



- 1. Taking a moment to celebrate
  - World Health Day
  - National Caregiver Day
- 2. In the words of our community members
- 3. Progress on Year-1 Workplan

# Older Adult Strategy

Bi-Monthly Newsletter – April 2020

Issue

FOUR

## Reporting on Progress

### WWOAS Goal Domains

- Goal 1:** Age-Friendly Society and Communities.
- Goal 2:** Healthy Aging.
- Goal 3:** Health System Capacity.
- Goal 4:** Collaboration and Coordination.
- Goal 5:** Quality.
- Goal 6:** Empowerment.

WWOAS reports can be accessed [here](#).

### A few perspectives of community members involved in WWOAS

- *The fact that so many providers and family/caregivers are meeting in hopes of improving the system is very positive. In my view, change and improvements only happen when people come together at the same table for discussions.*
- *I believe people who are living the experience of being and supporting the aging population are being given a voice.*
- *Although the professional members of the community have, are, or will face many of the same issues caregivers do, our committee members face the challenges with a deeper knowledge of the system and what the system will or will not provide. Without this background knowledge, the path to support is fraught with roadblocks that are hard to navigate in the best of circumstances, let alone under extreme distress.*
- *Collaboration among health professionals and participating agencies in order to improve the patient experience is a very good start at improving the delivery of health care in our area. The (power) dynamics are changing. We have access to information and can make informed decisions - informed by this and professional opinion.*

### Moving Forward

We know that your focus, today as always, rests squarely on the health needs of our community, including older adults themselves, their families and their caregivers. And we understand that your organizational and service priorities have pivoted to best address pressing local needs related to the COVID-19 pandemic.

Fittingly, we are pleased to release our fourth newsletter on this important day — in celebration of *World Health Day* and *National Caregiver Day* in Canada.

It is important for you to know that our work to implement the WWOAS continues to move forward and that we too have been shifting our priorities to best support emerging geriatric system- and service-level needs. We are fortunate that, over the past 18 months, the WWOAS has served as a catalyst to bring about new ways of working, stronger linkages and relationships and structures and processes to support better communication. Indeed, much of what has been achieved to date is very directly aligned with provincial and local health transformation agendas. So too, has it placed us all in a better position to respond in more coordinated and collaborative ways.

During these unprecedented times, we are targeting opportunities to best influence health policies, protocols, services and social supports that better support older adults at risk in our communities, especially those exposed to conditions that predispose vulnerability.

We all appreciate the steadfast dedication and expertise of all who are working on the front lines and those supporting them.

The following pages are dedicated to reporting on the progress of the WWOAS year-1 workplan.

We encourage you to call on us if you see opportunities or require support in brokering planning conversations and/or implementing immediate solutions in response to the evolving context within which you are living and working.

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# Progress on WWOAS Year-1 Workplan

The WWOAS Year-1 Workplan has been allocated to three separate workstreams. The co-chairs of each workstream form the WWOAS Workstream Co-Chair Committee and meet regularly to share activities, progress and areas for alignment in their work. What follows is an elaboration of the action items assigned to each of the workstreams. Our next newsletter will share more about the exciting progress underway.

## **Workstream A: Access, Availability and Integration of Geriatric Services**

**Co-Chairs:** Leanne Swantko and Susie Gregg

### **A1. Assertive Community Treatment Team (ACTT)/Flexible Assertive Community Treatment Team (FACTT)**

1. Working group will discuss literature review to date in reference to ACTT/FACTT serving Older Adults (December, 2019).
2. Review of client data; including potential Older Adults currently served by Specialized Geriatric Services who require the level of services provided by ACTT/FACTT to assist with decreasing ED visits/Acute Care admissions.
3. Present to the Waterloo Wellington Older Adult Strategy Steering Group: February 2020 proposed recommendation re: ACTT/FACTT.
4. Consider opportunities that can be easily implemented; i.e. develop a collaborative approach with existing ACTT/FACTT that could include a member of the Specialized Geriatric Services Teams inclusive of Intensive Geriatric Workers providing consultation and known transfer that would assist with the care planning for existing Older Adults active in ACTT/FACTT currently.
5. A presentation on both models was made at the WWOAS Steering Committee meeting in February 2020)

### **A2. Focused Dialogue: Intake**

Three-hour session held on November 7<sup>th</sup>

Next Steps

1. Distill, finalize and share **summary document** with those invited to attend the November 2019 session
2. **Reconvene** group in January 2020
3. Develop an **infographic** that articulates relationship and focus of intake systems and referral pathways
4. Confirm intent to formalize **Waterloo Wellington Intake Network**
5. Identify leads and establish **terms of reference** for Waterloo Wellington Intake Network

### **A3. Focused Dialogue: Utilization of Geriatric Medicine and Geriatric Psychiatry**

- 1) Working group:
  - Clinical Intake team member on site at St. Mary's General Hospital;
  - biweekly working group
- 2) Resourcing: Geriatric Medicine and Geriatric Psychiatry;
  - Healthforce Ontario
    - Collaborating with Kate Borthwick; presentations Geriatric Specialists Council; and Workstream A.
- 3) Working Group: (Follow up to the Intra RAI tool and Research)
  - Training and education for Home and Community Care Coordinators

