

## Intensive Geriatric Service Worker (IGSW) Lead – Developing Partnerships and Implementing Best Practices

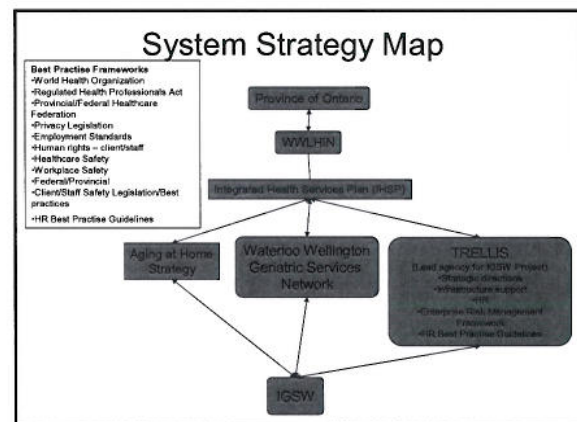
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## Guiding Principles – High Level

- Senior Centered: services will respond to the need of seniors
- Community Based and Integrated: within broader health system
- Equitable: recognize demographic and geographic challenges

## Guiding Principles Continued....

- Cost Effective: best care at optimal cost recognizing benefits of volunteerism and local community responses.
- Results Oriented: results defined and measured



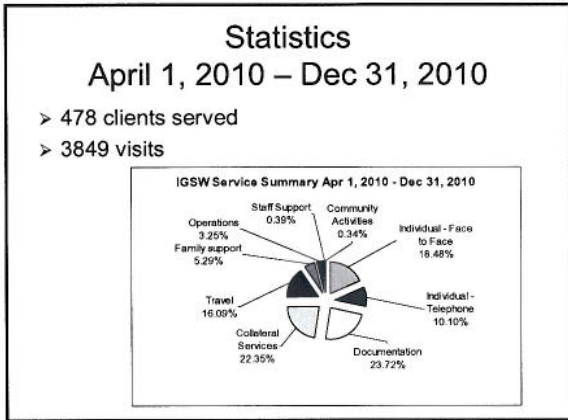
## System Accountability

- WWGSN - System of Care for Seniors –
- Accountability Agreements signed by all partners
- Data collection
- Ongoing integrated evaluations

## Design Principles

1. Process capable of meeting need and demand
2. Process will deliver client value and demonstrate outcomes
3. Robust and Reliable
4. Uses and Improves Existing Infrastructure
5. Clearly defined operations that can be enabled with information technology.
6. Improves flow by minimizing all types of waste and by creating "pull"
7. Has positive impact on system goals





- ### Best Practice – Service delivery
- > Medication reconciliation
  - > Infection control
  - > Falls prevention
  - > Circle of Care discussion
  - > Focus on SMART (Specific, Measurable, Achievable, Realistic, Time-Measured) goals
  - > Geriatric interorganizational interprofessional Collaboration (GiIC) tools
  - > Health Passport

### Medication Reconciliation

Date (DD/YY)	Medication	Order	Priority	Ordering	Notes	Medication (Identified)	Prescriptions (See History tab)

- ### Infection Control
- > Conduct a brief screening of clients' physical condition at each visit
    - if client exhibits signs of a new cough, fever, or intestinal symptoms; offer to reschedule the visit (if possible) or offer to contact the client by telephone to provide support
    - Gloves worn if there is a possibility of contact with bodily fluids
    - If client is coughing or sneezing, the client is encouraged to wear a mask; if client is uncomfortable or refuses the worker will wear a mask (remain two metres apart)
  - > Wash hands when visit is over (avoid touching your eyes, nose, mouth)
  - > If you are unsure whether to use precautions, err on the side of safety



### SMART Goals Form

Goal	Start Date	End Date	Progress

# GiC Tools

### GiC Patient and Families Module – Tool #1

**Just Tell ... Who I am**  
 Tell the doctor: The most important thing about me  
 What I have to do  
 What I want to keep on doing  
 What I am doing to stay healthy  
 What I need help with or concerned about in my home  
 Who helps me

**Just Ask ... Who I am**  
 Tell the doctor: What my first language is  
 If I need help understanding English instructions  
 Who my main contact is  
 Who helps me with my care decisions  
 What are my main health problems  
 physical problems  
 allergies

