

# Senior Friendly Hospital Care: The Imperative Need for Change

Monday, April 2, 2012  
Toronto



PARTNERS



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Renaissance Toronto Downtown Hotel  
One Blue Jays Way  
Toronto, Ontario M5V 1J4

Ensuring effective and appropriate care for older adults has always been a priority of Ontario's hospitals. The best available research indicates that a systematic approach, which considers a variety of domains such as care processes and organizational support, is fundamental to patient success. The Senior Friendly Hospital (SFH) Framework, developed by the Regional Geriatric Programs (RGPs) of Ontario, offers a comprehensive, organization-wide approach for the care of older adults that integrates the successful elements of evidence-informed practice. In September 2010, the SFH strategy was identified by Local Health Integration Networks (LHINs) as a key provincial priority (*Ontario Local Health Integration Networks, 2011*).

Join us for this thought-provoking day hosted by the Ontario Hospital Association (OHA), in partnership with the RGPs of Ontario and LHINs, as we examine the evolution of senior friendly hospital care both within Ontario and abroad. In addition to national and international perspectives, presentations will cover the Ontario SFH initiative as well as leading practices that local hospitals have developed to further enhance hospital care for older adults.

*An application has been filed with the Canadian College of Health Leaders for maintenance of certification category II credits for attendance at this program.*

## Agenda

**8:30am**

**Registration and Continental Breakfast**

**WHAT IS A SENIOR FRIENDLY HOSPITAL?**

**8:45am**

**Welcome and Opening Remarks**

**Chair: Donna Cripps**

*Chief Executive Officer*

Hamilton Niagara Haldimand Brant Local Health Integration Network

**8:50am**

**The Elder Experience: A Holistic Agenda for Care**



Patricia Moore is a pioneer of inclusive design and a leading authority on the requirements and behaviours of people as they age. In 1979, at age 26, Patricia Moore enlisted the help of a *Saturday Night Live* makeup artist, dressed in her

grandmother's old wardrobe, and made herself over as nine different women in their 80s. She then spent more than three years touring 100 cities in the United States and Canada, taking the bus, shopping, walking the streets, and living life as an elder.

**Patricia Moore**

*President*

Moore Design Associates  
Phoenix, Arizona



**9:50am**

**The Evolution of Senior Friendly Hospitals**

- The concept and theory: an evidence-based review
- Pan Canadian and international innovations

Dr. Belinda Parke is Past President of the Canadian Gerontological Nursing Association. Her clinical experience as an advanced practice nurse in gerontology spans acute care, community and long-term care. As a Clinical Nurse Specialist in older adult health, her research interests are in health care systems, capacity building and innovations for clinical practice improvements. Dr. Parke is a pioneer of senior friendly hospitals in North America.



**Dr. Belinda Parke**

*Assistant Professor, Faculty of Nursing*  
University of Alberta

**10:40am**

**Networking Refreshment Break**

# Agenda

**10:55am**

## Senior Friendly Hospital Priorities in Ontario

- The evolution
- Recommendations for hospitals and LHINs
- Clinical priorities

**Dr. Barbara Liu**

*Executive Director*

Regional Geriatric Program, Toronto

**Camille Orridge**

*Chief Executive Officer*

Toronto Central Local Health

Integration Network

## THE CASE FOR CHANGE

**11:25am**

### A Fireside Chat: The Compelling Need for Change Management and Process Redesign

A recent report on *Caring for Our Aging Population and Addressing Alternate Level of Care* written by Dr. David Walker noted that hospitals have an integral role to play in caring for frail elderly patients and “must embrace senior friendly care principles”. Hear from senior leaders in the field as to how the system can manage change and process redesign in order to better further these principles.

**Facilitator:**

**Donna Cripps**

**Panellists:**

**Dale Clement**

*Chief Operating Officer*

Halton Healthcare Services

**Dr. Rajin Mehta**

*Divisional Head, Geriatric Medicine*

Sunnybrook Health Sciences Centre

**Dr. Thomas G. Parker**

*Physician-in-Chief*

St. Michael's Hospital

*Wallace G. Chalmers Professor of Medicine*

University of Toronto

**Kimberly Peterson**

*Vice President, Client Services*

Champlain Community Care Access

Centre

**12:15pm**

## Roundtable Discussion

**12:30pm**

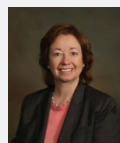
## Networking Luncheon

### HOW DO WE CHANGE THE SYSTEM? HOW TO OPERATIONALIZE CHANGE?

**1:15pm**

### Geriatric Institutional Assessment Profile

In the United States, Nurses Improving Care for Health System Elders (NICHE) has created the Geriatric Institutional Assessment Profile (GIAP), which is a self-assessment survey tool to understand staff attitudes and knowledge about care to older patients and to set priorities for improvements. Learn more about this tool and how it can be used to further a hospital's senior friendly journey.