# Progress on WWOAS Year-1 Workplan - continued

## Next Steps:

- 1) Distill, finalize and share **summary document and outcomes to date** re: wait times for Geriatric Medicine in Kitchener Waterloo; and region wide;
- 2) **Survey** for Geriatric Medicine and Geriatric Psychiatry region wide in partnership with Kate Borthwick; Dr. John Heintzman and Specialized Geriatric Services to identify current state resource availability; Geriatric Medicine and Geriatric Psychiatry;
- 3) **Map** resources and identify current state gaps and future state opportunities inclusive of recruitment;
- 4) Identify, implement and test **opportunities** to address wait times and wait lists across the region; inclusive of Memory Clinics; Geriatric Medicine and Geriatric Psychiatry and Mental Health; Working group in process of being developed;
- 5) Follow up on outcome of identified at risk Home and Community Care Clients;

## **A4. Focused Dialogues: Supporting Older Adults at Risk (SOAR)**

- December 5 (Waterloo; n=14)
- December 9 Guelph-Wellington; n=21)

## Next Steps:

1. Summarize, confirm and validate what we heard through **summary report** on proceedings
2. Develop an **infographic** that articulates relationship and focus of groups/agencies working to support OAR
3. Hosted **webinars** (afternoon - 26 February 2020; morning - 27 February 2020)
4. Confirm interest in developing:
  - a) A Joint Position Statement
  - b) A charter/declaration/ proclamation/propositions for system improvement
  - c) Waterloo Wellington SOAR Collaborative

## **A5. Equitable Access and Distribution across the Region; Older Adult Programs**

- **Substance Use** – working group (emphasis on Alcohol and Cannabis)
- **Engaging Public Health**

## Next Steps:

- 1) Identify data; summarize and confirm
- 2) Identify education **needs** for outreach workers; community-based programs; primary care; emergency care; and acute care;
- 3) Share Cannabis Tip Sheet for Older Adults across the region; develop plan for distribution

## **Workstream B: Linkage, Coordination and Navigation**

**Co-Chairs:** Josie d'Avernas and Cathy Harrington

### **B1. Create an Older Adult Care Community service model (Lead: Christine Normandeau)**

#### Project Scope (interpretation)

Develop a business case for how an Older Adult Care Community service model could reduce variability in care, support coordinated care planning, ensure appropriate use of resources, provide better experiences and reduce duplication in order to achieve outcomes across the quadruple aim.

# Progress on WWOAS Year-1 Workplan - continued

## Outcomes

Steering committee of OAS adopts and endorses a charter of principles/framework to guide future work. Outcomes will be plotted within quadruple aim framework.

## Objectives

- a) Determine how model integrates and aligns with OHTs
- b) Identify structural and functional elements that must exist within a best practice framework
- c) Differentiate between potential regional vs local models
- d) Integrate HQO quality standards and best practices within framework
- e) Integrate care coordination survey feedback conducted across HSPs by the WWLHIN into the framework

A comprehensive framework based on a review of existing models is being finalized in an effort to identify key principles and tenants upon which to move forward. Models are currently under review with key elements captured in a standardized template.

## **B2. Increase caregiver education and training (Leads: Linda Flemming/Michelle Martin)**

### Project Scope (interpretation)

Increase access and awareness to patient, family and community centred education, training and support across the continuum of the caregiving role.

### Outcomes

- Measurable reduction in caregiver burden (eg. Zarit tool; Caregiver Stress Test [Grossman reference from Knowledge Exchange]; etc.)
- Increased attendance at education sessions/on-line training
- Consistent evaluation and continuous quality improvement including patient related experience measures
- Increased measures of patient engagement in their own care
- Evaluation can include surveys, focus groups or conversations
- Increased numbers of primary care identifying/prescribing early education resulting in earlier referrals
- Increased awareness of caregiver support services
- Increased access to education for caregivers early on in the journey
- Increased access to timely supports either in person or virtually

An inventory/repository of training, educational and information resources has been developed along with a gap analysis and list of targeted recommendations.

# Progress on WWOAS Year-1 Workplan - continued

## B3. Optimize Behavioural Supports

### Project Scope (interpretation)

Enhance individualized and system-wide resources for supporting: 1) persons living with, or at risk of developing, neurocognitive conditions; 2) caregivers; and 3) the integrated care team by deepening integration across Waterloo Wellington.

