

ST. JOSEPH'S CARE GROUP

SENIOR FRIENDLY CULTURE OF CARE

-  - complete
-  - on target
-  - efforts underway, not on target
-  - not, initiated, needs support
-  - not yet targetted

2013 -2014 ACTION PLAN

(As of May 29/14)

STRATEGIC PRIORITY/ ENABLER GOALS

| | LHIN DOMAIN | CORPORATE AND LHIN GOALS | SPECIFIC ACTIVITY | LEAD(S) | START DATE | END DATE | QUARTERLY PROGRESS 2013-14 | | | | COMMENTS | INDICATORS |
|----------------------|-------------------------------|--|--|---------------------------------------|------------|-----------|----------------------------|---|---|---|---|----------------------------------|
| | | | | | | | 1 | 2 | 3 | 4 | | |
| SENIOR'S CARE | Organizational Support | <p>SJCG will continue to support excellence in Seniors' Care.</p> <p>The development of a "Senior Friendly Culture of Care" working group to evaluate the current SJCG senior-friendly culture of care status, review provincial and NWLHIN "senior friendly" hospital reports, develop and implement a plan for a Senior Friendly Culture of Care for SJCG which aligns with provincial/NWLHIN trends, directions and our identified needs.</p> | Develop a Senior Friendly Culture of Care Steering committee that will meet regularly to guide direction of subcommittees and be responsible for overseeing the Action Plan. | Nadia Thatcher | Jan 2013 | Ongoing | ✓ | | | | | Care for seniors is excellent. |
| | | | Designate a Clinical VP as the senior executive lead for Senior Friendly Culture of Care Initiatives. | Meaghan Sharp | Jan 2013 | | ✓ | | | | | Clinical VP has been identified. |
| | | | Provide a presentation related to the Senior Friendly Culture of Care Initiative to the Board of Directors. | Nadia Thatcher/ Susan Franchi | Fall 2013 | | ● | ● | ✓ | | | |
| | | | Organize and plan a "kick off" event for the Care Group, celebrating Senior Friendly initiatives and announcing plans for further Senior Friendly activity. | Nadia Thatcher/ Steering Committee | Jan 2014 | June 2014 | ● | ● | ● | ● | Revised implementation date to align with seniors month | |

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| | | Identify clinical champions in the areas of Seniors' Care to support practice across the organization. | Form a Steering Committee made up of identified staff and client champions. | Nadia Thatcher | Jan 2013 | | ✓ | | | | | Steering Committee is formed. |
| | | | Develop working groups to complete activities made up of other clinical/non-clinical champions throughout the organization. | Steering Committee | Sept 2013 | | ● | ● | ● | ● | | |
| | | Establish a list of preferred qualifications for positions within seniors' services. | Work with Human Resources to determine preferred qualifications for those working with Seniors to assist with recruitment and hiring of the right people for identified programs and services. | Susan Franchi/ Steering Committee | Sept 2015 | Dec 2015 | | ● | ● | ● | ● | |
| PROCESSES OF CARE | | Develop expertise across sectors to optimize physical, cognitive and psychosocial function of older clients. These processes would include high risk screening, prevention protocols, management strategies and monitoring/ evaluation processes. | Integrate RNs from Senior's Mental Health by having them consult with inpatients at both TBRHSC and SJCG and participate in Joint Discharge Operational team meetings weekly/twice weekly. | Meaghan Sharp | Feb 2012 | Ongoing | | ✓ | | | | RN participating in both organizations' JDOT meetings and assisting with clients. |
| | | | Pilot Delirium Screening /Assessment on one unit at SJCG (5 S) as part of a provincial initiative to determine best practice and alignment with provincial senior friendly strategy and NW LHIN Accountability Agreements. | Susan Franchi | July 2013 | Feb 2014 | | ● | ● | ● | ✓ | Upon completion of trial, QI methodology will be utilized to determine how to standardize delirium assessments and build practice capacity across SJCG. |

