

SW Assisted Living Network Aging at Home Projects

Assisted Living is a support program designed to foster independence through the provision of a full range of flexible and integrated community-based services. Assisted Living programs work with the client to develop individualized care plans which will allow them to remain at home. Flexible scheduling may be intermittent throughout the day (24/7) and may vary in length depending on the needs of the client.

Target Population:

High Risk Seniors and Adults with Disability requiring frequent, urgent and intense care to remain at home across the geography of the SW LHIN

Impacts of e-Health

- Referrals through Health Partner Gateway
- Inter RAI assessment tools and Integrated Assessment Repository

Assisted Living Programs provide an average of:

- 3.5 service contacts/client/day
- 2 hours of support/client/day

Assisted Living Clients:

- 76% of clients live alone
- 84% of clients are aged 75+
- 10% of clients are adults living with a disability

Goal:

To support independence and promote safety, security and wellness without compromising independence, dignity and client choice.

Objectives:

- Address the needs of high risk seniors
- Reduce unnecessary and/or avoidable hospital utilization and wait-times of acute care services, emergency room (ER) use, and admission to long term care

Project Successes:

- Establishment of strong partnerships to ensure holistic care to all clients
- Sector wide client satisfaction rate of 93% (2012)
- Development of standardized processes across the LHIN
- Collaboration and sharing of tools and resources to establish consistent best practices

Important Statistics:

Individuals Served:

2008-2009	54
2009-2010	233
2010-2011	371
2011-12	374

Communities served:

2008-2009	9
2009-2010	11
2010-2011	14
2011-2012	20

Lessons Learned :

- Transition of client on to service was more resource intensive than anticipated
- Developing relationships with existing tenants, property management and community partners was key to success and growth

Challenges:

- Staff recruitment and retention
- Educating the community about the benefits and services available
- Introduction of a new MOH policy mid-stream with new eligibility criteria and expectations
- Building strong teams
- Building trusting relationships with new community partners

Next Steps:

- Work with Access to Care Leads for implementation of recommendations
 - Continue shift to cluster model
- Continue working toward best practice in Assisted Living as a Network



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