Deliverable	Timeline
Host a series of engagement sessions with local LTC homes re: WWOAS priorities as they relate to current needs and future capacity (number and location of new beds; health human resources)	May 2020
Consultation with LTC Network to determine needs, priorities and opportunities to influence; confirm formalization of “BSO Subcommittee”	May 2020
Conduct a <i>Value for Money</i> review of BSO program elements in LTC and community	May 2020
Develop a map of the current services and programs supporting persons living with, or at risk of developing, neurocognitive conditions (i.e. PRC, CRBT, embedded BSO teams, BSO transitional clinicians, ADP, etc.)	May 2020
Draft business case for moving forward with priority areas for action, including improvement ideas (i.e. 1. coordinated communication and information sharing; 2. resource allocation; 3. workforce development, utilization and sustainability, etc. ) per Quadruple Aim	June 2020

## Workstream C: Equity, Diversity and Inclusion

**Co-Chairs:** Will Pace and Joanne Zimmerman

Overarching Goal: Reduce the incidence, prevalence and negative outcomes associated with marginalization and social isolation through targeted interventions that improve access to health and social services and community supports across Waterloo-Wellington.

### **C1. Transportation working group**

*GOAL: Reduce social isolation by creating reliable, accessible and affordable transportation services. Lenses: 1) Barriers to access, 2) Rural and urban perspectives. Separate working group established.*

**Co-lead:** Natalie Hoshing. Another position vacant.

### Project Scope (interpretation)

Support the development of a shared network of transportation options to address the diverse needs across rural and urban areas in the Waterloo and Wellington.

# Progress on WWOAS Year-1 Workplan - continued

## Outcomes

1. Improved coordination and sharing of existing services and resources.
2. More options to address diverse needs.
3. Reduction in those unable to access service
4. Income adjusted sliding scale.

## Deliverables

1. Identify models that could be used to support shared and coordinated transportation services across regions
2. Develop a campaign to engage volunteers in providing/supporting transportation service programs
3. Further highlight challenges and gaps from both rural and urban perspectives
4. Lead the establishment of a collaborative on optimizing transportation options and services for older adults.
5. Explore various local transportation models, i.e. Ride Well Program, Region's "Ride a Bus", Mobility Plus, Kiwanis, VON, etc.

Currently looking at WWLHIN-funded, private and alternative transportation service models and how to optimize what we currently have and identify current gaps in service from both a rural and urban perspectives. Reviewing existing reports such as Age Friendly Community Plans from municipalities across Waterloo Wellington and draw on identified issues and recommendations.

## **C2. Spaces working group**

*GOAL:* Increase the number of *physical spaces and virtual places* for groups of community members (especially who have typically felt marginalized) to feel safe and confident about coming together and connecting to services.

Leads: Thusany Puvanendran. Another position vacant.

Project Scope: Identify safe and inclusive community-based physical and virtual spaces that support social inclusion with a view to promoting scale and spread. Identify local community leads to gain momentum and sustainability in conjunction with Age Friendly Community initiatives

## Objectives

- a) Physical spaces:
  - i. Identify specific community spaces (private or public) already seen as providing informal support for marginalized older adults; target these spaces for more formal awareness opportunities (i.e. conversation café) utilizing the tools developed out of the first deliverable
  - ii. Build on existing training and awareness programs (i.e. Gatekeeper Program, Block Connectors, ReKindle) to better identify and connect marginalized older adults.
- b) Virtual spaces:
  - i. Identify and build on existing training program available to improve digital literacy and access (i.e. Seniors and community centres)

# Progress on WWOAS Year-1 Workplan - continued

## Deliverables

- Further define project deliverables and timelines and send out invitation for working group members
- Consider a social inclusion campaign in May – align with Mental Health Week
- Present the objectives and scope of the project to a joint regional Age-Friendly network to gain input and seek interest in participating.
- Identify local community leads to gain momentum and sustainability – working group members (4 across the region) – ideally attached to an Age Friendly Community initiatives
- Review of existing programs targeting identification of vulnerable populations and identify gaps

## Next Steps

Host two independent focused dialogue sessions (think tanks) - one for each working group. During these sessions, efforts will be made to:

- Identify and invite key stakeholders to attend a think tank
- Define current state - send organizational profiles in advance and generate map (infographic)
- Develop a complete understanding about what initiatives are underway and who is involved (leading or participating)
- Identify key linkages and new participants for our working groups
- Determine who is interested in being part of a “coalition” of the ready, willing and able
- Explore best option (structure) for collaborative action moving forward
- Determine priority outcomes and outputs
- Survey the community through organizational profiles to determine the breadth of transportation options and inclusive spaces that already exist.
- Facilitate an engagement session with new programs/services with the goal to increase the diversity of the membership at the Spaces and Transportation working groups.

## **Cross Workstream Initiative**

Showcase: Innovations in Hub Design, Development and Delivery

Hosted: 05 March 2020 | 9:00 AM – 2:30 PM | Fairview Mennonite Home

### Desired outcomes

1. Develop a better understanding of existing or emerging models and what is working in different contexts and for different populations
2. Articulate key themes, principles and best practices related to integrated service design, development and delivery
3. Gauge collective willingness to establish a *Waterloo Wellington Hub Planning Collaborative*

### Session objectives

1. Create opportunities for linkage and exchange for those interested in exploring/implementing community health hub models (potential partners)
2. Learn with and from each other about innovations in integrated service delivery models and the benefits they offer across the quadruple aims
3. Create opportunities for those interested in participating in an emerging hub model to declare their interest and define organizational readiness and preferred timelines