



***Care that honours
seniors...respectful, understanding,
protecting and improving quality of
life and dignity.***





Faculty/Presenter Disclosure

- **Presenters:** Kathy Classen, Sally Jones
- **Relationships with commercial interests:**
 - Ms. Classen and Ms. Jones are both salaried employees at Covenant Health, Network of Excellence in Seniors Health and Wellness
 - Ms. Classen and Ms. Jones have no relevant financial or nonfinancial relationships to disclose.



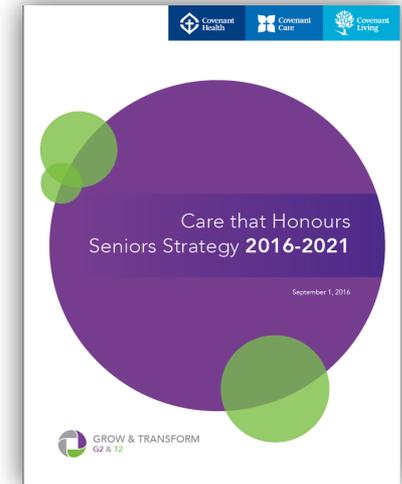
Care that Honours
Seniors Strategy **2016-2021**

September 1, 2016

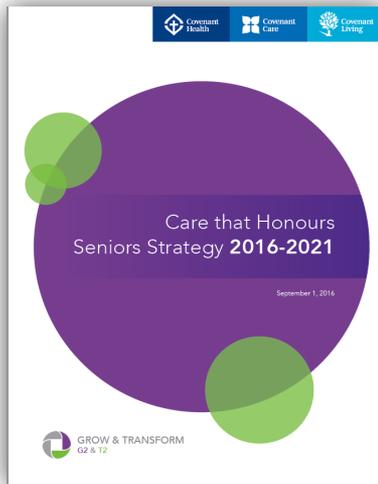




GROW & TRANSFORM G2 & T2



- G2 We will expand our capacity to care for seniors and those with addiction and mental illness.**
- T2 We will enable seniors to live to the fullest of their capacity as active and connected members of their communities.**



Adapt and enhance
care environments



Expand creative models of
continuing care



Transform the system



Create capacity



Affirming the Strategy's focus

- 2015 Help Shape Seniors Care Campaign
 - 1,200 web-based responses said that Care that Honours Seniors is high quality, equitable, affordable and accessible
- 2016 Senior Friendly Environmental Scan
 - 19 centres across Covenant Health
 - Rural and urban
 - Acute and long term care
 - Adapted, with permission from the Regional Geriatrics Program of Toronto's Self-Assessment



Understanding the current state of senior-friendly care and service

Objectives of Covenant Senior Friendly Environmental Scan:

- Identify our expanse of commitment and care for seniors.
- Support planning and prioritizing of senior friendly initiatives.
- Facilitate organization-level awareness of senior friendly processes.
- Identify promising practices that could be shared across our organization to improve senior friendly care.
- Provide a learning needs assessment for senior friendly care training.



Our Key Observations

We need to begin by asking, 'What do you need' rather than figuring out what might be available within the constraints of the health care and/or continuing care system.

Respondent to 2015 Shape Seniors Care Campaign



Observation 1: Covenant is well positioned to capitalize on the commitment and desire of its centres to deliver 'care that honours seniors'.

Considerations

1. Convene a Covenant-wide Senior Friendly Leadership Committee.
2. Define and support adoption of a 'care that honours seniors' philosophy across Covenant.
3. Create and support the appropriate healthcare workforce to best serve seniors in our care.
4. Define and design care environments that are models of responsive, sensitive, senior-centered care.



Observation 2: The *Care that Honours Seniors Strategy* is a point of confluence for collective identification of priorities for protocol development and adoption.

Considerations

1. Design care processes based on evidence and best practices.
2. Inform transitions of care processes with learnings from research/pilot projects.
3. Build protocols and practices that model a collaborative, innovative approach to transitioning seniors from acute care settings to community.
4. Develop learnings from senior friendly initiatives occurring across Covenant into best practices and systems.



Observation 3: Our sites are collecting multiple metrics in numerous settings, but not all are referenced to improve quality of care.

Considerations

1. Identify meaningful indicators/measures aligned with Covenant's *Care that Honours Seniors Strategy* as one tool in the broader quality improvement strategy.
2. Select metrics that lead to an action or change in order for the true impact to be realized.
3. Encourage the use of indicators across our related settings to support continued monitoring and evaluation of practice.



Observation 4: The physical environment is a key contributor to delivering senior friendly care.

Considerations

1. Develop a tool kit of senior-friendly design principles for reference.
2. Minimize the vulnerabilities of frail patients, and promote safety, comfort, independence and functional well-being.
3. Reference and consider the needs and comfort of seniors in our care to drive decisions around environment and settings.
4. Promote seniors' health and wellness through access to aids to wellness and a welcoming and supportive social environment.



Observation 5: Improve care by investing in staff education specific to seniors' issues, challenges, attitudes and needs.

Considerations

1. Promote collaboration and coordination across Covenant in education on senior-specific issues.
2. Explore innovative approaches to learning practices.
3. Build curriculum around definitions of core competencies required for senior friendly care.
4. Ensure senior sensitivity training continues to be an important educational component.
5. Consider adopting similar protocols for our care processes so that related staff training, metric development and monitoring are optimized.



Observation 6: Test and innovate to improve care to seniors.

Considerations

1. Identify how we can capitalize on the Covenant-wide interest and activity related to care that honours seniors.
2. Build community of practice, education modules, education supports and evaluation procedures etc. to spread and share best innovations.
3. Explore ways to encourage and support Covenant staff and centres who are keen to improve care processes and to test innovative approaches.



Observation 7: Involve our residents, patients, communities, and partners on their priorities for care that honours seniors.

Considerations

1. Include the voice of the patient/resident in all that we do to realize care that honours seniors.
2. Model open and transparent communications, regularly involving our community, our patients and residents and their family and caregivers.
3. Expand patient, resident and family engagement practices across our systems of care.



Observation 8: Develop a well-articulated model of care that reframes thinking from medical care paradigm to holistic, trans disciplinary, community-based social model.

Considerations

1. Identify Covenant priorities for innovation based on emerging needs and opportunities.
2. Seek partners, identify most appropriate settings for pilots, test, evaluate and spread to achieve system-wide transformation.
3. Reference our current provincial landscape and forecasts for Alberta's aging population when setting Covenant priorities in seniors' care and service.



Observation 9: Collaborate to transform the way we work and address resource challenges

Considerations

1. Explore more creative, efficient ways of delivering care.
2. Define, create and support the appropriate healthcare workforce to best serve seniors in our care.
3. Show demonstrable improvements in outcomes for patients by exploring collaborations and partnerships to better share knowledge and improve efficiency and effectiveness.



Where to from here?

- Define Elder Friendly Framework for Covenant acute sites.
- Promote a Covenant Health senior-focused Advisory Council to identify and spread best practices and innovations in priority areas.
- Define our model of service delivery to achieve 'care that honours seniors.'