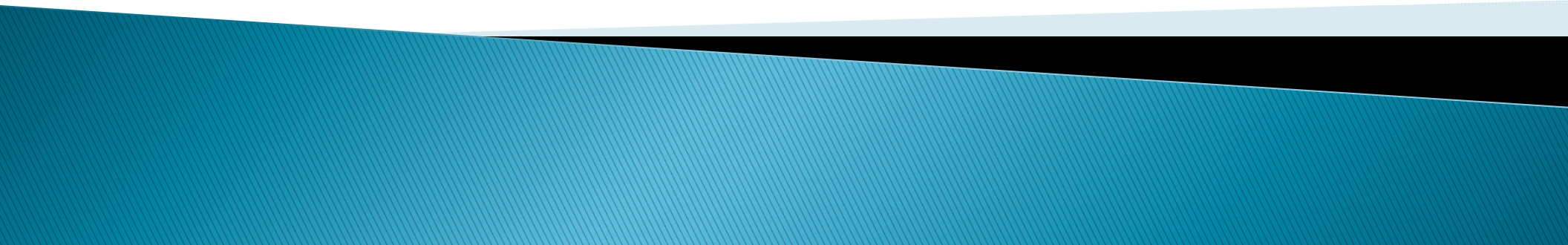# Provost Primary Care Network Geriatric Services:

A team approach

Faculty/Presenter Disclosure

- **Faculty:** Trisha Dambrowsky, Deon Erasmus and Phyllis Slimmon

- **Relationships with commercial interests:**
  - **Grants/Research Support:** None
  - **Speakers Bureau/Honoraria:** None
  - **Consulting Fees:** None
  - **Other:** None

Background

▸ Provost PCN was established in 2006

▸ Dr. Erasmus continues to be the physician lead for the PCN

▸ One of the original PCN initiatives was Geriatric Services; these services have continued to be developed and expanded upon to the model that we see today

Provost PCN & The PHC Integrated Geriatric Services Initiative

▸ Why does a small community like Provost fit so well into the initiative?

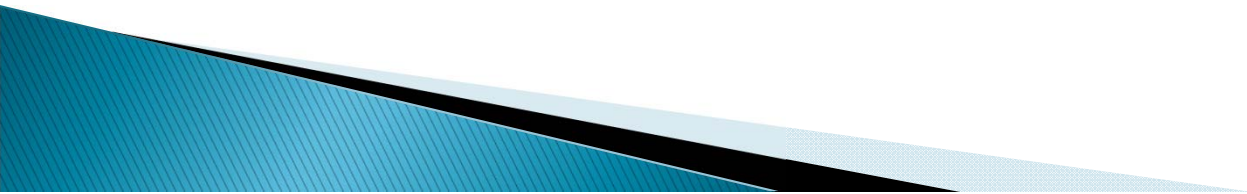▸ What do we have to offer as a provincial framework?

Our Philosophy

- We work for one employer **OUR PATIENTS**

- We help AHS do their jobs better and they in turn assist us with doing our jobs to the best of our ability

- Duplication of work is unnecessary

- We work Hand-in-Hand

Out of Province Residents

- Saskatchewan patients who call Provost their medical home are seen regardless of the lack of funding for the PCN

A TEAM APPROACH TO GERIATRIC CARE

Provost Primary Care Network

By implementing our PCN team approach Provost has been successful in reducing extended Long Term Care admissions by assisting our geriatric population to age in place. With a comprehensive and cohesive frame work our team works to ensure the best possible care is in place for our elderly population

Geriatric Assesments

Geriatric Assessments help meet the needs of our elderly patients through providing specialized assessments and supports for seniors who have chronic, complex issues. A clinic is offerred the 3rd Tuesday of each month at the Provost Medical Clinic. The goal of the clinic is to ensure that seniors enjoy optimal health and quality of life while remaining in the community for as long as possible.

Referrals are accepted for the following conditions:

Cognitive/Behavioural Decline

Decreased Function not related to specific medical conditions

Falls, mobility issues

Incontinence

Review of Medications

Capacity Assessment

A Registered Nurse will meet with the patient and their family at the patient's residence prior to the consultation with the physician to complete at home assessments; Dr.Anderson will then meet with the patient and their family member at the clinic for further assessments. Based on these visits Dr.Anderson will then make recommendations to your primary care physician who is in charge of your care.

