

## Newsletter

April 2018

### Building an Integrated Regional SGS Program

#### Integrated Regional Falls Program (IRFP)



In 2010, OSMH was designated the Lead Agency to host the newly established IRFP, part of the provincially-funded Aging-at-Home initiative. IRFP is a regional community-based falls prevention program, set in place to reduce the risk of falls and falls related injuries in NSM seniors. Its four key services include:

- support to NSM emergency departments
- community screening clinics
- specialized assessment clinics
- home visiting



In 2015, the NSM LHIN developed a Seniors Action Plan which led to the establishment of the integrated regional NSM SGS program. The plan included the development, through redesign and integration, of a LHIN-wide basket of specialized geriatric services for frail seniors and their caregivers. As part of the Clinical Design report completed by the SGS program in 2016, one of the recommendations was to incorporate IRFP resources within the SGS basket of services.

To support this recommendation, OSMH and Waypoint submitted a voluntary integration business case to the NSM LHIN in fall 2017. The business case proposed that the IRFP lead agency role and responsibilities be transitioned from OSMH to Waypoint (lead agency for the NSM SGS). The NSM LHIN Board supported the business case and Waypoint assumed responsibilities for IRFP, as part of the SGS program, as of April 1, 2018.



Magdalena Stapinski, has been hired by the SGS program to lead the IRFP initiative. Magdalena, and her team, will be focused on three key goals:

1. Improving patient outcomes.
2. Enhancing system capacity.
3. Ensuring a more affordable, sustainable and accountable system.

The IRFP team participated in orientation events on April 6th and 10th. This was their first meeting as members of the SGS program. Information was provided about the SGS program and the team met the SGS leadership team. Dr Kevin Young (Geriatrician) and Dr. Geoff Daniel (Geriatric Psychiatrist) did presentations focused on comprehensive geriatric assessment (CGA) and on purpose and meaning in the context of aging. With many of the IRFP staff being new within the last year, there was also opportunity for team building.

In addition to their many successes to date, the team identified opportunities to continue to improve outcomes, including:

- Increased interprofessional collaboration;
- Increased communication between the IRFP team and referral sources / primary care providers;
- Broader clinical assessment, more reflective of the components of a CGA; and,
- Increased learning and mentoring.

The SGS program is excited to welcome the IRFP team! We firmly believe that through this stronger connection we will continue to improve the care provided in NSM to frail seniors and their caregivers.

## Building an Integrated Regional SGS Program (cont'd)



### Project Work

Over the last several months, the SGS program has been focused on several time-limited projects, all designed to continue to improve quality of care and system outcomes. As examples, we have been working on:

- Developing core competencies for the SGS program and the Behaviour Support System (BSS) team to support staff recruitment and guide team education planning;
- Developing a BSS Performance Monitoring & Evaluation Framework to help determine the impact of the program on seniors, caregivers and the system;
- Developing a senior's mental health curriculum program to build capacity within the SGS team and with other health service providers; and;
- Identifying an implementation plan for the clinical design to continue to improve access in LHIN sub-regions to specialized geriatric services.

We will endeavour to keep partners updated on our project work in future newsletters and on our website.

### Antipsychotic Toolkit

It's been nearly a year since the NSM SGS Antipsychotic Toolkit was launched!

SGS, in partnership with the County of Simcoe and the Royal Victoria Regional Health Centre, developed the toolkit as a resource for prescribers (i.e. physicians, nurse practitioners, pharmacists), promoting the appropriate use of antipsychotics among NSM long-term care home residents. The toolkit promotes a more consistent approach to care while improving

resident and system outcomes. It includes an overview of antipsychotics as well as information on prescribing, monitoring, dosing and de-prescribing.

Visit the NSM SGS website to view the full [Antipsychotic Toolkit](#).

### SGS Website Updates

To keep our health service providers informed, we regularly update our SGS program website to reflect ongoing work and upcoming events. The events can be accessed from a link on the SGS home page. In addition, a Health Care Provider sub-menu item has been added for the BSS service. This page will continue to be updated as the re-designed BSS program grows.

Click the link to visit the [NSM SGS Website](#).



### SGS Staffing Updates

Thanks to new BSO funding in 2017/18, the BSS team working in NSM long-term care homes grew to include 3 new RNs and 2 RPNs:

- Michelle Crowe, RN, Barrie Team
- Allyson Jayaweera, RN, Midland-Penetang Team
- Jamie Nelson, RN, Muskoka Team
- Sherri Conohan-Thayer, RPN, Barrie Team
- Lynn Tennant, RPN, Barrie Team

We are excited to welcome these individuals to our team!



