



# Rapport

RGAP · PRÉG

BULLETIN ÉLECTRONIQUE DU PROGRAMME RÉGIONAL D'ÉVALUATION GÉRIATRIQUE D'OTTAWA

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## **AGING SUCCESSFULLY**

In June 2005, the Successful Aging Ottawa (SAO) 2004 Senior Survey – Report of Results<sup>1</sup> was released at the forum – Charting our Course. The forum provided over 70 participants representing front line agencies, seniors, researchers, community health centres and social service sectors, the opportunity to commit to developing a plan for successful aging that promotes and supports independence, participation and quality of life for all persons 65+ living in Ottawa<sup>2</sup>.

The results of the June forum were synthesized and on October 6<sup>th</sup> a follow-up half-day session was held to explore ways to move forward on key issues. Many of the attendees had also been present at the original event. People came to the session prepared to share ideas regarding the survey's implications for their organization, potential areas of interest for collaboration and how best to establish priorities. A dynamic hour of small group discussions, followed by information sharing with the larger group lead to a number of items being identified as initiatives that the group/community has committed to action. Watch for further details in future issues of Rapport.

Many thanks to the United Way Ottawa and the Council on Aging<sup>3</sup> for their roles in organizing and hosting these sessions and to all of those who participated. A copy of the 2004 Senior Survey – Report of Results is available at the COA website: [www.coaottawa.ca](http://www.coaottawa.ca)

## **PREVENTING HOSPITALIZATION**

CCAC Eastern Counties (CCAC EC) have initiated "Preventing Hospitalization of the High Risk Elderly" directed at improving health care delivery to the high-risk elderly. It focuses on "rapid access to clinically appropriate, locally accessible services".

- (1) Quick Response (QR) Service: to prevent hospital admissions by assisting with rapid service provision in crisis situations.
- (2) Resource Integration for Seniors in the Community (RISC): to provide an integrated service delivery that incorporates comprehensive assessment, rapid access to specialized geriatrics, intensive case management, joint care planning, and linkage with primary care.

Initial results show: (1) reduced hospital utilization and emergency department visits; (2) provision of timely and appropriate client driven care; and (3) clients report satisfaction with the intensive case management process.

The CCAC EC have produced "Preventing Hospitalization of the High Risk Elderly", obtained through CCAC EC or Kelly Milne ([kmilne@ottawahospital.on.ca](mailto:kmilne@ottawahospital.on.ca)).

## **BUILDING A SENIOR FRIENDLY HOSPITAL RGAP ER DESIGN AUDITS**

A Senior Friendly Environmental Audit tool was developed based on the publication of "Creating a Senior Friendly Physical Environment in our Hospitals" [http://www.canadiangeriatrics.ca/pubs/GTMay2004/GTMay2004\\_OKeffe.pdf](http://www.canadiangeriatrics.ca/pubs/GTMay2004/GTMay2004_OKeffe.pdf).

Ms. Patricia Barr, Occupational Therapist, is the RGAP Senior Friendly Design Consultant who will visit partner hospitals conduct and collaborate with clinical teams to conduct environmental audits. An evaluation and recommendation report of adherence to senior friendly design guidelines will be made.

Audit results of the newly redesigned Civic ER were presented to the ER Patient Advisory Committee. The results showed that the ER complied with all of the guideline dimensions but highlighted the need to adjust purchasing practices within health care facilities to reflect senior friendly guidelines.

An audit has been conducted at Montfort Hospital to recommend senior friendly design features to be included in re-development of the ER.

To request an environmental audit please contact Patricia Barr [pbarr@ottawahospital.on.ca](mailto:pbarr@ottawahospital.on.ca).

## **WHAT'S NEW**

### **Multidisciplinary City Wide Rounds:**

Disclosure of Dementia

Dr. Anna Byszewski, Dr. Frank Molnar, Fara Aminzadeh, Marg Eisner

25 November 2005 8.00 – 9.00 am

"Amphitheatre" The Ottawa Hospital Civic Campus

We will be seeking input and contributions from all of our partners. Please forward submissions for comment to Kelly Milne at [kmilne@ottawahospital.on.ca](mailto:kmilne@ottawahospital.on.ca) or call (613) 798-5555 extension 13930