

# **B.4 Paramedic and Seniors Services**

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# **B.4 An Overview of Paramedic & Seniors Services**

## **Seniors Strategy Advisory Task Force**

**Norm Barrette**

February 24, 2016

9:00 am -12:00 pm

# Presentation Objectives

1. What we do – role in serving seniors
2. Current trends
3. A focus on prevention activities
4. Leveraging partnerships - we will get there

# Seniors Services

## Long-Term Care



**Newmarket Health Centre**  
132 Residents

“Every southern municipality that is an upper or single-tier municipality shall establish and maintain a municipal home and may establish and maintain municipal homes in addition to the home that is required.” – *Long-Term Care Homes Act*

**Responsible for all aspects of resident:**

- Physical needs
- Medical needs
- Emotional needs
- Social needs
- Spiritual needs



**Maple Health Centre**  
100 Residents

## Seniors Community Programs

**Adult Day Programs**

- Cognitive Impairments
- Acquired Brain Injury
- Aphasia & Communication Disorders

200 clients served

**Client Intervention and Support Services (Social Workers)**

- In-home assessments
- Housing options
- Financial
- Bereavement
- Family dynamics
- Long-term planning
- Crisis intervention  
149 clients served

**Integrated Psychogeriatric Outreach Program**

- Comprehensive assessments
- Treatment planning
- Education
- Referrals

206 clients served

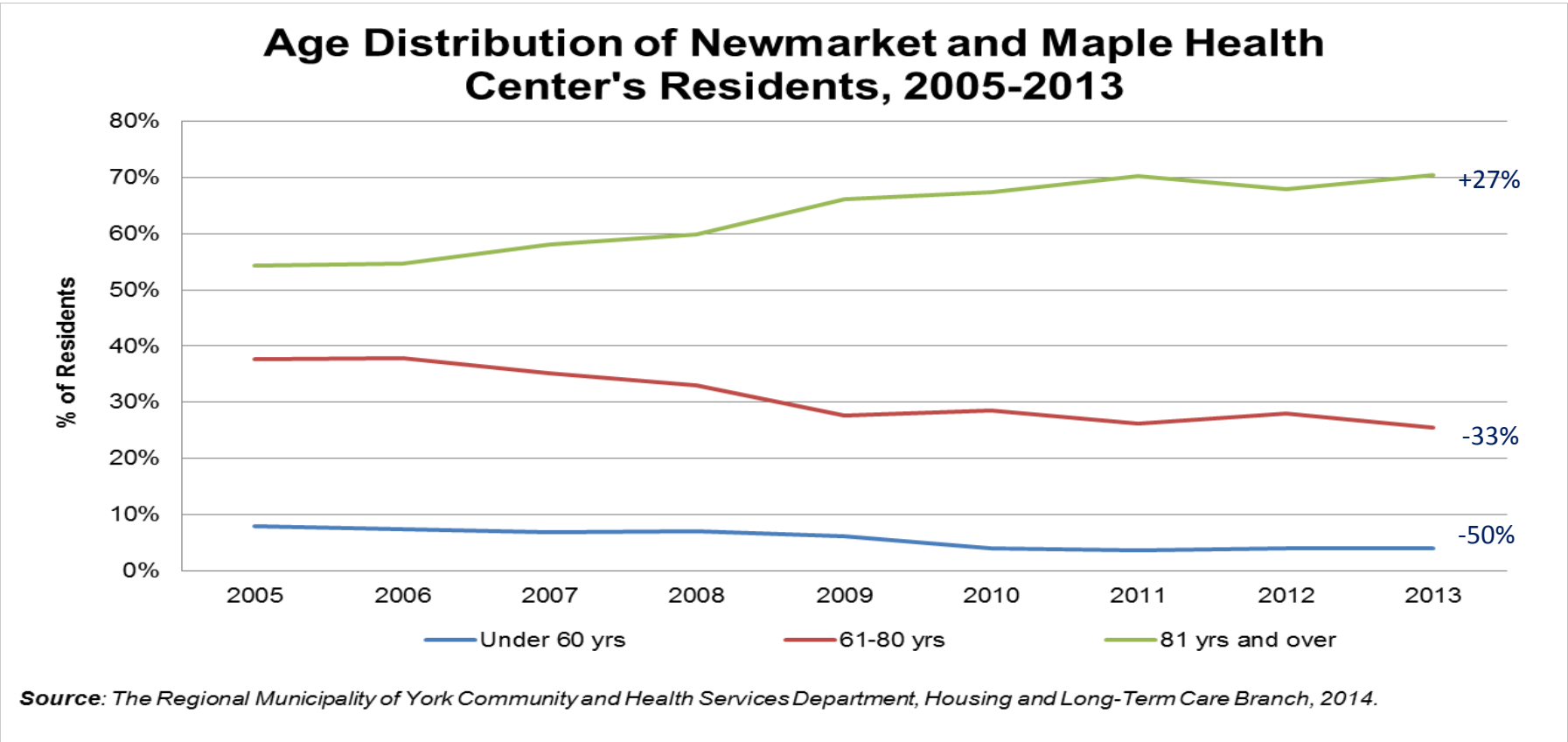
**Psychogeriatric Mental Health & Consulting**