## Education Updates

### BSS Education Activity

SGS is pleased to announce that the 2017/18 one-time Behaviour Support Ontario funding, announced in the January newsletter, has been spent! Events included a focus on applying PIECES in practice and compassion fatigue. Additional staff in the region were trained in the Positive Approach to Care approach (Teepa Snow). Funds were also provided to area Long-Term Care Homes to help support additional education for direct care staff and additional care time for the homes' PIECES leads.

In addition to these events, four training videos were also developed for SGS staff. The training videos focus on communication techniques for



persons with dementia and information on concurrent disorders and addictions. The latter includes a full interview with what Debbie Lashbrook (Psychogeriatric Resource Consultant) calls the "new face of concurrent disorders." Deb sat down with Vince, a senior who

fought for sobriety after the death of his twin brother. Vince's story is one of hope, for those facing the same challenges. The fourth video is a presentation by Dr. Geoff Daniel regarding the appropriate use of antipsychotics.

### June is Seniors' Month!

Just a reminder that June is Seniors' Month! There will be lots of activities throughout NSM supporting and promoting seniors. If you are holding an event and would like someone to speak about specialized geriatric services, please feel free to contact Susan French at [information@nsmsgsgs.ca](mailto:information@nsmsgsgs.ca).



## Key Local Education Event

### Quality Improvement & Education Day

Wednesday, June 20, 2018  
8:00 am-2:00 pm, CGMH Cafeteria

**2018 Theme: Focus on Geriatrics**  
**Guest Speaker: Dr. Samir Sinha**

For registration and further information please go to [Quality Improvement & Education Day](#).



## Upcoming Events

**National Institute on Ageing Conference** – April 30<sup>th</sup> to May 1<sup>st</sup> - Toronto.  
[Conference information](#).

**RGPs Education Day** - May 23<sup>rd</sup> - Toronto.  
[Education Day Information](#).

**9th Annual Care for the Elderly** - June 6<sup>th</sup> - Hamilton  
[Event Information](#).

To view other upcoming events please visit [www.nsmsgsgs.ca](http://www.nsmsgsgs.ca). [nsmsgsgs.ca/event](http://nsmsgsgs.ca/event)



## Provincial Updates

### Regional Geriatric Programs of Ontario

#### Strategic Plan 2017-2020

NSM SGS is a member of the Regional Geriatric Programs of Ontario (RGPO). Over the past year, RGPO has undertaken a strategic planning process that aligns with proposed directions of the Ministry of Health and Long-Term Care, Local Health Integration Networks and a review conducted by the provincial RGP and SGS programs a couple of years ago.

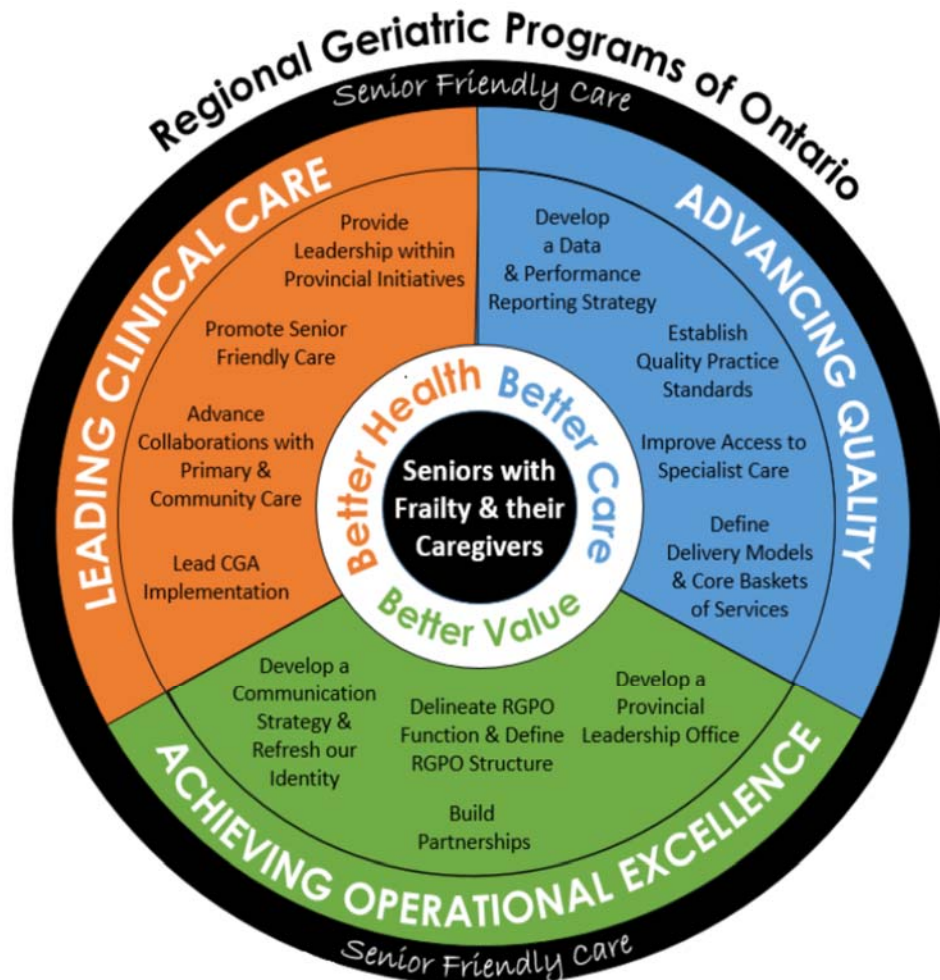
NSM SGS played a significant role in the development of the RGP's 2017-2020 plan.



