

## Building an Integrated Regional SGS Program

### Clinical Design Implementation



In early 2018, the NSM SGS program hired health care consultant Carol Anderson, a previous vice president at Baycrest, to develop a plan for the implementation of the NSM SGS program's hub and spoke model across North Simcoe Muskoka, building on the 2016 *Clinical Design Report & Recommendations* document. Through interviews and observations, possible local approaches and implementation timelines were outlined based on the belief that all seniors across the LHIN have the right to access specialized geriatric services, regardless of where they live.

To have a regional SGS program, the current system must capitalize on efficiencies and optimize outcomes. Many great programs serve frail seniors in North Simcoe Muskoka. Through system re-design and improved partnerships, these resources can be better organized and leveraged to support implementation of many of the clinical design recommendations.

In summer 2018, the NSM SGS program will be circulating a final report focused on the implementation of local SGS teams (the spokes). In early fall 2018 discussion will occur within each of the five LHIN sub-regions around the document and local implementation next steps. One of the first steps will be identification of a Local Lead from each sub-region to work in partnership with the SGS program to support implementation.

Watch for the final report on our website and stay tuned for further information on clinical design implementation in coming newsletters.

## Behaviour Supports Ontario Funding



Through the provincial Behaviour Supports Ontario (BSO) initiative, and as part of the Ontario Dementia Strategy, the LHIN received notice that NSM will be receiving an additional \$580,000 in base funding to expand BSS services in the community!

Based on local input and recommendations, the LHIN submitted a plan to the Ministry to use this new funding to increase our regulated Behaviour Support System (BSS) Community Clinicians by 2.5 full-time equivalents and our unregulated Community Clinicians (Integrated Behaviour Support Workers) from three to five full-time equivalents. This would increase our BSS community team by almost 50% and allow for better alignment of BSS community resources with the five LHIN sub-regions.

In addition, the LHIN submission includes a part-time pharmacist for the BSS team and one-time funding to support NSM hospitals (funding terms and parameters to be defined). It also includes one-time funding for the BSS team to purchase and trial allied supports (i.e. speech language pathology, audiology, music therapy, etc.) as appropriate to assess the impact of the interventions on responsive behaviour outcomes. The LHIN is currently waiting Ministry approval on this BSO community funding plan.

To support care of individuals with responsive behaviours in long-term care, the LHIN received notice that NSM would also receive an additional \$545,000 in base funding to expand BSS services across NSM's 26 long-term care homes. Planning is underway for these funds with a plan due from the LHIN to the Ministry in late July.

## Technology

### eConsult Pilot



Care is starting to go virtual! Over the summer months, the NSM SGS program is undertaking a three-month pilot to assess the impact and efficacy of providing virtual access to NSM SGS specialist physicians.

Using the Ontario Telehealth Network, the eConsult pilot is enabling NSM Care of the Elderly physicians, targeted nurse practitioners and specialist physicians to connect and have “hallway conversations” about patients. It is aiming to improve communication between providers, allow for better-informed decision making and improve the overall quality of care for frail seniors.

The eConsult pilot project started in June and will run through to September. Evaluation will occur at the completion of the pilot, with discussion to occur at the September SGS Physician Network meeting. The process will be reviewed as will the feasibility of expansion to other physicians and nurse practitioners across the region.

### GerimedRisk



The NSM SGS program is meeting with our colleagues in the Waterloo-Wellington LHIN region to explore the expansion of GerimedRisk into NSM. Planning is currently underway with the hope to implement GerimedRisk in NSM in fall 2018, pending LHIN and Ministry approval.

GerimedRisk is an interprofessional eConsult geriatric pharmacology and psychiatry consultation service targeting primary care physicians and nurse practitioners requiring clinical pharmacology assistance from a team inclusive of a geriatrician, geriatric psychiatrist



and pharmacist. GerimedRisk is a not-for-profit, industry-free eConsult service that is funded through a variety of partners.

Including GerimedRisk as part of the NSM SGS program’s basket of services will improve our region’s access to SGS specialist physicians while concurrently providing a specialized resource focused on clinical pharmacology. This will allow for better-informed decision making among prescribers thereby improving the overall quality of care for our frail seniors.