Family Care Conferences

Family care conferences are a valuable tool we use to ensure that the needs of our patients and their families are being adequately addressed. The physician, pharmacist, rehab, homecare case coordinator and the patient along with their family members meet to discuss a plan of care which is agreeable to the patient. Family conferences are scheduled on an as needed basis and can occur at the clinic, hospital, or lodge.

PHARMACY

HOMECARE

Hillcrest

Lodge

REHAB

PrimaryCare Network PROVOS

DIETARY

DR. ANDERSON

GERIATRIC CONSULT

LONG TERM CARE

MENTAL HEALTH

Long Term Care Reviews

As needed Dr.Erasmus and our other physicians will make visits to residents at Provost Long Term Care. Routine Care Review Conferences are scheduled for each resident where goals of care are discussed with LTC staff & management, pharmacy, rehab, recreation, dietary as well as the resident and their family members.

Community Partners

Each month Dr. Erasmus along with representatives from Homecare, Rehab, Mental Health, Pharmacy and Hillcrest Lodge meet to address the health needs of lodge patients.

From these meetings referrals can be made instantaniously, medications can be added or changed and changes to care plans can be implemented.

Homecare Case Review

These meetings are held monthly at the medical clinic to discuss patients who reside within the community. Dr.Erasmus, Homecare, Pharmacy and Rehab meet to ensure that the care needs of patients in the community are being met through a variety of disciplines.

Medication Reviews

Medication reviews are an important part of our geriatric care. Med reviews are scheduled annualy and are completed with the collaboration of our patients, pharmacy and physicians
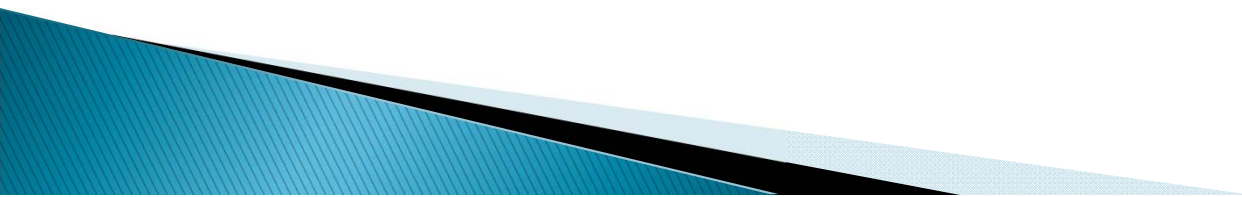
Home Visits

As needed Dr.Erasmus and our other physicians will make home visits to residents at Hillcrest Lodge and Crestwood Place Manor.

These visits are typically completed with homecare and/or pharmacy in attendance so any orders can be implemented immediately. These visits ensure that patients who need to be seen are assessed in a timely manner and it also cuts down on repeat office/non-urgent emergency room visits.
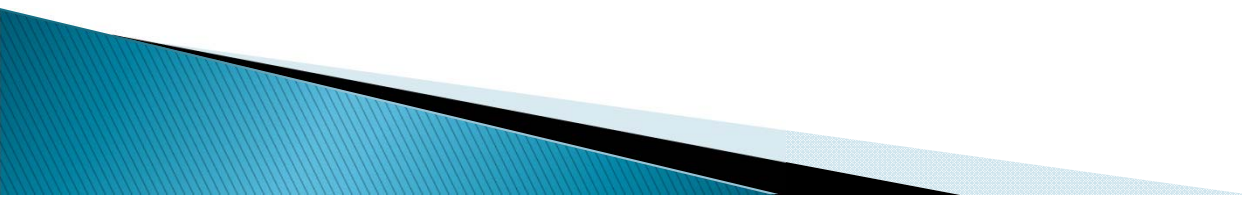
Multidisciplinary Team Approach

‣ Our team consists of: Physicians, Homecare(PT/OT/Nursing/Speech/Social work), Pharmacy, Rehab, Mental Health, Acute Care, Continuing Care, Dietary, Geriatric Specialist and Respiratory on a continuing as needed basis

- Pharmacist, Geriatric Specialist and PCN RN are funded through the PCN

- Other team members are provided 'In Kind' hours by AHS

- Approximate in kind hours each month are as follows:

- Homecare: 10hrs
- Rehab: 5.5hrs
- Mental Health RPN: 20hrs

Community Partners Meetings

- First meeting was held in 2006, in the past decade the meetings have grown in attendance from physician, homecare and lodge matron to now include several multidisciplinary team members

- Monthly meetings are scheduled the first Thursday of each month from 930-1130h

- Since 2006 there have been 1174 patients discussed

- Average patient list from 2006–2009 was 14 patients per month

- Average patient list from 2010– 2016 is 10 patients discussed at each meeting

From these meetings home visits are made as needed averaging 2 home visits each meeting day

Homecare Case Reviews

- Case reviews were developed to discuss community patients who are not affiliated with the lodge

- 2007 was the first meeting

- 173 patients have been discussed since the first meeting

- Average of 5 patients discussed monthly

- Since 2007 average of 3 meetings per year as some meetings are cancelled due to holidays and homecare having no patient concerns

Point of Care Charting

- Our EMR network has been established so charting and access to our systems can be done at all of our meetings.

