitting service plans was September 5, 2008.

The call was open to all organizations committed to seniors’ healthy aging and independent living. The call focused on two priorities for funding consideration for this year: Falls Prevention and Specialized Services for Frail Elderly.

The HNHB LHIN was excited to receive 81 service plans requesting at total annual budget of approximately \$37 million. The table summarizes year two Aging at Home service plans according to our Healthy Aging and Independent Living framework.

Healthy Aging and Independent Living Framework



Access	
Access includes information and referral/navigation, transportation, user friendly and welcoming environments, diverse competence, and volunteerism.	12
Right Care Right Place	
Right care, right place includes supports in the home, care for frail elderly, patient flow, and care for persons dying.	41
Basic Needs	
Basic needs include food, shelter, and safety and security (including preventing falls)	24
Wellness	
Wellness includes recreational and social engagement, and health promotion	2
Caregiver Support	
Caregiver Support includes support, wellenss and respite	2
Total number of proposals	81



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Over the last month, the HNHB LHIN staff has been reviewing the service plans using a decision making framework, getting the advice of external review panels, and developing recommendations for the HNHB LHIN Board.

The HNHB LHIN Board of Directors will make decisions about which service plans to fund at their special board meeting on November 6, 2008.

Visit the Aging at Home section of our website at www.hnhblhin.on.ca for further details.

External Review Panels

A feature of this year's process is the introduction of external review panels. This year there were two - one examined service plans on falls prevention, and one examined service plans on specialized services for frail seniors.

These external review panels met mid September and provided advice to the HNHB LHIN staff on the feasibility of the service plan, the readiness of the organization to implement the service, the inclusiveness of the plan (does the service plan build on existing experience and assets, what is the role of the partners), and whether or not the service plan reflects best practices.

The introduction of external panels brought transparency and local expertise to the review process.



Timelines

Here is the decision making timeline for year two of the Aging at Home Strategy:

- **September 5** - Organizations submit Service Plans for Year 2 of the Aging at Home strategy
- **September 8 to October 10** - Staff review submitted service plans using a decision making framework
- **September 19** - Falls Prevention external review panel meets
- **September 26** - Specialized Geriatric Services external review panel meets
- **October 10 to November 5** - Service plans, performance measures, and budgets are confirmed with organizations.
- **November 6** - Board reviews and approves in principle recommended service plans
- **November 10-14** - Organizations are notified about the status of their service plan.
- **Winter 2008-09** - Ministry reviews LHIN's year two AAH service plans in light of legislative, policy, and regulatory barriers.

Spring 2009: Approvals are confirmed for 2009-2010

Fall 2009: Funding flowed to organizations with approved service plans for year two AAH.



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Information and Referral in the HNHB LHIN

What is Information and Referral?

Information and Referral is about accessing information – in this case, linking people and services. It is about understanding a senior's needs and making the linkages to the appropriate services based on knowledge of the system.

From a Seniors Perspective

The LHIN is listening and learning from people as they get older

Through “Lets Talk” conversations with seniors across the HNHB LHIN, we heard from seniors:

- *It's hard to find services and learn about what they do.*
- *Phone systems and automated menus are difficult to use; I prefer to speak with a live person*
- *I need to understand what choices I have.*
- *How do I know if I am eligible for a service and what it costs?*



Seniors get their information from a variety of sources such as the telephone book, libraries, family doctors, word of mouth, social recreation centres, and information and referral related organizations.

A Glimpse into the Research

As reported by the Community Care Research Centre (CCRC), “access to ...community support services is

challenging because of the multiplicity of small agencies providing community support and the lack of a central access point.”

Without access to information, seniors will miss out on services that can support their independence as they age.

A research project undertaken in Hamilton by CCRC looked at older adults knowledge and understanding of community support services. The CCRC interviewed 1152 older adults and learned that knowledge or awareness of community support services is limited, and ranges from a low of 1% to a high of 41% depending on the situation described.



The CCRC reported that

“Respondents were most likely to be aware of services to assist with care giver burden and transportation services. Awareness was also higher [for].. assistance with parental dementia, supporting your parents, caregiver burden, grief recovery, maintaining your independence, and financial insecurity. There was very little knowledge of [what is] available to assist people who need assistance finding leisure activities, [or dealing with] spousal alcohol addiction, chronic disease and safety, and financial abuse.”



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Providers Working Together

On September 15th the HNHB LHIN convened a LHIN wide meeting. Invited participants included Community Information Centres from across the LHIN, the HNHB CCAC, health and/ or senior specific organizations, smaller information organizations, and cultural organizations.

This meeting served to

- Increase awareness about the number, range, and mandates of information and referral resources.
- Identify gaps and challenges related to improving access
- Identify how to work together

Health service providers learned that that just one form needs to be completed -- Community Information Centres (CICs) share their information. CICs are happy to receive updates any time through the year, should your program change. Therefore, completion of this record would assist marketing your organization's programs and services.

Further information on information and referral is available on our website at www.hnhblhin.on.cC

How can Health Service Providers Make a Big Difference in Assisting Seniors to get to the Services They Need?

All key players agree - the best way to help is to update your records with your Community Information Centre (CIC). Once a year, CICs send out a request to all health and social service providers in the HNHB LHIN to update their agency's record. This updated record becomes the source document used by all information and referral providers in the HNHB LHIN. The use of the same source document base promotes accuracy, timeliness, and consistency of information provided to seniors.

How to Update your Records

Phone your local CIC or visit their website.

Hamilton: 905-528-0104
www.inform.hamilton.ca

Niagara: 1-800- 263-3695
niagara.cioc.ca

Haldimand, Norfolk, and Brant:
1-800-267-9434
haldimand.cioc.ca

Burlington: 905- 815-2042
search.hipinfo.info



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About the Aging at Home Bulletin

The Ministry of Health and Long-Term Care (MOHLTC) launched the Aging at Home strategy in August 2007 to support seniors' independent living and aging at home. As part of that strategy, the MOHLTC is investing more than \$60 million in the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) over the next three years.

This bulletin aims to keep the community informed about what is happening in the HNHB LHIN regarding the Aging at Home (AAH) strategy. The bulletin is sent to any organization, group, or individual interested in supporting seniors' independent living. If you are, or you know of, an organization or group that would like to be included on our mailing list, please email kathy.gilchrist@lhins.on.ca. Bulletins are available on the HNHB LHIN website at: www.hnhblhin.on.ca under the AAH tab.

To submit or suggest a story idea for an upcoming bulletin, please contact Chandra Rice at chandra.rice@lhins.on.ca or 905.945.4930 x214.



The HNHB LHIN Aging at Home team is working with stakeholders to ensure funding is directed to programs and services that will impact and benefit communities across our LHIN.

This Aging at Home Bulletin is produced by the Hamilton Niagara Haldimand Brant LHIN, one of 14 Local Health Integration Networks. The LHIN is responsible for planning, coordinating, and funding the local health system in this region which spans from Burlington to Fort Erie and from Burford to Cayuga and includes more than 1.3 million residents. The LHIN represents local decision-making; decisions about the organization, coordination, and funding of health services are made closer to home by people who live and work in the LHIN. The health services include community support services, mental health and addictions services, community health centres, the Community Care Access Centre, long-term care homes, and hospital services.

For more information, please regularly check our website www.hnhblhin.on.ca.