- Outreach support to staff in long-term care homes and community support organizations

589 clients served

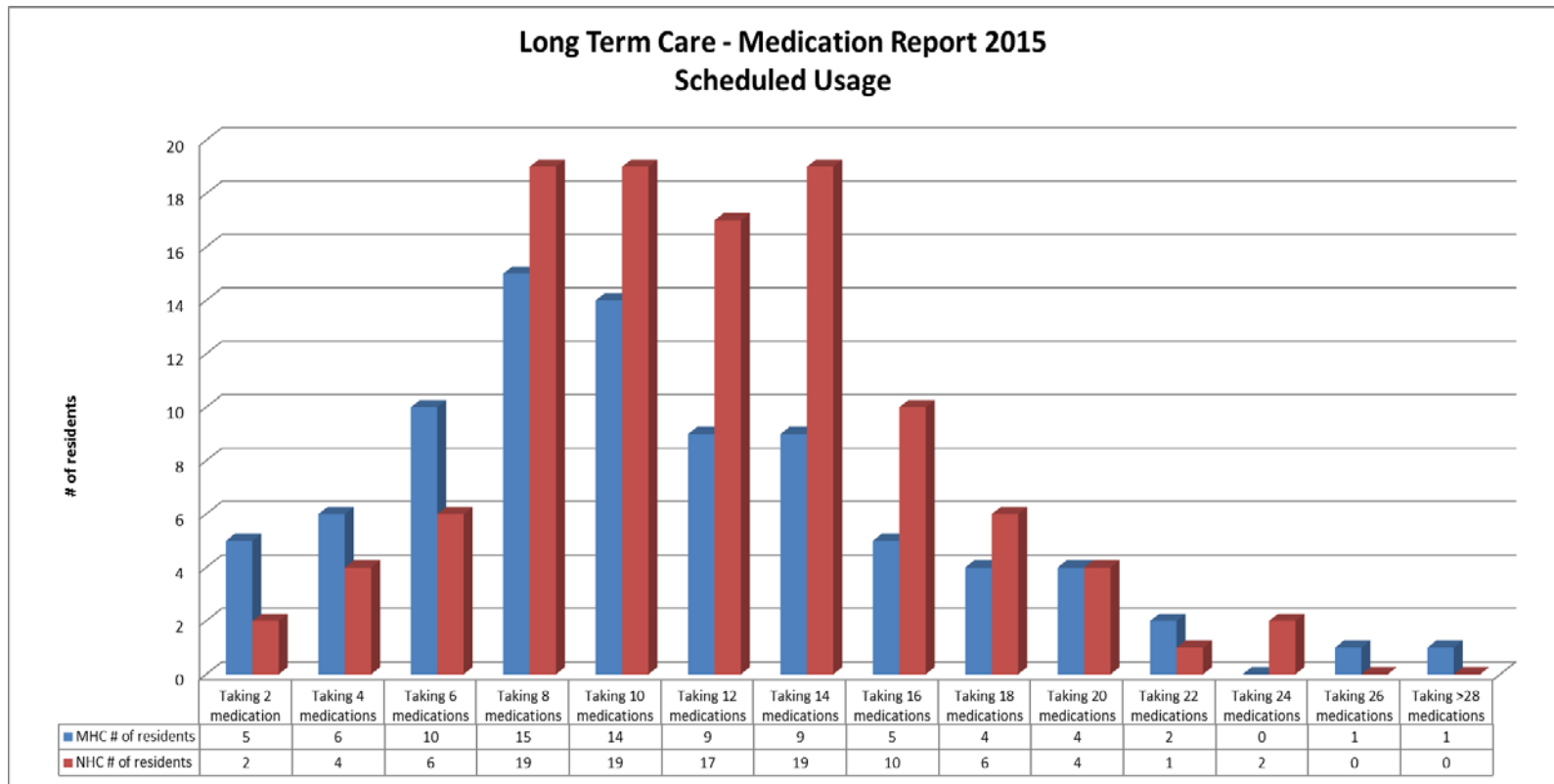
# Prominent Trends

## Long-Term Care has more residents 81 and older



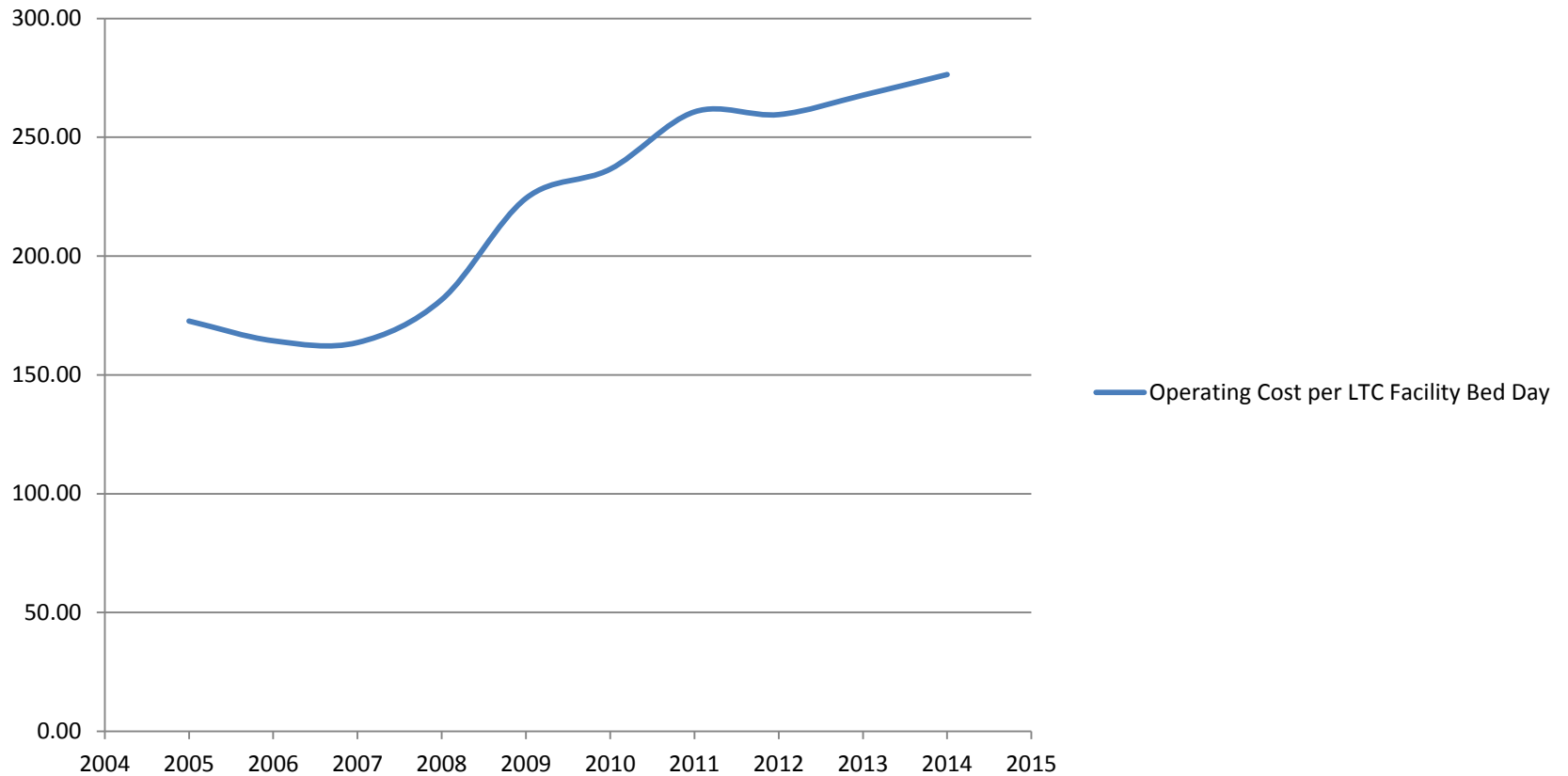
# Prominent Trends – cont'd

**40% of residents have 10+ diagnoses, requiring multiple medications**



# Prominent Trends – cont'd

**55% increase in average resident cost per day**



# Intervention & Prevention – Key Activities

## Intervention

- Staff Training
- Family Education
- Programming

## Prevention – Programs to support aging at home

- Adult Day Programs
- Integrated Psychogeriatric Outreach Program (IPOP)
- Social Workers
- Respite Care
- Convalescent Care Program



# Paramedic Services

## Emergency Services



“...responsible for all costs associated with the provision of land ambulance services in the municipality...”

“...responsible for ensuring the proper provision of land ambulance services in the municipality in accordance with the needs of persons in the municipality...” – *Ambulance Act*