As shown in the graphic below, key areas of focus are leading clinical care, advancing quality and achieving operational excellence to enhance senior friendly care.

Here in NSM, this aligns nicely with our local planning and directions including work related to senior friendly hospitals, Comprehensive Geriatric Assessment (CGA) core competencies and Performance Monitoring & Evaluation Frameworks.

Click here for additional information about the [RGPO](#).





## Partner Updates

### VON Delivering SMART Care!



Thanks to the work of the VON and its many volunteers, seniors in North Simcoe Muskoka have been maintaining active lifestyles with the assistance of an innovative program called **SMART - Seniors Maintaining Active Roles Together**.

SMART programs are led by exercise leaders and volunteers, focused on maintaining and promoting the health and well-being of seniors through regular group exercise and education. Education is provided by regulated healthcare providers and consists of a series of modules developed by VON and the IRFP team with topics including falls prevention, medication, bone health and maintaining a healthy brain.

Building on the success of the current SMART program, VON established the Enhanced SMART program several years ago.

Enhanced SMART focuses on frail seniors requiring more specialized and targeted support than the regular SMART program provides. Led by regulated healthcare providers, Enhanced SMART includes both congregate and targeted in-home exercise coupled with education. With a population of more frail and complex individuals, the program has a 1 staff to 6 participant ratio. The program is offered twice a week for a maximum 12 week period with the goal to transition participants, at some point during the program, to the regular SMART classes.

At this time, Enhanced-SMART is offered in Barrie and Orillia and was developed to increase access to facility-based Assess and Restore (A&R) interventions by promoting the discharge of patients from Acute Care of the Elderly (ACE) in-patient units and/or from Convalescent Care Programs (CCP) beds.

Enhanced SMART is designed to enable patients in A&R beds quick access post-discharge to rehabilitative support, follow-up and monitoring while concurrently supporting system transition and navigation.

For more information on SMART and Enhanced SMART in North Simcoe Muskoka please click [SMART - VON - NSM](#).



*Above: Marion participating in a SMART exercise class in Barrie.*



## SGS Highlights: January – March 2018

- Implementation plan related to the SGS Clinical Design Report and Recommendations document completed.
- New RNs and RPNs recruited as part of the BSS LTCH team expansion.
- Education plan related to 2017/18 BSO funding fully implemented.
- Draft BSS Performance Monitoring and Evaluation Framework taken to the Behaviour Support Implementation Steering Committee for feedback.
- Transitional Behaviour Support Unit operating plan completed, under the leadership of the County of Simcoe.
- Completion of key work to support the smooth integration of the ***Integrated Regional Falls Program*** (IRFP) from Orillia Soldiers' Memorial Hospital (OSMH) to the NSM SGS program at April 1, 2018.
- Co-led the Seniors discussion, along with the NSM LHIN, during the LHIN Leadership Council's discussion of the NSM LHIN 2019-2022 Integrated Health Service Plan.
- Participated in the City of Barrie planning session with the Centre for Aging and Brain Health Innovation regarding the creation of a possible virtual dementia village in Barrie.
- Joint SGS and Mental Health & Addiction Project Team presentation to the Waypoint Board of Directors.

## Unsubscribe

NSM SGS appreciates the opportunity to share what's happening in our program, along with the great things going on with our provincial and North Simcoe Muskoka care partners.

We will be sad to see you go; however, if you no longer wish to receive the NSM SGS newsletter, please email [SGS Communications](#).

Thanks! If you'd rather just follow us on our website, please visit [www.nsmsgs.ca](http://www.nsmsgs.ca).

