

Health Links Change Ideas

Health Links Learning Collab:
Coordinated Care Planning: a
client story



Our Aim Statement

- To provide Coordinated Care Planning for 70 year old woman living in London Middlesex with complex needs
 - find appropriate and independent housing in the community
 - Improve medication compliance to improve her Quality of Life

Change Ideas

Coordinated Care Planning team that employs a co-lead model between CCAC and CMHA, that utilizes a Transitional Case Manager, Primary Care Physician and a Personal Care assistant

PDSAs

- Improve Quality of Life by
 - Utilizing blister packs for medications
 - Controlling hoarding habits
 - Occupational Therapist to do an in-home safety assessment
 - Dietitian to work with client to improve relationship with food to improve nutritional status

PDSAs cont'd

- Improve Quality of life:
 - Provide taxi vouchers to medical appointments
 - Provided Community Relations Worker to minimize disruptive behaviours
 - CMHA to support home setup
 - Provide opportunities to socialize in her building

Measures/Data collected

Patient experiences documented pre and post CCP and PDSA interventions:

- Marianne was always teary at each visit and stated “I just want to get back on my feet again. I want my life back. I want to move and I have lived on my own for 45 years. I hate living here, it is a dump.”
- “I have control over my life again”
- “I can eat when I want and what I want”
- “I don’t have to worry that my belongings will go missing now that I have my own place”
- “I can do what I want when I want”

Outcomes

- Marianne is much happier, more realistic about what she can and cannot do.
- She is more aware of her physical limitations and lack of stamina to live independently without supports like having someone buy groceries for her.
- When she first moved in, she would not even consider this and now, after the CCP, she has the service in place and is relieved.
- Marianne seems more open to suggestions from care team post CCP.

Learnings

- Patient able to live with independently with supports due to CCP
- CMHA & CCAC partnership successful
- PSW support weekly
- Connection with CMHA
- Emphasis on patient safety