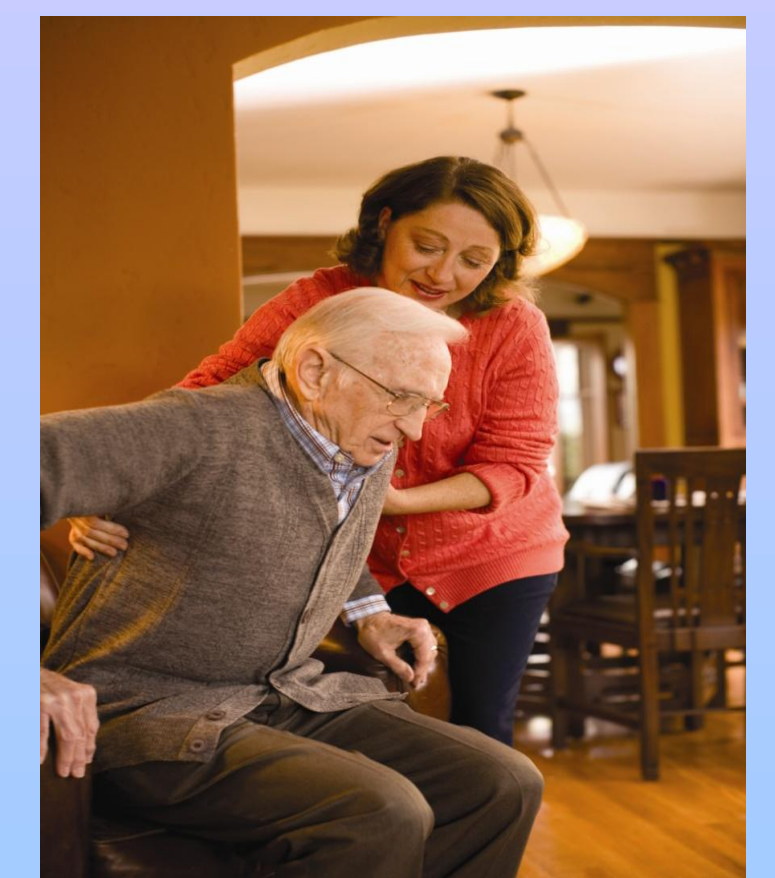


Navigating The Health Care System for Seniors



Introduction

Initiative:

To prepare the presentation material and undertake a "System Navigation and Interprofessional Person-Centred Care" public awareness campaign targeted at Durham Region seniors and their family/volunteer caregivers.

Relevance:

Seniors and their family/volunteer caregivers are often unaware of what health and support services are available to seniors and caregivers and who to contact concerning them.

In addition, without the public's understanding and support, the success of implementation of interprofessional/collaborative patient-centred care may be limited (*"Interprofessional Care: A Blueprint for Action in Ontario" 2007*).

Actions

Key Steps:

- Review of Interprofessional Person-Centered Care literature received at project workshops
- Consultation with Interprofessional Leadership Project Collaborative Care Facilitator
- Interview and collaborate with other community agencies to collect up to date information on services available to seniors in Durham Region
- Collaboration with persons such as CECCAC staff, Lakeridge Health Hospital Staff, Non-Profit and For-Profit agencies in Durham Region
- Development of PowerPoint slides based on information collected through information sharing with different community agencies and literature review
- Collaboration with fellow workshop participant on melded System Navigation and Interprofessional Person-Centered care presentation
- Prepare feedback sheets to hand out at time of the presentation
- Delivery of system navigation presentation in Fall 2009 to different senior's groups in the community, along with detailed handout with phone numbers and resources
- Presentation on system navigation and person-centred care in January 2010 to seniors and family/volunteer caregivers at Whitby Seniors' Centre with handout of information on community services and collaborative person-centred care

Take Charge Of Your Health!