### Behaviour Support System - EHR



On June 26, 2018 the BSS team moved from a paper-based health record to an electronic health record (EHR). After months of planning, building and training, the BSS team was excited to move onto the Waypoint Meditech system!

For all new patients referred effective June 26<sup>th</sup> documentation will occur in the electronic health record. To support this work, consultation reports have been streamlined and the team is moving to a secure file transfer program to transfer key documents to our referring sources. For clients on BSS service prior to June 26<sup>th</sup>, paper-based documentation will continue as will the current process for communication.

This change in process is another step in our overall BSS redesign project. It will improve communication between the BSS team and referring sources, promote a more standardized approach to assessment and documentation, improve compliance with PHIPA and improve the ability of the NSM SGS program to compile statistical data and reports.



## Education: SGS 101

### What is a Comprehensive Geriatric Assessment (CGA)?



Frail seniors have unique needs that present specific challenges for accurate assessment, diagnosis, and treatment.

According to the Regional Geriatric Programs of Ontario, "Comprehensive Geriatric Assessment (CGA) guides a multidimensional specialized geriatric team approach to care

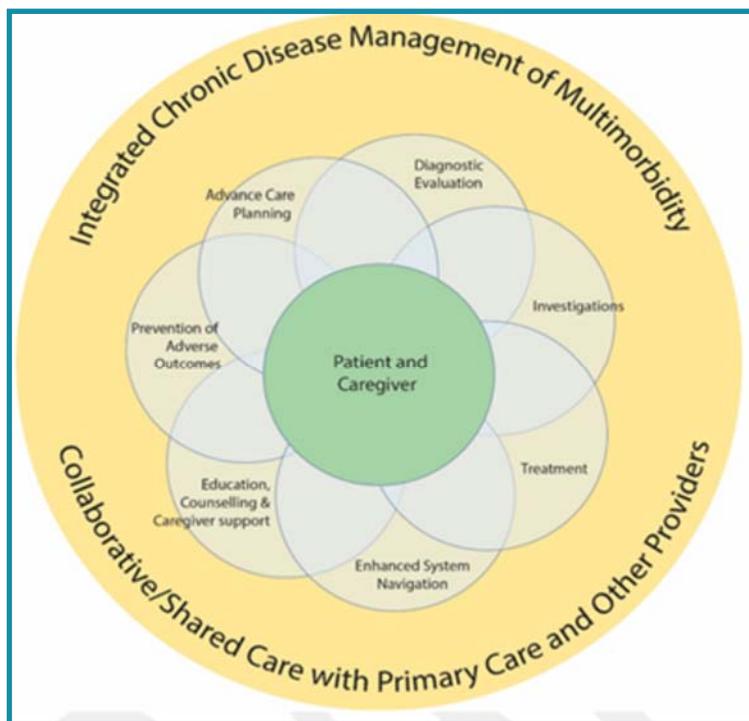
that determines a frail older person's biomedical, psychosocial, functional, and environmental needs, and initiates an appropriate treatment and follow-up plan. There is evidence demonstrating that CGA improves diagnostic accuracy, optimizes care plans, improves patient and system outcomes, and assists clinicians in identifying the need for treatment".

CGA is supported by an interprofessional team and is delivered within a collaborative practice model. It is a key component and characteristic of the work provided within SGS programs. The CGA is comprised of nine key components:

- Diagnostic Evaluation
- Investigations
- Treatment

- Prevention of Adverse Outcomes
- Enhanced System Navigation
- Patient Education
- Patient Counselling
- Caregiver Support
- Advance Care Planning

In 2017 the Central East's Seniors Care Network, the North East Specialized Geriatric Centre and the RGP of Toronto, in collaboration with the RGPs of Ontario, developed "A Competency Framework for Interprofessional Comprehensive Geriatric Assessment".



The framework describes detailed practice expectations of health professionals participating in a CGA. This framework helps health professionals to adequately prepare themselves to deliver interprofessional comprehensive geriatric assessments and interventions and work effectively in a specialized geriatric services environment.