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| | | | Determine strategies in clinical areas to prevent functional decline. | Shelley Peirce/ Clinical Working Group | Jan 2014 | Dec 2015 |  |  |  |  | | Alignment and reference to H-SAA and SFH indicators |
| | | | Track and review number of inpatients over 65 who experience falls with injury in our hospital and number of inpatients over 65 admitted due to falls. | Meaghan Sharp/ Corporate Falls Prevention Committee | Sept 2014 | Dec 2015 |  |  |  |  | | Fewer falls while in hospital Refer to SJCG QIP for Falls metrics |
| | | | Senior Friendly strategies will be incorporated into the care of seniors with substance abuse issues. | Natalia Lysy-Trist/ Clinical Working Group | Jan 2014 | Ongoing |  |  |  |  | | |
| | | Support transitions in care by implementing practices and strengthening partnerships that promote inter-organizational collaboration with community and post acute care hospitalization. | Develop a Central Intake Process for all SJCG Seniors' Services. | Meaghan Sharp | Sept 2012 | |  | | | | | Intake process is underway. |
| | | | Continue Joint Discharge Operational Team meetings involving Mental Health and CCAC, ensuring the appropriate transitions in care for Seniors. | Susan Franchi/ Marianne Kulp | Ongoing | |  | | | | | JDOT meetings are held each Monday and involve Mental Health and CCAC. |
| | | | Link with GEM nurse in the ED at TBRHSC to help identify clients that may be appropriate for our in and outpatient programs. | Meaghan Sharp | March 2013 | March 2013 | |  | | | | |

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| | | | Facilitate connections with geriatricians, seniors' psychiatry and follow ups through telemedicine to improve clients transition home to the region more smoothly | Meaghan Sharp | Ongoing | | ✓ | | | | | The telemed RNs are working with the geriatricians. |
| | | | Facilitate a Seniors' Planning Day for all local Seniors' Services (SJCG, CCAC, TBRHSC, BSO) to review and discuss the central intake process, roles and transitions. | Meaghan Sharp | May 2013 | May 2013 | ✓ | | | | Develop an action plan based on recommendations from retreat | Planning Day was carried out. |
| | EMOTIONAL AND BEHAVIOURAL ENVIRONMENT | Develop Senior's Sensitivity training to promote a Senior Friendly Culture of Care across the organization | Review Client Satisfaction Survey results specific to clients over the age of 65 to determine areas for improvement. | Nadia Thatcher/Steering Committee | Aug 2013 | Ongoing | ● | ● | ● | ✓ | | Responses to the annual client satisfaction survey specific to respondents over the age of 65 are reviewed annually. |
| | | | Investigate an additional question more specific to the Seniors' population | Nadia Thatcher/Steering Committee | Apr 2014 | June 2014 | ● | ● | ● | ✓ | Not for consideration at this time. | |
| | | | Investigate the NICHE program as a basis for champion education. | Meaghan Sharp/Shelley Peirce. | Sept 2013 | | ● | ● | ● | ● | | Increased staff knowledge and skills to provide care and support with confidence. |

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| | | | Implement training and education strategies for Care Group champions and then determine how to ensure 'spread" throughout the organization. Undertake a GAP Analysis to determine priorities and build the clinical infrastructure | Susan Franchi/ Shelley Peirce | Jan 2014 | Dec 2015 |  |  |  |  | Jessica/Shelley met to engage professional practice champions. | |
| | | Apply a Senior Friendly lens to Client-Centred Care and diversity practices and involve older clients and families/ care-givers in their care consistent with their personal values (ie cultural, linguistic, spiritual). | Incorporate cultural diversity and client- centered initiatives in Seniors' Care. | Cultural Diversity Steering Committee | April 2013 | Ongoing |  | | | | | |
| | | | | Client-Centred Care Steering Committee | Sept 2012 | Ongoing |  | | | | | |
| | ETHICS IN CLINICAL CARE AND RESEARCH | Provide access to a clinical ethicist or ethics consultation service to support staff, clients and families in challenging ethical situations. | Participate in SJCG's Ethics Committee in order to raise issues related to Seniors' Care. | Nadia Thatcher | Ongoing | Ongoing |  | | | | | |

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| | PHYSICAL ENVIRONMENT | Utilize Senior Friendly design resources, in addition to accessibility guidelines, to inform physical environment planning, supply chain and procurement activities and ongoing maintenance. | Develop checklist related to Senior Friendly building codes, signage, colors, lighting etc. and incorporate these strategies into the SJCG Master Plan for construction (CEISS, Mental Health). | Nadia Thatcher/ Non-Clinical Working Group | Fall 2013 | Dec 2015 | ● | ● | ● | ● | | Safety and independence is improved through environmental improvements. |
| | | | As part of regular safety inspections, conduct regular audits of the physical environment and implement improvements informed by senior friendly design principles. | Nadia Thatcher/ Non-Clinical Working Group | May 2014 | Dec 2015 | ● | ● | ● | ● | | |
| | | | Maintain connection with "Age Friendly Thunder Bay" to ensure our Senior Friendly activities align with the community plan. | Nadia Thatcher/ Steering Committee | May 2013 | Ongoing | ● | ● | ✓ | | | |