

# One Team, Shared Focus: The Senior Friendly Hospital Strategy in the NSM LHIN

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# Introduction

- 5 acute care hospitals and one regional mental health centre (some organizations are multi-sited)
- Hospitals range in size from 72 beds to over 300

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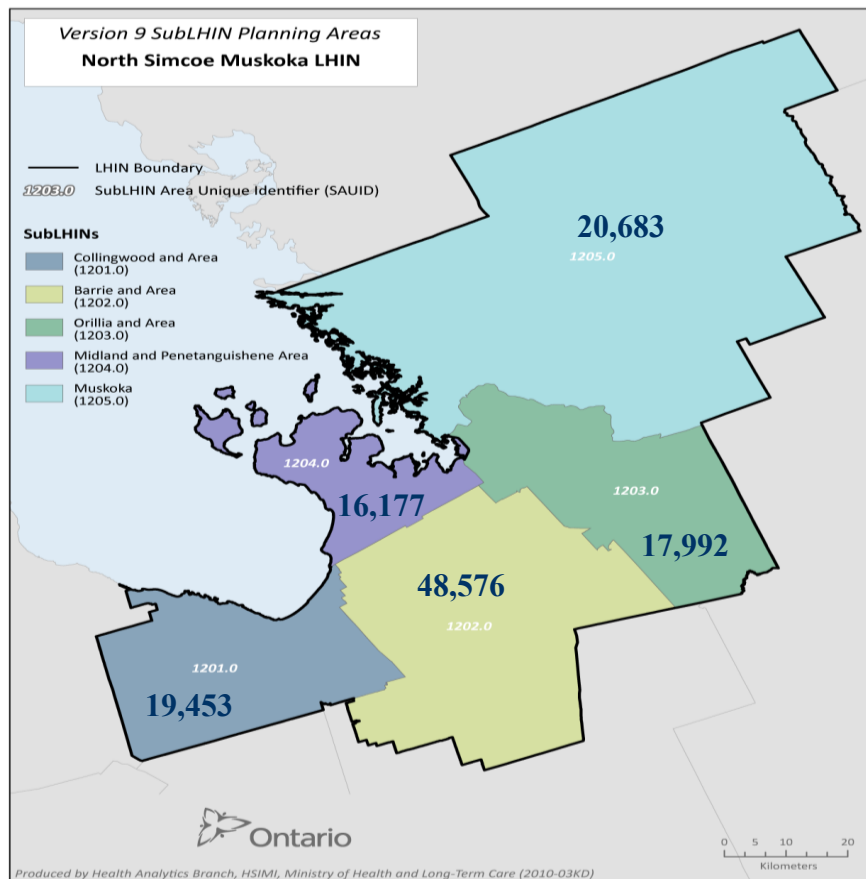
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# Seniors Population by Geographic Area

## NSM LHIN (2008 data)



# Background

- Ontario's LHINs are leading a Senior Friendly Hospital Strategy – an initiative to improve seniors' health and prevent their physical and mental decline in hospital. By acting together, hospitals can improve the experience and outcomes of older adults in Ontario hospitals.

# Background

The Senior Friendly Hospital Strategy aims to:

- Improve the health, well-being and experience of seniors in Ontario hospitals, helping them get back home sooner and healthier;
- Improve seniors' ability to live independently and stay out of hospital;
- Enhance the value of health care dollars;
- Help reduce Alternative Level of Care through supporting people to transition to the right place of care after a hospital stay; and
- Promote quality improvement initiatives that can be included in hospital Quality Improvement Plans as part of the **Excellent Care For All** legislation.

# Background

- Why did the NSM LHIN choose to form a SFHS Task Force and hire a coordinator for one year?
  - Goals
  - Objectives
  - Why integration and collaboration was important?

# Assessment Review

- All six hospital in the NSM LHIN completed the RGP assessment in the winter of 2011.  
The common themes were:
  - Strong organizational and leadership support
  - All hospitals have varying challenges with their physical environments
  - In five of six hospitals seniors are the number one consumer

# Provincial Report

- Review findings of the provincial report.
- Define key strategies at the local and LHIN level
- Prioritize strategies at the local and LHIN level



# Key Strategies

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- Provincial Priorities
  - Functional Decline
  - Delirium
  - Transitions

# Functional Decline

- Focus on functional decline as priority area one
- 34-50% of all seniors admitted to hospital will experience a loss of functional ability for reasons other than their primary diagnosis.
- By discharge 1/3 of older patients lose independent function in one or more activities of daily living (ADL).
- Organization specific strategies