In 2018, the NSM SGS Program used the framework as the foundation for the development of the NSM SGS core competencies and the BSS team core competencies. The Competency Framework as well as the NSM team core competencies can be found on our website under [Health Service Providers / Clinical Resources](#).



## Education Updates

### Building Capacity in LTC and Other Sectors



The responsibility for providing education and consultation to long-term care home staff for residents with cognitive impairment and responsive behaviours has historically rested with the NSM Psychogeriatric Resource Consultants (PRCs). With the continued expansion of our BSS LTC team, this capacity-building role transitioned to the BSS Team Lead RNs effective July 1. With the RNs playing a greater role in education and consultation within the LTC sector, the PRCs are beginning to shift their capacity-building mandate into other health care sectors (i.e. primary care, community services). The PRCs are currently undertaking community consultation to explore how to best implement and leverage their role across new sectors.

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### Dementia Podcasts

A new podcast series called 'Dementia Dialogue' is now available at [www.dementiadialogue.ca](http://www.dementiadialogue.ca) and on iTunes and Podbean.



There are six people interviewed who have lived experience with dementia. The interviews are

intended to help listeners understand dementia and gain insight in to the experience. The podcasts create another channel to promote the voice of people with lived experience. Each podcast is about 20 minutes in length, and new podcasts are added periodically. Have a listen!

## Upcoming Events

**International Federation on Aging - 14th Global Conference on Ageing** – August 8 to 10 - Toronto.

[Conference information.](#)

**Canadian Frailty Network - 2018 National Conference** – September 20 to 21 - Toronto.

[Conference information.](#)

#### HOLD THE DATES:

- Simcoe Muskoka Integrated Falls Strategy Conference - September 27, 2018
- NSM Dementia Conference - October 24, 2018

To view other upcoming events please visit

<http://www.nsmsgsgs.ca/Event>

## Staffing Updates

### Congratulations to Magdalena Stapinski!



It is with mixed emotions that the NSM SGS program announces the resignation of Magdalena Stapinski as Manager of the Integrated Regional Falls Program (IRFP). Over the last year, Magdalena has provided great leadership to the IRFP team. While we are sad to see her go, we are excited for her as she takes on a new leadership role at Collingwood General & Marine Hospital. We wish her the best of luck and look forward to ongoing collaboration! Magdalena's last official day with the NSM SGS Program is August 2. We hope to have a new Geriatric Medicine Manager recruited by early fall 2018.



## Partner Updates

### CIHI Report: Dementia in Canada



On June 26, 2018 the Canadian Institute for Health Information (CIHI) published a comprehensive digital report entitled, "Dementia in Canada". This report provides a look at dementia's impact on Canada's health systems, and the challenges seniors living with dementia face at home, in long-term care and in hospitals. The link includes a spotlight of key issues like family physicians' preparedness for supporting those with dementia, young-onset dementia as well as dementia and falls. There is also a section focused on unpaid caregiver challenges and supports. For more information, visit the CIHI website: <https://www.cihi.ca/en/dementia-in-canada>

### Regional Geriatric Programs of Ontario: Provincial Coordinating Office



**Valerie Scarfone** and **Kelly Kay** were named the first interim Executive Directors for the RGPs of Ontario (RGPO) Provincial Governance Coordinating Office (PGCO). Funded through the Ontario Dementia Strategy, this office is being established to better support a provincial approach to the planning and coordination of specialized geriatric services. The RGPO agreed to hire internally for the first year (2018-2019) because of the nature of the funding (one-time funds) and to further advance the work that lies ahead.

Valerie is the Executive Director of the North East Specialized Geriatric Centre and Kelly is the Executive Director of the Seniors Care Network (the Regional Geriatric Program of the Central East region).

### Georgian Bay Healthcare Wellness Research & Innovation Day



The NSM SGS team was excited to be part of the 3<sup>rd</sup> Annual Georgian Bay Healthcare Wellness Research & Innovation Day at Collingwood General & Marine Hospital (CGMH) on June 20, 2018. The event had maximum attendance and was live-streamed internationally to Germany, Australia and Ghana.