**Dr. Marie Boltz**

*Assistant Professor, College of Nursing*

*Director of Practice Initiatives, Hartford Institute for Geriatric Nursing, New York University*

**1:55pm**

### Reframing the Care Continuum and Caring for Seniors: A New Way of Doing Business

- Case study of how one hospital has operationalized senior friendly care
- The full care continuum: From the Emergency Department, Inpatient, Ambulatory and Community Services

**Jocelyn Bennett**

*Senior Director, Urgent and Critical Care*

Mount Sinai Hospital

**Dr. Samir Sinha**

*Director of Geriatrics*

Mount Sinai and the University Health

Network Hospitals

**Rebecca Ramsden**

*Nurse Practitioner, Geriatrics*

*NICHE Site Coordinator*

Mount Sinai Hospital

**2:55pm**

## Networking Refreshment Break

**3:10pm**

## Leading Practices in Priority Areas

- Different strategies and approaches targeting functional decline, delirium and care transitions

### Mobilization of Vulnerable Elders in Ontario (MOVE ON)

MOVE ON is an interprofessional quality improvement initiative that focuses on early and consistent mobilization of older patients through the hospital stay.

**Dr. Barbara Liu**

### Hospital Elder Life Program (HELP)

HELP is a delirium prevention program that is designed to keep older adults as active as possible when in hospital.

**Helen Brenner**

*Vice President, Patient Services and Chief Nursing Executive*

Northumberland Hills Hospital

**Anne Pizzacalla**

*Clinical Nurse Specialist, Hospital Elder Life Program*

Juravinski Hospital and Cancer Centre

Hamilton Health Sciences

**Angela John**

*Elder Life Specialist, Hospital Elder Life Program*

Juravinski Hospital

Hamilton Health Sciences

**4:15pm**

## Leading Practices Discussion

**4:30pm**

## Wrap-up and Adjournment

**Donna Cripps**

## Registration Form

Miss    Mrs.    Ms.    Mr.    Dr.

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

#      Street      City

Prov/State

Postal/ZIP

Phone No: \_\_\_\_\_

Ext: \_\_\_\_\_

Email Address: \_\_\_\_\_

\*To be used for registration confirmations and program material.

### Emergency Contact Information (if different from above)

Please indicate your emergency contact information below. We will contact you in case of an emergency, i.e. program cancellation, etc. The information will be kept in confidence.

Emergency Contact Number: \_\_\_\_\_

Emergency Contact Email: \_\_\_\_\_

### Payment Method

Cheque    VISA/MasterCard/American Express

If paying by cheque, please make cheque payable to Ontario Hospital Association.

Registration Fee: \$ \_\_\_\_\_ + 13% HST: \$ \_\_\_\_\_

= Total: \$ \_\_\_\_\_

If paying by credit card, please provide the following information.

Name of Cardholder: \_\_\_\_\_

VISA/MasterCard/AMEX No: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

HST Registration #: 10779 7961 RT0001

## Registration

Registration will take place on **Monday, April 2, 2012**, at 8:30am at the Renaissance Toronto Downtown Hotel, One Blue Jays Way, Toronto.

**Space is not guaranteed, unless payment is received prior to the event.**

### Registration Fee

**Member (OHA/MOHLTC/LHINs/RGPs):**

**\$499.00 + HST \$64.87 = Total \$563.87**

**Non-member:**

**\$989.00 + HST \$128.57 = Total \$1117.57**

### Discount Policy

If more than one full registration is received from the same organization, a 15% discount (+13% HST) will apply to each additional registration received. The first registrant must pay the full registration fee. All group registrations must be received at the same time. This discount is not valid with other program promotions.

### Cancellation Policy

Notice of cancellation must be provided in writing 3 days prior to the date of the program. A 50% administration fee will apply to all refunds. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the entire fee. Substitutions are welcome. The Ontario Hospital Association reserves the right to cancel or reschedule a program.

### Accommodation

If you require accommodations, please contact the Renaissance Toronto Downtown Hotel at 416-341-7100 or 1-800-237-1512. Please be sure to indicate that you are attending the OHA conference to secure a special room rate of \$189 for single/double occupancy. Be sure to make your hotel reservation before March 27, 2012, as accommodations for that time period are filling up quickly.

*If you require extra assistance or have special requirements, please let us know when registering for the conference to ensure we can accommodate them.*

### Three Easy Ways to Register...

**1. Online:** [www.oha.com/conferences](http://www.oha.com/conferences)

**2. Fax:** 416-205-1340

**3. Mail:** If paying with a cheque, complete the form and mail together with payment no later than *March 19, 2012* to:

**EP 138 Senior Friendly Hospital Care: The Imperative Need for Change**

Educational Services Division

Ontario Hospital Association

200 Front Street West, Suite 2800

Toronto, Ontario M5V 3L1

For additional program information and questions, please contact Gertrude Fernandes at **416-205-1398 (local)**,

**1-800-598-8002 ext. 1398 (toll-free)**, or [gfernandes@oha.com](mailto:gfernandes@oha.com).