



Agenda Item	Seniors and Complex Care
Submitted By	Natalie McCarthy, Vice President, Regional Care Integration
Guests Participating	Suzanne Fox, Executive Director, Seniors & Complex Care
Time Required	15 minutes
Expected Outcome	<input type="checkbox"/> Decision <input type="checkbox"/> Discussion <input checked="" type="checkbox"/> Information

Question We Are Asking

What are some of the examples of ways that Fraser Health community services are innovating to address the needs of the adult and seniors populations requiring specialized and/or complex community services?

Background

Long Term Care: Resident and Family Advisory Committee – Delivering on a Commitment to Person and Family Centred Care – Leading the Way for Provincial Policy

A Resident and/or Family Council is a group of persons who either live in a Long Term Care (LTC) home, their families, and/or the residents' representative, who meet regularly to maintain and enhance the quality of life of residents in Long Term Care (LTC). Councils exist to engage the resident community and to improve the experiences of all residents, by providing their insights and advice and represent the collective interests of residents

One of the key roles that a Resident and/or Family Council can play is to promote improved communication and collaboration between residents, family members, Long Term Care (LTC) staff, and management. This may involve working collaboratively on projects that enrich the lives of residents, making recommendations to decision makers, and communicating common concerns and ideas for improvements.

The Fraser Health Regional Long Term Care and Assisted Living (LTC/AL) Resident and Family Advisory Committee supports the strategic goals and objectives of Fraser Health Long Term Care and Assisted Living (LTC/AL) services. Supported by Fraser Health leadership, its purpose is to ensure that residents and their family members have a voice in the design, development, and delivery of healthcare services. The work of this committee is supported by Fraser Health's values of respect, caring, and trust and the principles of comfort, care and connection.

Launched in February 2022, the Fraser Health Resident and Family Advisory Committee, co-chaired by a family partner and Fraser Health Long Term Care and Assisted Living (LTC/AL) Leadership meets on a quarterly basis. In establishing this structure, Fraser Health is already proactively working towards the goals and objectives of the Ministry of Health, announced in November 2022, for a more resident and family centred approach to Long Term Care and Assisted Living (LTC/AL) services delivered through the mechanism of local councils..

The Committee is active in supporting a number of initiatives providing input on activities and improvements such as:

- Assisted Living (AL) Tenant and Long Term Care (LTC) Resident Survey

- Long Term Care (LTC) Naming Convention
- Process for Applying and Moving into Long Term Care (LTC)
- Long Term Care and Assisted Living (LTC/AL) Quality indicators and strategy metrics
- Informative web based videos
- A resident family council 'how to' toolkit.

The Fraser Health Regional Resident and Family Committee has provided input to the Ministry of Health and other health authorities regarding planning and implementation structures and processes that will inform the new legislation requirements across the province. Additionally, other jurisdictions are looking to utilize the Fraser Health Resident and Family Council (councils are site-based at each Long Term Care (LTC) or Assisted Living (AL) home) toolkit co-created with the Regional Resident and Family Advisory Committee. The toolkit includes the following items forming a local resident and family council: developing an agenda, minutes, terms of reference, and developing tools for engagement and information sharing. The work of the committee was profiled in November 2022 Fraser Health news story.

Fraser Health's commitment to person and family centred care, collaboration, and the use of engagement best practices supported the launch of the Regional Resident and Family Advisory Committee. The committee is leading provincially and continues to inform and share with the Ministry of Health and associated provincial groups on its work.

In May 2022 Fraser Health surveyed all Long Term Care and Assisted Living (LTC/AL) owned and operated and affiliated care homes to determine how many had an active resident and family council mandate.

- Out of 111 homes and 109 responses - 85 reported having an active council
- 73 of these are in Long Term Care Long Term Care (LTC)
- 7 Long Term Care (LTC) homes do not yet have a council and will be supported to develop one

The Fraser Health Long Term Care (LTC) Resident and Family Advisory Committee will continue to monitor, support, and measure activation of local resident and family councils with a goal to have active resident and family councils in 100% of all long term care and assisted living homes in the region by 2025.

Home Health Community Services Social Prescribing

In collaboration with the United Way, Fraser Health has implemented an integrated social prescribing program called Seniors Community Connectors, across all geographic communities in the region. Social Prescribing aims to connect community-dwelling seniors to their own social networks for support and to access local help as they age, promoting wellness and preventing emergency visits and hospital admissions. Should an older adult find themselves in hospital, social prescribing services help support the transition back home and continued convalescence. Once discharged from the Seniors Community Connectors, seniors are prepared to manage their own community services needs ongoing.