# Building Capacity

- Increase local and LHIN level capacity in regard to senior friendly environments
  - Tool kit development
  - Care Connections education session
  - Code Plus Assessments
  - Promotional and educational materials for patients and families

# Communication

- Ensure regular and timely communication regarding SFHS progress is disseminated to key stakeholders and others as appropriate.
  - Regular updates to Care Connections committee
  - Newsletter
  - Brochure- Patients and Family

# Evaluation

- Evaluate and monitor the roll-out of the SFHS, including the development of standardized evaluation criteria.
  - Develop specific metrics framework for functional decline programming
  - Look forward to the provincial roll out of a metrics framework to help guide us further

# Organization Specifics

Collingwood General and Marine Hospital

Georgian Bay General Hospital

Muskoka Algonquin Healthcare

Orillia Soldiers Memorial Hospital

Royal Victoria Regional Health Centre

Waypoint Centre for Mental Health Care

# Collingwood General and Marine

- 3 D's Screening- Surgery and ED
- Mandatory Geriatric Education for all medicine unit nurses
- Modified Hospital Elder Life Program
  - Meal Assistance
  - Activation (socialization, busy boxes)
- Patients in Motion
- Senior Friendly Advisory Council

# Georgian Bay General Hospital

- Code Plus- endorsed as guide to corporate decision making
- Patients in Motion- expanded
  - Ambulation
  - Friendly Visiting
  - Orientation
- Senior Friendly Hospital Council



# Muskoka Algonquin Health Centre

- Code Plus Assessment completed
- Education to Board and Senior Leaders
- GPA education for clinical staff
- Patients Information boards to include “My Mobility Plan”
- Senior Assessment Support Outreach Team
- Volunteer based activation program

Room #

Rm Phone #

Today's Date

My Nurse is:

My Care Team

My Doctor is:

My Mobility Plan

Diet

Patients Ability to Transfer In-Out of Bed

- Independent  
 Supervision  
 Assistance of 1 Person  
 Assistance of 2 People  
 Mechanical Lift  
 Other

Patients Ability to Walk

- Independent  
 Supervision  
 Assistance of 1 Person  
 Assistance of 2 People  
 Non-Ambulatory  
 Other

Walking Aid Required

- None  
 Cane  
 Standard Walker  
 4 Wheel Walker  
 Wheelchair  
 Other

Communication

My Goals

You will be leaving the hospital in:  3 or more days

2-3 days

24 hours

ALC

PLEASE REPORT TO THE MAIN DESK UPON DISCHARGE

# Orillia Soldiers Memorial Hospital

- 600 Step Campaign
- Celebrating the 'Year of the Senior' 2012
- Code Plus assessment
- Corporate restructuring- Senior Friendly Program
- Delirium Standard of Care
- Patient/Family education
- Resources for activation (busy boxes)
- Senior Friendly Steering Committee




  
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**Benefits of getting out of bed while in hospital**

**Prevent**  
 hospital-acquired pneumonia

**Prevent**  
 hospital-acquired infections

**Prevent**  
 hospital-acquired pressure ulcers

**Prevent**  
 hospital-acquired blood clots

**Prevent**  
 hospital-acquired delirium

**Prevent**  
 hospital-acquired falls

• Participate in the 100 Step Initiative
 

- Sit up for all your meals
- Sit up in a Chair when you leave room

 • Walk around the unit either with help or if able to do so by yourself
 

- Do bed exercises on your own throughout the day

 If you are not sure what you are able to do, ask a member of your healthcare team.



# Royal Victoria Regional Health Centre

- 4 Geriatric Education on-line learning modules
  - Functional Decline
  - Delirium
  - Normal Aging Changes
  - Atypical presentation in older adults
- Clocks for all inpatient beds
- GPA- 2 in-house coaches trained
- GPA Education- medical geriatric unit
- Hospital Elder Life Program
  - Elder life specialist
- Next Steps- education expansion, ACE unit, senior council

# Waypoint Centre for Mental Health

- Currently undergoing major expansion
- Senior Friendly Hospital Strategy informing expansion decisions and programming
- Staff education on senior sensitivity

# NSM Contact Information

## Collingwood General and Marine

- Anita Chevalier, Director of Performance and Quality  
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## Georgian Bay General Hospital

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## Muskoka Algonquin Health Centre

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