

The Access To Care Approach

Access to Care | Right Care | Right Time | Right Place

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Sarah's Owen Sound Home First Experience

At the time of her interview in December 2012, Sarah was one of the first patients in her age group to benefit from the Home First philosophy of care.

In her early 30's, Sarah has been proactive in establishing her life in a way that supports her need to manage her life-long complex medical concerns and still enable her to live her life independently. Having relocated to Owen Sound in the summer of 2012, Sarah's circle of support through family and friends was limited when her complex medical needs prompted the need for acute care at Grey Bruce Health Services in Owen Sound.

Once her acute care needs were met in hospital, Sarah was eager to get home to her apartment. Guided by the Home First philosophy, Sarah's team of Hospital Staff, CCAC Care Coordinators and Community Support Service Agencies worked with her to develop a plan to support her discharge, and the right combination of services to support her needs and independence in her home.



Since returning home, Sarah has had to overcome some challenging obstacles and has not been able to establish her new life in Owen Sound as quickly as she had hoped. Prior to the implementation of the Home First philosophy however, Sarah would have had to consider remaining in hospital or a temporary stay in a Long-Term Care home, neither option being the best use of resources or *appealing to Sarah*.

Congratulations to the Home First Teams at LHSC and STEGH Embarking on Sustainability

Of the many health system changes occurring simultaneously in the South West, Home First is but one that is positively impacting the ability to care for individuals and their families in the most appropriate place.

- Described as a "culture shift," staff at these Home First hospitals consider home to be the primary discharge destination for complex needs patients
- At LHSC and STEGH, more than 300 people have been able to return home, prior to making decisions about their futures
- There is a significant increase in the number of clients with complex needs being cared for in their homes

Having established Home First at LHSC and STEGH with a number of Home First successes to celebrate and plans in place to support long term viability, these two organizations will begin the move from implementation to sustainability. *Congratulations!*

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UPCOMING EVENTS



- **Senior Friendly Hospital Care:**
[Promising Practices in the South West](#) **APRIL 18, 2013**
- **South West LHIN Quality Symposium:** [Living Healthy, Independently and Safely at Home](#) **JUNE 6, 2013**

FREQUENTLY ASKED ?



Coordinated Access

- [Fact Sheet](#)
- [ATC Approach: Please see the December 4/12 eNewsletter article on SW LHIN website](#)

REPORTS



Recommended Reports

- [South West LHIN Integrated Health Service Plan 2013-2016](#)

FEEDBACK



To receive future issues of the [Access to Care eNewsletter](#), [click here](#).

Access to Care

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Check us out at www.southwestlhlin.on.ca

> [Current Initiatives](#) > [Access to Care](#) for current news and resources

Woodstock General Hospital: Inpatient Rehabilitation Unit



Happy 1st Anniversary!

At Woodstock General Hospital, the Rehabilitation Unit team are accustomed to celebrating the successes of their clients, but recently they had cause to celebrate an accomplishment of their own. In March, this multidisciplinary team came together to recognize their first anniversary with an afternoon event that included lunch, cake and reflection on the 200 patients that have been served by the team so far.

According to Wendy Abbas, the Director of Patient Care, Complex Continuing Care and Inpatient Rehab, the success of the team can be attributed to their respect for one another and their multidisciplinary approach to supporting patients.



Coordinated Access, In the Community and in the Hospital

In the Community - Coordinated Access through the CCAC for Assisted Living and Adult Day Programs is being implemented in Oxford County, Grey Bruce and Elgin County, with Elgin County having just launched on March 27, 2013.

In some instances, in alignment with the updated Provincial Assisted Living Services - High Risk Seniors (ALS-HRS) policy, providing the right care, at the right time, in the right place means a movement toward all Assisted Living organizations providing Assisted Living services to clients whose care needs are great.

To ensure that each client's individual needs are addressed and served with the appropriate Assisted Living programs, it may mean that some clients are transitioned to a service that provides less intensive care. The policy also directs a movement to the provision of Assisted Living services in "hubs in the community", which means that services would be provided in people's homes when enough people reside within a close geographic location. This work is well underway in Oxford County with a number of clients identified as benefiting from either transition on or off Assisted Living service. Transitions are being discussed with individual clients and their families and will occur over the next several weeks.

In March 2013, the South West LHIN Board invested additional Assisted Living resources in Oxford County to support continued efforts to realign and enhance capacity in the community.

In the Hospitals - Home First and Coordinated Access to Complex Care was launched at Alexandra Hospital in Ingersoll on November 22, 2012 and Woodstock General Hospital on January 14, 2013.



Providers came together to launch Coordinated Access in Elgin County on March 27.

Common eligibility guidelines and admission processes for Complex Continuing Care have been completed and will begin implementation at Alexandra Hospital in Ingersoll in early April with 5 of their 14 CCC beds included in the pilot. Woodstock General Hospital will implement the Coordinated Access process following their implementation of Home First. Discussions on timing of implementation of Coordinated Access for Complex Continuing Care are in progress at Tillsonburg and St. Thomas.

The South West CCAC and Woodstock General Hospital continue to work together successfully to coordinate admission to rehabilitation beds in that hospital and work is still ongoing to capture all metrics and finalize work processes around offering the bed to the patient.

Home First and Senior Friendly Care



Networking and Education Event April 18, 2013

This education and networking opportunity will build on the momentum of the Senior Friendly Hospital strategy as part of the overall Access to Care initiative in the South West. Over the last few months, Home First teams in six hospitals have highlighted and implemented many Senior Friendly Promising Practices. This event is being offered to all hospitals in the South West in order to enhance our collective ability to ensure and sustain excellent care for seniors. It is open to anyone in your organization with an interest in enhancing senior friendly care.

This one-day event, Senior Friendly Hospital Care: Promising Practices in the South West LHIN, will be an event to remember! Included in the itinerary is Keynote speaker Dr. Janet McElhaney, a world-class geriatrician, presenting on a program she helped develop in Vancouver- 48/6. 48/6 is a program where health-care professionals aim to address six different aspects of seniors' health within 48 hours. You will not want to miss this talk!

The afternoon will offer an opportunity for participants to come together to network and learn about the successful Senior Friendly Promising Practices that are being implemented right here in the South West LHIN! Don't miss out on this wonderful opportunity!

Please forward this opportunity to anyone in your organization who would be interested in attending. If you have any questions please don't hesitate to contact:

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Save the Date!

Senior Friendly Hospital Care: Promising Practices in the South West LHIN

Keynote Speakers: Dr. Michael Borrie- Setting the Context: Senior Friendly Hospitals Strategy
Dr. Janet McElhaney- 48/6: A Promising Practice for Senior Friendly Care

48/6 refers to the six areas of function that need to be assessed right away and addressed in a care plan within 48 hours of admission. Come learn about this transformational initiative and how one health leader, recently transplanted from BC, is translating this work and other areas of leading research into practice in Ontario.

Thursday April 18, 2013
8:30 am to 3:30 pm
Best Western Stoneridge
Inn & Conference Centre
6675 Burtwistle Lane
London, ON

Learning Objectives:
1. An opportunity to learn about Senior Friendly Promising Practices for the South West
2. An opportunity to network with all the South West Hospitals, to share SFH strategy successes and learn from the challenges.

Who Should Attend: Senior Friendly Hospital leads, Home First Implementation teams, representation from each South West hospital with an interest in enhancing Senior Friendly Care.

Cost: Free! This event is sponsored by the South West Senior Friendly Hospital Project. Detailed agenda and registration form to soon follow.

Questions? Contact Jillian Biros jillian.biros@sjhc.london.on.ca

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