



Rapport

RGAP · PRÉG

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THE YEAR AHEAD

There is a great deal of anticipation for RGAP partners as we look forward to the year ahead. The strategic working groups of the Regional Geriatric Advisory Committee are moving into implementation mode on a number of fronts after several years of planning. In our efforts to change the world of seniors health, one project at a time, the evaluation and consolidation of the Geriatric Emergency Management (GEM) project across five hospitals, the implementation of the RISC project, the development of a Senior Friendly Hospital report card, expansion of the rural geriatric networks, re-newal and expansion of the Geriatrician Alternate Payment Plan, development of a Seniors' Population Health Survey as a component of the emerging Framework for Successful Aging, Provincial Best Practices Initiative in delirium through RNAO, and the hosting of a National Consensus Conference on Geriatric Rehabilitation will keep us at the forefront of learning and innovation, in addition to a very ambitious research program by RGAP clinicians

CLINICAL SERVICES

HELP LINE GOING HIGH TECH Established in 1987 as Ottawa's only not-for-profit, locally monitored and hospital based emergency response program, Elisabeth Bruyère Helpline has grown to over 1000 clients with a superb reputation for getting appropriate help in a timely manner.

As one of the many outreach services of the SCO Health Services, Helpline offers many benefits to both the client and to the community at large. There is the obvious benefit of being able to access help immediately in a crisis. Every year there are thousands of situations where appropriate help is sent.

Seventy per cent of all calls are resolved without 911 intervention. Helpline allows seniors to maximize their quality of life by facilitating independent living within their homes and community.

Helpline is a comfort to family and friends, who may be already heavily stressed with the care of elderly, because they know that help will be accessed immediately for their loved ones, even if they are not available.

Community and Provincial budgets are big winners when Helpline is utilized. Discharges from hospitals can occur sooner, emergency rooms are used less, and the 911 response is called judiciously. With Helpline screening calls, only .02% of all calls to 911 are false alarms.

The future for Helpline holds the promise of more high tech solutions, including **"fall detection" buttons**, which will facilitate the quality of life for our seniors and their caregivers. A quality grassroots service by the community for the community is an ideal blend which serves everyone well.

CHRISTMAS ACROSS THE AGES On December 20th the patients, family members and staff of the GAU and the Geriatric Day hospital at the Civic Campus celebrated Christmas.



Collectively the participants had celebrated over 2000 Christmas's.

As in previous years Health Canada employees provided the singing and juggling and grade 4 students from Guardian Angels Catholic School in Stittsville gave out hand made gifts and decorations to the patients. The traditional Christmas lunch was prepared and served by the staff at the Civic Campus kitchen. Thanks to everyone's participation our patients and their families had a wonderful time.

PARTNERSHIPS

PLANNING FOR THE FUTURE: The RGPs of Ontario represented by Dr. Rory Fisher of the Toronto RGP, and Cal Martell of the Ottawa RGP met with the Assistant Deputy Minister of Integrated Policy and Planning Branch of the Ministry of Health and Long Term Care, George Zagarac and his staff, on February 6th. During the meeting a number of joint provincial initiatives related to seniors health policy were identified

RISC MANAGEMENT WITH A TWIST! After more than a year of program planning and community development the Ottawa Resource Integration for Seniors in the Community (RISC) demonstration project, has been approved for funding through the support of the Ministry of Health and Long-Term Care and the Ottawa CCAC. Modeled on the, CHOICE and SIPA integrated service delivery programs in Alberta and Montreal, targeting the needs of the frail elderly, the project is intended to transcend the gaps of our current episodic service delivery system. In addition to improved health outcomes for seniors, similar initiatives have reduced rates of readmission as well as ALC rates by up to 50%. The program is expected to integrate and provide rapid access to the continuum of care from community support services, to home care, primary and acute care, and specialised geriatric services. The project will target a caseload of 30 patients from the Civic Family Medicine Centre, and if successful, is expected to be replicated across centres in Ottawa and the surrounding rural areas. Our thanks to Kathleen Nunn for her valuable work in leading the project through its formative period.

24 new convalescent beds will be opening in Ottawa in March as a result of partnership agreements between local hospitals, the Ottawa CCAC, the Ministry of Health and Long-Term care, the Perley and Rideau Veterans Health Centre and SCO Health Services. The service will provide another option for primarily older patients requiring more time to

recover from illness of injury before returning home following a hospital stay. The initial proposal was developed with the assistance of the RGAP and 4 student of the University of Ottawa MHA program. The RGAP has also been requested to support the evaluation of the service. Initial funding is for one year .

THE NUMBERS ARE IN! The RGPs of Ontario recently compiled a provincial clinical dataset for Specialized geriatric services delivered and or coordinated by the five RGPs. More than 26,700 patients/cases were served through 86,811 patient days and 52,994 visits delivered from hospital to home. The Ottawa RGP compares favorably across all 6 specialized services, with the exception of geriatric clinics, which are limited due to a serious geriatrician shortage.

EDUCATION

Best practices – Guidelines for Clinical Care
Having completed and initiated the pilot phase of the second cycle of best practices development which focused on Screening for Delirium, Dementia and Depression in older Adults The Registered Nurses of Ontario (RNAO), building on these guidelines has initiated the third cycle. This cycle is entitled Care Strategies for Delirium, Dementia and Depression in Older Adults and is being chaired provincially by Dianne Rossy, RN, MScN, GNC (C). Building on this work TOH is the initial phase of developing a program aimed at identifying delirium in acute care. This initiative is being spearheaded by Dianne Rossy and Dr. Barbara Power, Chief of Geriatrics and is supported by a multidisciplinary team.

The next RGAP City Wide Rounds "Who ages successfully? Secondary Analysis form the Canadian Study of Health and Aging", to be presented by Elizabeth Kristjansson, PHD will **be held March 20th, 2002 at 8:00 a.m. in the Amphitheater, of TOH, Civic Campus.** Dr. Kristjansson is an Associate Professor at the School of Psychology, University of Ottawa. She will discuss present various definitions of **Healthy and successful aging as well as predictors and seniors' views on successful aging. Participants will have the opportunity to ask questions.**

RESEARCH HAPPENINGS

Fara Aminzadeh, Research Associate, RGAP along with colleagues Lockett, Edwards and Nair, recently published an article entitled Development and evaluation of an instrument to measure seniors' attitudes towards the use of bathroom grab bars in the *Public Health Nursing Journal*.

.FACTS ON AGING

Did you know that:

- ✓ 43% of all admissions to hospital 75+ are readmissions ? Yet another case for developing different care approaches for the elderly!

(Institute for Clinical Evaluation Sciences)

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