WELLNESS

SELF-MANAGEMENT

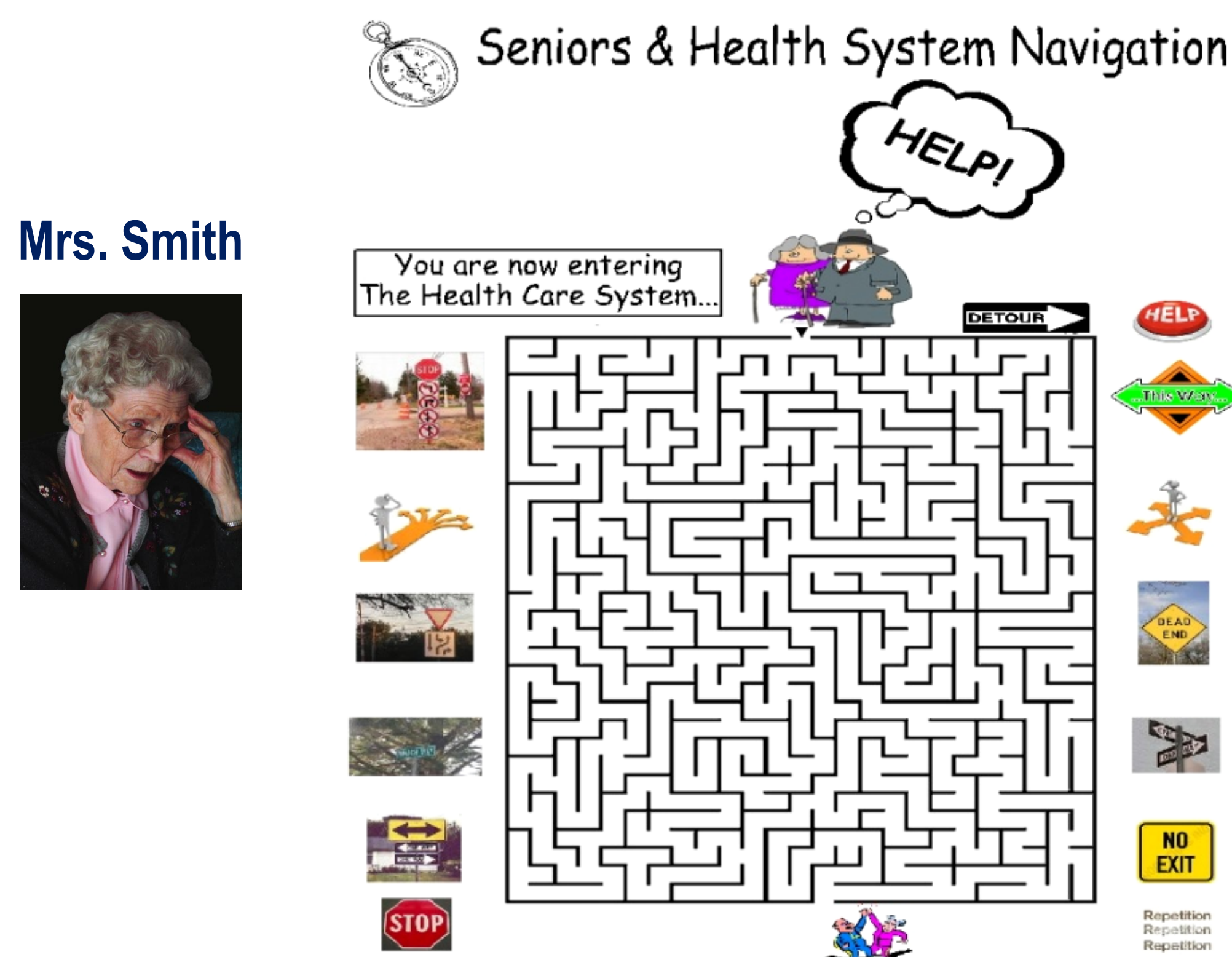
SELF-DIRECTED CARE

PREVENTION

Results

- Presentation materials developed and successfully presented to seniors and family/volunteer caregivers
- Feedback forms completed by those attending presentations

Navigating The Health Care System in Durham Region



Collaborative Person-Centred Care - Definition

- Team based approach which assists in:
- ✓ Improving client care, improving client experience of care
 - ✓ Making positive impact on cost of delivering care, meeting demands that health care system is facing

Healthcare providers working together with:

- ✓ People within their own profession, people outside of their profession and clients and caregivers
- ✓ Senior is at centre of their own care

Collaborative Person-Centred Care - Outcomes

- ✓ Health care revolves around senior's needs rather than needs of healthcare providers
- ✓ Seniors and caregivers work with healthcare providers to determine health goals that are realistic and achievable
- ✓ Health professionals listen to senior and caregivers and engage them as members of health care team when making care decisions
- ✓ Objective is to achieve best health outcomes possible for senior
- ✓ CE LHIN has adopted principle of Collaboration and Person-Centred approach to care

Challenges

- ✓ Keeping apprised of what other complementary projects might be on the go and what potential opportunities for partnership there might be was a challenge
- ✓ Can be a challenge to establish linkages (Project Coordinator assisted in establishing linkages)
- ✓ Establishing relationships between non-profit and for-profit agencies
- ✓ Encountered some challenges trying to establish links between all the different services. Feel we should all work together to give the best knowledge and understanding of services offered in our community to ensure the best quality of care
- ✓ Overcame these challenges by meeting with persons from different agencies to discuss how important it is to communicate with all the persons involved in one's "Circle Of Care"

Lessons Learned

A presentation focusing solely on Interprofessional Person-Centred Care might not attract the attention of seniors; is best to incorporate with something they can readily relate to such as navigating the health care system.

New Evidence/Best Practices

Many of the persons we have presented to did not know what services are available to them in Durham Region.

Through verbal feedback and feedback from the evaluation forms given out to persons who attended the presentations these were the comments received:

"Very informative topic, did not know there were so many services available."

"As a new resident in Ontario this information was much needed. Very clear and informative."

"It is easier to understand when you can see what is funded and where the funding comes from. Also great to know what you need a referral for and what you don't."

"I learned so much today, the handouts are great and I feel like I would know where to start when I need help someday."

"Great topic, everyone involved with senior care including us seniors ourselves should know all about these different services that are available to us and how to access them."

Through creating this presentation we have implemented and identified all of the different services that are available to seniors in the community. This is a great step in learning to work together as a community to create a more collaborative approach to care.

Next Steps

To share the presentation materials with health care providers who participated in this educational initiative in the hope that they in turn might be able to use the materials in their educational initiatives targeted at seniors and their family/volunteer caregivers.

To continue to give the presentation to seniors groups in the community to educate on the services available to them and how to access them and what is meant by Interprofessional Person-Centred care and their role in this approach to care.

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