Community & Seniors Health

AHS Provincial Programs and Innovations

Behavioural Supports Alberta Symposium

February 18, 2015

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Overview

1. Person-Centred Dementia Care – Residential Settings
2. Home Care Innovations
# Continuing Care in Alberta

## ALBERTA HEALTH SERVICES CONTINUING CARE SYSTEM

### Access to Continuing Care Services

A province-wide, person-centered, integrated, service access and delivery approach that provides Albertans with reasonable, timely and appropriate access to publicly-funded continuing care services based on availability and determination of unmet need.

### Managing Transitions

Transitions are minimized and actively managed to ensure that care is coordinated and seamless (e.g. from acute care; within the continuing care system; from child to adult programs)

### Continuing Care Services include:

- **Acute / short term interventions**
- **Palliative care / End of life**
- **Rehabilitation / Restorative care**
- **Long term home care / supportive care**
  - Maintenance home care
  - Paediatric services
  - Day programming
- **Short stay** (e.g. respite, convalescence, hospice)
- **Specialty consultative services** (e.g. geriatrics, wound care)

## Home Care - Home Living

- Can be provided wherever a client calls home including, residential living and lodge living
- Personal care and support services are provided through AHS Home Care
- AHS Home Care Health Professionals provide case management and home care Registered Nurse support for after-hours access

## designated Supportive Living

- Personal care support includes 24 hour on-site health care aide assistance, may also have 24 hour licensed practical nursing staff, as required
- AHS Home Care Health Professionals provide case management and home care Registered Nurse support for after-hours access

## Long-term Care Facility Living

- Personal care support includes 24 hour on-site Registered Nurse, Licenced Practical Nurse and Health Care Aides
Person-Centred Dementia Care

- How do we provide evidence-informed, high-quality care for Albertans living with dementia and their families in our residential living options?
Approach

• Over-site by SL4-D Task Group

• Review of grey and peer reviewed literature

• Consultation with subject matter experts
Philosophy of Person-Centred Dementia Care

- Quality of life
- Wellbeing
- Creating a home

Personhood is a standing or status that is bestowed upon one human being by others in the context of relationship and social being. It implies recognition, respect and trust.

-Tom Kitwood, 1997
Person-Centred Services

- Understanding individual life history & preferences
- Meaningful activities, leisure & community participation
- Family engagement & support
- Comprehensive assessment
- Behavioural & mental health supports
- Enjoyable mealtimes and appropriate dietary care
- Palliative & end-of-life care

Whole-team collaboration

- Education and accessible knowledge resources
- Adequate staffing
- Consistent staffing
- Involvement in daily life
- Flexibility in routines
- Quality & process improvement
- Aligned performance expectations

Dementia-Friendly Environment

- Sense of home
- Smaller groupings
- Interesting & engaging
- Wayfinding & orientation
- Safe access to outdoors
- Unobtrusive safety & security features
- Flexible & accessible common spaces
- Access to privacy & space to be alone

Policy & Leadership

- Balance safety & security with person-centred care
- Committed & engaged leadership
- Supportive vision & mission

PERSON
Recommendations/Next Steps

• Staff education
• Knowledge exchange resources
• Behavioural and mental health supports
• Performance expectations
• Quality frameworks and standards
• Physical/environmental design
• Staffing
• Clinical/medical care
Home Care Initiatives

AHS Home Care Programs and Innovations
Supporting Individuals and Families with Community Based Behavioral Supports

February 18, 2015

Presented by:
Shannon Barnard
Lead, Home Care Development
Home Care 101
Unique Home Care Clients

Continuing Care – Home Care Unique Client Counts (Cumulative Quarters)
## Home Care Service Guidelines

### Case Management

#### End-of-Life

<table>
<thead>
<tr>
<th></th>
<th>Acute</th>
<th>Rehabilitation</th>
<th>Long-Term Supportive</th>
<th>Maintenance</th>
<th>Wellness</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-12 hrs/week: 24 hrs/day on-call or direct professional service in last 72 hours of life or with acute symptom management episode</td>
<td>0-10 hrs/week</td>
<td>0-10 hrs/month</td>
<td>0-10 hrs/month</td>
<td>0-5 hrs/month</td>
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#### Direct Professional

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#### Personal Support

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#### Respite Care

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Note: Shaded blue cells identify where pediatric home care service guidelines differ from adult home care service guidelines.
Self Managed Care
Adult Day Programs
Destination Home is a collection of 15 innovative practices in home care that enhance the quality, effectiveness and efficiency of home care services for complex and high-needs clients.

Destination Home has targeted the following populations for this project:

- Current alternate level of care clients (measured in days) waiting for supportive living and long-term care beds
- Clients in the community waitlisted for a living option
- Individuals living in the community with complex needs who are at risk for admission to supportive living or long-term care
- Caregivers caring for complex clients in the community who are at risk of burnout and/or client admission to supportive living or long-term care
Locator Device Project

To get started, meet with project team and review project requirements.

Consent to Home Care Admission and LDP participation.

You will be provided with the GPS device and training on how to use it.

Ensure device is charged.

Ensure device is worn.

Continue with daily activities as you normally would.

You will be contacted regularly by the project team to offer support and check on the device function.

Call anytime if you have questions or concerns.

Upon exit, participants and project team meet to review use of the device.
Caregiver Strategy
Our Team

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Questions? Comments?

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