- Access to recent test results, previous consults or physician office visits ensures that proper care planning can be completed and eliminates duplications.
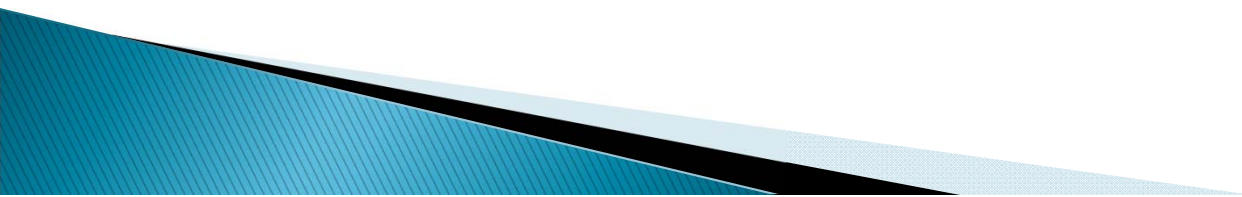
Geriatric Assessments

- Dr. Anderson comes monthly to complete specialized assessments
- Averages 2 patients each month
- Each assessment is scheduled for 1.5hours with physician
- Pre-assessment is completed by PCN RN which takes 1-1.5hrs of home visit with the patient and their family, and 1-1.5hrs of report preparation time

- From these assessments recommendations are given to the patients primary physician and families are encouraged to book a follow up appointment 1 month after the assessment date to ensure that the report from Dr. Anderson is available
- If extra blood work, x-rays, CT scans etc. are recommended by Dr. Anderson requisitions are made that day
- Referrals to homecare or rehab are completed by the PCN RN following the geriatric assessment
- If follow up testing is required in 6 months PCN RN completes this testing or refers to homecare for follow up of same

Hillcrest Lodge

- Since in the inception of the Community Partners in 2006 the lodge has reported increasing resident length of stays and increased age of lodge residents

- Average age of residents prior to 2006 was 84 years, now the average age is 88 years with 16 residents being in their nineties

- Average length of stay is 9-10 years where previously it was approximately 5-6 years, currently the longest resident stay is 16 years

- There are a total of 60 rooms with an occupancy of 68 residents

Lodge Sharing of Information Form

PSCHF

Provost Senior Citizens Home Foundation
5428 51 Street, Box 510
Provost, AB T0B 3S0
E-mail: pschf@telusplanet.net
Phone (780) 753-2534   Fax (780) 753-3013

HILLCREST LODGE /
CRESTWOOD PLACE

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT
CONSENT & NOTIFICTION

PLEASE READ CAREFULLY, SIGN AND COMPLETE THE CONSENT SECTION

The Alberta Freedom of Information and Protection of Privacy Act (FOIP), which came into effect of October 1, 1999 for all Alberta local public bodies, requires that informed consent be obtained for the collection and use of personal information that is not authorized under the Alberta Housing Act.

This includes many activities that occur regularly in the Lodge, such as the use of individual and group photos, the listing of names for scheduled activities, and the use of names and pictures in newsletters, annual reports and other public relations documents. It is the intent that the Act should be applied in a common sense manner and should not negatively affect a person's life. The purpose of this notice is to inform you about the collection and use of your personal information by the management of the Provost Senior Citizens Home Foundation.

Below are the uses by the Provost Senior Citizens Home Foundation, of your personal information that requires your informed positive consent:

I, _____, consent to using my personal information in the following ways.

1. The use of your name, photos and comments in activity calendars, newsletters, or other publications.
2. The taking of individual or group photos and the use of your photo for display purposes inside the senior's facility.
3. The use of your name on artwork or other material displayed at the Provost Senior Citizens Home Foundation facilities or at agency sponsored displays in the community.
4. The use of your name and telephone number for use by authorized volunteers in carrying out their volunteer duties on behalf of the Provost Senior Citizens Home Foundation.
5. The taking of photos and/or videos of you doing activities where the material will be used by the Provost Senior Citizens Home Foundation.
6. The use of your name in listings and/or announcements or awards, activities, birthday celebrations or for the purpose of sending get well cards or use of nametags.