### Includes:

- Paramedic Operations
- Special Response Teams
- Emergency Planning

## Community Paramedicine

### Expanding Paramedicine in the Community

- Family Health Care Teams
- Chronic Disease
- Home Visits
- Patient Education

### Emergency Housing

- Health assessments
- Health coaching
- Direct referrals
- Wound care

### Community Health

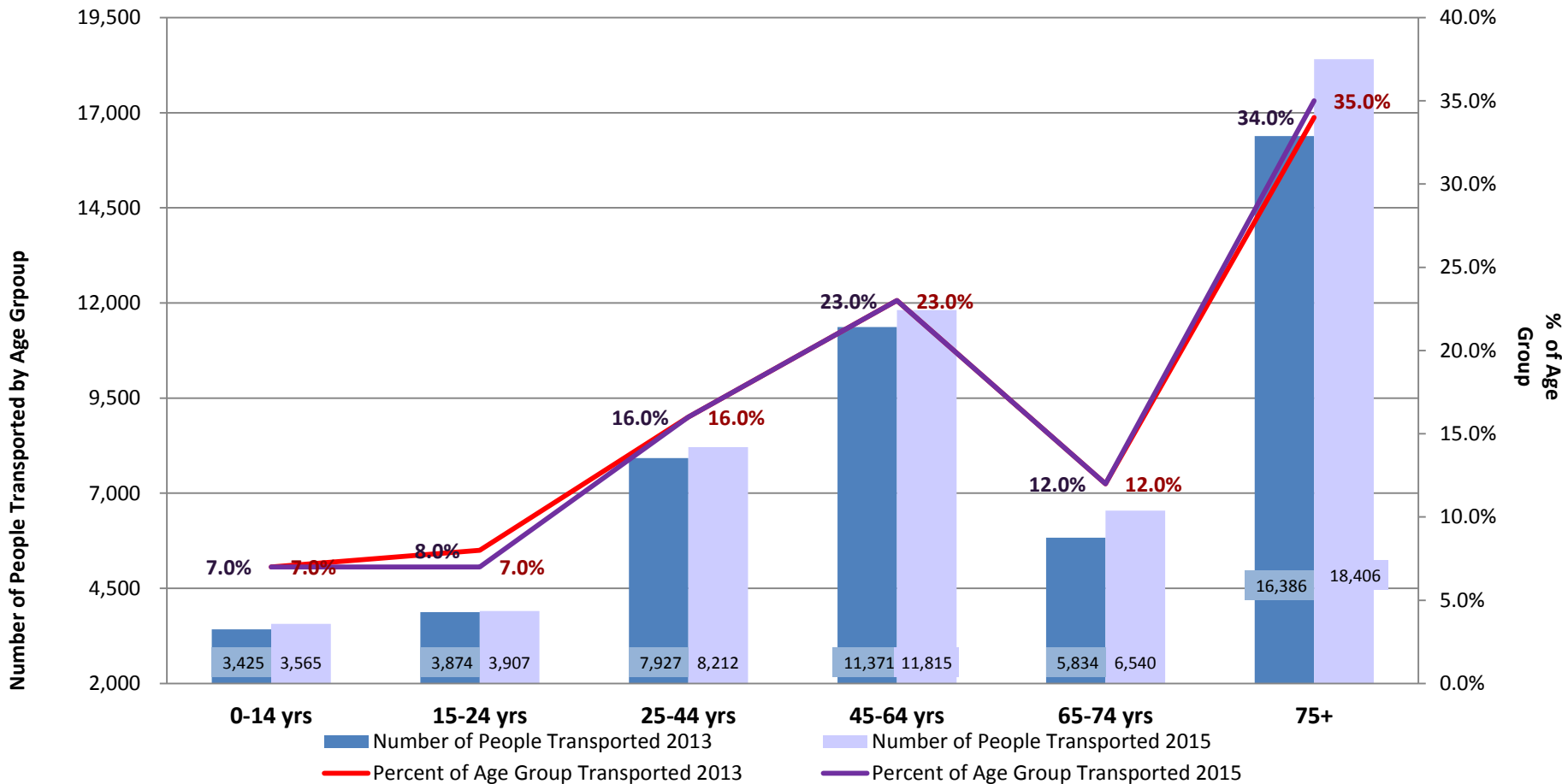
- Targeted housing buildings
- Wellness and risk assessments
- Referrals

### Frequent Callers

- Immediate follow up
- Shared case conferencing
- Home visits
- Referrals

# Prominent Trends

**Demand for Paramedic Services for seniors is increasing:** In 2013, 34% of all York Region residents transported by Paramedic Services were age 75 or over; In 2015 that number increased to 35%, but represented over 2,000 patients or a 12.33% increase over 2013.



**In 2015 over 2.8 times the number of Patients Transported were Over 75 than the 65-74 age group**

# Community Paramedicine

## **Expanding Paramedicine in the Community Study - Patient Perspectives:**

- Patients within our programs state the paramedics offer security and a safety net
  - Feel supported and have ability to get quick care when they start to feel unwell
  - In current programs, patients feel safe and more connected to health care with regular paramedic visits
  - Provide holistic care and empower patients to self-manage
- 
- Overall satisfaction scores (0 lowest to 5 highest) ranged from 4.3 -4.9
  - The EPIC Community Paramedics were seen as valuable, compassionate, knowledgeable and sensitive;
  - Patients were highly satisfied with the services provided, would recommend the program to others and felt highly motivated to main or improve their own health and well-being.

*“This program encourages me to take much better care of my health.  
It gives updated information and guidance to keep on improving my health.”*

# Prevention- Key Activities

- Data driven risk profiles
- Use of standardized risk assessment tool
- Broadening referral pathways
- Bridging Paramedicine to LTC

# Leveraging Partnerships

## **Paramedic & Seniors Services**

- Central LHIN
- Health Links & Family Health Care Teams
- Ontario Telemedicine Network (OTN)
- Palliative Care
- Community Care Access Centre
- Hospitals
- Research Centres
- Ontario Shores
- Behaviour Supports Ontario
- Community Agencies Alzheimer's Society, MS Society, Heart & Stroke