The theme this year was "A Focus on Geriatrics". The NSM SGS team had three posters highlighting our work related to the Antipsychotic Toolkit, Behaviour Success Agents, and NSM Enhanced SMART program. [Click here for the link to the posters.](#) Dr. Kevin Young was one of the speakers, along with other esteemed geriatric physicians like Dr. Samir Sinha and Dr. Nathan Hermann.



## Partner Updates

### Minds in Motion® - Creating Dementia-Friendly Communities



The Alzheimer Society believes that people living with dementia, and their care partners can be active and contributing members of our society, and that all individuals deserve a positive experience when taking part in community programs and services. In many instances however, a diagnosis of dementia is still a barrier to participation in community-based programs, particularly physical and recreation programs. Care partners also find it challenging to engage in these activities due to their caregiving responsibilities. This is where Minds in Motion® can help!

Minds in Motion® is a community-based program for people living with early to mid-stage Alzheimer's disease or other form of dementia, and their care partners, offered by the Alzheimer Societies of Simcoe County and Muskoka. The program runs for 2 hours once a week for 8 weeks, and includes 45 to 60 minutes of physical activity that promotes flexibility, balance and strength, and 45 to 60 minutes of mentally stimulating games like trivia, storytelling, and visual arts activities.

The value of exercise and cognitive stimulation is well known, but there are so many additional benefits that go along with the Minds in Motion® program. Increased confidence, social inclusion, and positive mutual support are just a few of the added benefits that participants experience. For eight weeks "dementia is left at the door" while participants laugh, share and support each other without the stigma of their illness getting in

the way. Many participants form friendships, and informal support networks emerge as a result of participation in this valuable program.

Minds in Motion® sessions are held in partnership with other community organizations throughout Simcoe County and Muskoka/Parry Sound, and have been made possible with the support of a 34-month grant received from the Ontario Trillium Foundation.

To find out more about the Minds in Motion® program in Simcoe County, please visit <http://alzheimer.ca/en/simcoecounty/We-can-help/Minds-In-Motion/Join-Us> or call Taryl Bougie, Minds in Motion Coordinator at 705-722-1066 ext. 223.

For information about the Minds in Motion® program in Muskoka/Parry Sound, please visit <http://alzheimer.ca/en/muskoka/We-can-help/Minds-In-Motion/Join-Us> or call Deanna Lavigne, Minds in Motion Coordinator at 705-645-5621 ext. 106.



### SGS Highlights: April - June 2018

- **April** - Integrated Regional Falls Program (IRFP) and the Enhanced SMART Program officially become services under the NSM SGS Program.
- **April** - IRFP team is officially welcomed into the NSM SGS Program with staff attending a two day orientation.
- **April** - Operational plan for a North Simcoe Muskoka Transitional Behaviour Support Unit (TBSU) is submitted to the LHIN by the County of Simcoe.
- **April** - NSM LHIN receives notice of Behaviour Support Ontario funding for both the community and long-term care home sectors.
- **June** - BSS RN Team Lead training is completed (to support their expanded role in capacity building across the long-term care home sector).
- **June** - NSM SGS eConsult pilot project is launched.
- **June** - New NSM SGS Seniors Mental Health two day training workshop is piloted.
- **June** - NSM SGS Program has a significant presence at the Georgian Bay Health Wellness and Innovation Research Day with speakers, posters and attendees.
- **June** - BSS electronic health record goes live.
- **June** - Proposal for the redesign and expansion of the Enhanced SMART Program is submitted to the LHIN.

### Unsubscribe

NSM SGS appreciates the opportunity to share what’s happening in regard to specialized geriatric services.

If you no longer wish to receive the NSM SGS newsletter, email [SGS Communications](mailto:SGS.Communications@nsmsgsgs.ca).

If you’d rather just follow us on our website, please visit [www.nsmsgsgs.ca](http://www.nsmsgsgs.ca) .

### NSM SGS Program Roles



Leadership



Clinical



Advocacy



Education & Mentorship



Research & Ethics