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7. The use and display of your name on your room door.
8. The use and display of your photo on the wall in the building.
9. The listing of your name and room number on the wall inside the building.
10. The listing of your name on the enter phone security system, if applicable.
11. The posting of your name on sign up sheets for service providers, bus trips, meal attendance and absence.
12. The taking of photos and/or videos of you and their use, by the media, and other organizations where you are not interviewed or identified by name.

_____   _____
Resident Name (please print)   Hillcrest Lodge

_____   _____
Signature   Date

NOTIFICATION

This is to inform you that on occasion the media may be present at this site and the media may take photographs and/or videos of you. It is your choice to be present on these occasions and the staff of the Provost Senior Citizens Home Foundation will instruct the media to speak directly with you should they wish to obtain any personal information.

Please note that photos and/or videos of the resident activities that are open to the general public may be taken and used for purposes within and outside of the Provost Senior Citizens Home Foundation may not restrict these activities at public events.

Furthermore, the Provost Senior Citizens Home Foundation will obtain a separate specific consent will be obtained from you if you agree to have your photograph or a video of you are taken or where you have been interviewed and your personal information is to be used outside of the Lodge.

If you have any questions concerning the Freedom of Information and Protection of Privacy Act, please contact Annette Gregory, Manager at 780.753.2534 or the Information & Privacy Coordinator at the Office at the Hillcrest Lodge.

PSCHF

Provost Senior Citizens Home Foundation
5428 51 Street, Box 510
Provost, AB T0B 3S0
E-mail: pschf@telusplanet.net
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HILLCREST LODGE /
CRESTWOOD PLACE

AUTHORITY TO COLLECT PERSONAL INFORMATION

Your personal information is being collected under the authority of the Alberta Housing Act. Information that is gathered and maintained during the application and interview process and during your residency with the Provost Senior Citizens Home Foundation will be used to enable staff to determine eligibility for housing in lodges and apartments operated by the Provost Senior Citizens Home Foundation. Your information will be protected from public disclosure by the provisions of the Freedom of Information and Protection of Privacy Act.

PERMISSION TO RELEASE PERSONAL INFORMATION

I, _____, authorize the Provost Senior Citizens Home Foundation to disclose information concerning my health and social needs with the East Central Health Authority, its agents and employees and other health care professionals.

I understand that this information will be kept confidential by the Provost Senior Citizens Home Foundation and will be used only for the purpose of assessing my health and social needs and to provide appropriate housing for me.

This authorization is valid from this date forward unless revoked by me in writing.

_____   _____
Resident Signature   Witness Signature

_____   _____
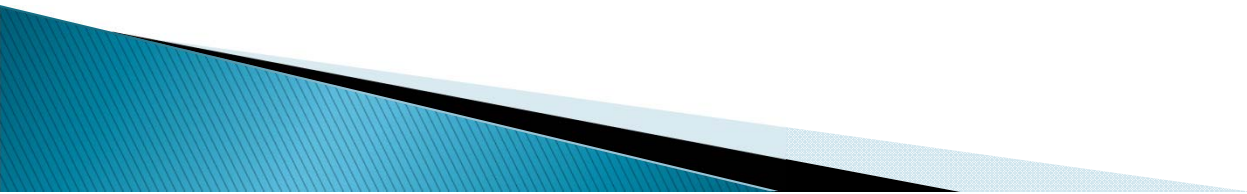Date   Date

Any questions or concerns related to the collection and release of personal information should be directed to Annette Gregory, Manager of the Provost Senior Citizens Home Foundation at 780.753.2534.

Provost Hospital & Provost Clinic

▸ Since 2006 ambulance trips to the lodge have been reduced

▸ ER visits have been greatly reduced with the physicians being available to do home visits

▸ Clinic times have been scheduled so that home visits are possible either through booking with the staff in the back through homecare request or through blocking off of time by physicians to ensure that home visits can be made

One Provost Story

- Alex and Clem Kohlman

- The multidisciplinary team collaboration with AHS is truly what has allowed the Provost PCN to develop such a strong geriatric service. We work well together as a team and all team members feel that they can utilize their knowledge and expertise in order to meet the needs of our geriatric population

Questions