Sharing information about who you are and what's important to you

### GiC Patient and Families Module – Tool #2

**Just Ask ... getting information**  
 Ask the doctor: Do you have information about my health problems  
 Where else can I get information  
 I can use a computer  
 I can use a telephone  
 I can use a library  
 I can use a health care provider  
 I can use a community or support group  
 I can use a health care provider  
 I can use a health care provider  
 I can use a health care provider

**Just Tell ... getting information**  
 Tell the doctor: What I know about my health problems  
 How I got this information about my health problem  
 I like this kind of information  
 Printed on paper so I can read it  
 Talking with someone about it  
 Finding Internet websites about it

Sharing information about what you know about your health problems and where to find more information

### GiC Patient and Families Module – Tool #3

**Just Tell ... taking my medications**  
 Tell the doctor: All the medications, vitamins, herbs, & over-the-counter remedies that I take  
 Medication name or what it's for  
 Dosage/frequency or what it looks like & how often you take it

**Just Ask ... taking my medications**  
 Ask the doctor: Can you review my medication record  
 Is my medication record accurate and up-to-date  
 Are there special instructions for taking them  
 How do I know they are working or not working  
 When can I stop them

Sharing information about your medications and asking for up-to-date, more or changed information about your medications

### GiC Patient and Families Module – Tool #4

**Just Tell ... about my medications**  
 Tell the doctor: Why I need them  
 How I take them  
 The ones I forget to take  
 The ones I don't know why I'm taking them  
 The ones I don't know why I've been taking a very long time  
 The extra ones I take  
 My vitamins and herbs  
 Which pharmacies I use

**Just Ask ... about my medications**  
 Ask the doctor: Why do I need them  
 How should I take them  
 When should I start taking the new medication  
 Which one should I stop taking today  
 Is it safe to take with my other medications, vitamins, herbs, non-prescription medications or treatments

Sharing more information about your medications such as how you are taking them and then asking for further information about your medications

### GiC Patient and Families Module – Tool #5

**Just Tell ... why I'm seeing the doctor**  
 Tell the doctor: What I want to talk about  
 What is my main problem, concern or is bothering me or How I am feeling  
 What has changed or  
 What I am doing different  
 What is most important to me that I am able to keep doing in my home

**Just Ask ... what I need to do**  
 Tell the doctor: to Start  
 to Go  
 to Change  
 to Stop/Quit

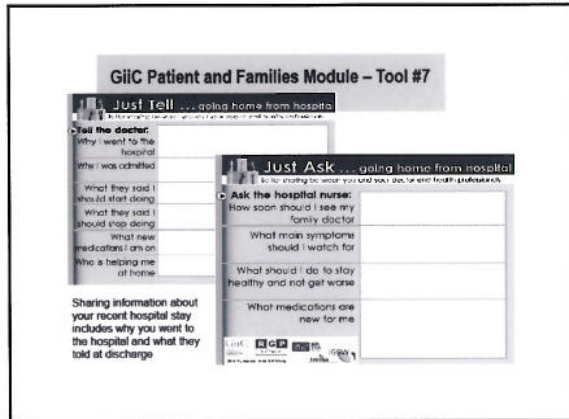
Gathering information before you go to your appointment and making sure care changes are written down before you leave the appointment

### GiC Patient and Families Module – Tool #6

**Just Tell ... who's coming to my home**  
 Tell the doctor: Who is coming to my home (other than you)  
 How often they come  
 How they are helping me  
 What they said I shouldn't be doing  
 Their phone number

**Just Ask ... who's coming to my home**  
 Ask the health care person visiting you: What is your name  
 What do you do  
 What is your phone number  
 What will you be doing for me (test, treatment, etc.)  
 What should I do to stay healthy and not get worse

Home care providers are important not only doctors to be aware of but everyone else, write their names, contact information, key things they told you to do or not to do



- ### Best Practice – IGSW training
- P.I.E.C.E.S training
    - as a tool for communicating with community partners
  - ASIST suicide intervention training
  - NVCI – NonViolent Crisis Intervention Training
  - Privacy
  - Infection Control
  - Professional Boundaries
  - Documentation

- ### Supervision
- Bi-weekly team meetings
  - Site meetings monthly
  - One-on-one meetings monthly
  - Ongoing review of client case notes
  - Ongoing case consultation as needed

### Questions

- ### Contact Information
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