Hired by local non-profit organizations, Seniors Community Connectors develop a relationship with seniors over time, to help motivate and keep them active in their community. Extensive knowledge and awareness of community programs (e.g., rent subsidies, day programs) is key to the Connector's role in removing barriers to transportation, and addressing language/cultural, financial, and psychological issues. Through ongoing phone and in person contact, Connectors encourage and empower seniors and, at times their caregivers, with the needed support navigation of

community resources to enable their wellness plans and access to more exercise and social activities. Referrals to the Community Connectors from the Fraser Health community nurses, social workers, rehabilitation professionals, and family physicians and service lasts on average, six months.

As of July 2022, a total of 507 referrals have been made by community staff. From May to December 2022, the following four acute care sites also made over 70 referrals to the program

- Peace Arch Hospital
- Delta Hospital
- Surrey Memorial Hospital
- Langley Memorial Hospital

Research Award to Advance the Identification and Care of Frail Seniors

Fraser Health has been awarded a \$250,000 grant from the Canadian Frailty Network to develop a Regional Centre for Healthy Aging. Led by Fraser Health Community Services and Older Adult networks, and in collaboration with the other health authorities, the work is intended to promote healthy aging and prevent frailty in seniors using the AVOID (Activity, Vaccination, Optimize medication, Interaction and Diet) Framework. This public health framework developed by the Canadian Frailty Network will inform an education program for health authority community staff and partners like Community Connectors.

Fraser Health, along with Simon Fraser University and other academic institutions, will develop the education materials and a public facing website translating knowledge to community seniors and their caregivers on frailty prevention and access to local health care services. Finally, the collaboration within the Centre for Healthy Aging will allow future research to prevent frailty and other medical problems associated with aging, with the ultimate goal of anticipating health service needs to enable seniors to remain independent in their own homes and communities.

Regional Community Deployment Team: Closing Gaps in Care and Strengthening Health Human Resources

The Regional Community Deployment Team, established in October 2020 as part of Fraser Health's pandemic response, is an innovative model that has been critical to providing staffing and outbreak management support to Fraser Health Long Term Care (LTC) affiliated homes and Assisted Living (AL) /Independent Living (IL) providers as well as other community programs such as home support.

As the pandemic shifts and the human health resource crisis continues, the regional community deployment team continues to expand to close gaps in care. The deployment team is made up of Registered Nurses (RN), Licensed Practical Nurses (LPN) and Care Aides. With the changing landscape and the need to continue to respond to urgent, emergency and surge capacity the team continues to grow. Current baseline includes three Registered Nurses (RN), 60 Residential Care Aides (RCA) and 45 Licensed Practical Nurses (LPN) (including 8 Home Support Supervisors and 14 trained Residential Assessment Instrument, or RAI assessors) as well as a casual pool.

The community deployment model allows for deployment of staff within 24-hours for 75% of requests received and within 48 hours for the remaining – under 1% of requests for enhanced community support services have not been accommodated within 48 hours.

The following services have been and/or are currently being supported:

- Outbreak management and enhanced monitoring in Long Term Care (LTC), Assisted Living (AL), Independent Living (IL)
- Community testing and immunization clinics
- Covid Immunization in Long Term Care (LTC), Assisted Living (AL) and Home Health/Home Support
- Seasonal preparedness and response
- Mental Health and Substance Use shelters
- Acquired Brain Injury
- Assessors in acute care and community to expedite access to Long Term Care (LTC)
- Home Health and home support initiatives- regularization, home support service plan implementation, review of priority designation, rapid response, emergency department and acute care diversion and admission prevention, overnight Day Program pilot,
- Fall/Winter Surge Plan – Alternate Level of Care (ALC) patient transition with 24-hour home support, rapid response across Fraser Health communities

Since October 2020 the Regional Community Deployment team has supported:

- 85 Fraser Health Affiliated and 17 Fraser Health owned/operated Long Term Care and Assisted Living (LTC/AL) providers
- 11 Community Testing and Immunization Clinics
- 3 shelters and one Acquired Brain Injury setting
- 5 acute care sites
- 12 Home Health & Home support community teams

An additional benefit of the team is that it has supported recruitment and retention for Fraser Health and for Fraser Health affiliates. From November 2020 to date, 72% of the Care Aides (and Licensed Practical Nurses (LPN)) exiting the deployment team acquired permanent positions in Fraser Health and 27% in the private sector.

Options

Not applicable

Recommendation

That the Board Community Transition Committee accept this update on the Seniors and Complex Care Regional Portfolio.

Specific Measurable

Not applicable

Timelines

Not applicable

Motion

Not applicable