PARTNERING TO SUPPORT OLDER ADULTS IN THE NORTH TOWARD A BETTER QUALITY OF LIFE

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BC Association of Social Workers

Fall Conference

SOCIAL WORK: GUIDED BY PURPOSE. INSPIRED BY POSSIBILITY

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Vancouver, BC
Panel Discussion

- How Did we Get Here and What are We Trying to Do?
- Developing a Health Authority/Community Organization Model
- Demonstration Projects and the Fit with the Northern Health Primary Health Care Initiative
- A Look at the First Demonstration Project at the Patient/Service Provision Level
- What Does Evaluation Look Like? What Have We Learned So Far?
- Sustainability Planning and Challenges
- Questions and Discussion.....
How did we get here?

- Unique challenges of aging in the North: Community dialogues, community-based research projects, and a conference focused on rural, remote and northern aging issues.

- Clearly identified priority: The need to support older residents in their homes by providing assistance with home repairs, shopping, housecleaning, transportation, social outreach and other **Instrumental Activities of Daily Living (IADL)**.
Origins of Project Team

- **BC Home & Community Care Research Network:**
  - Michael Smith Foundation for Health Research Investigative Team
  - 4 Priority Research Areas, including Seniors-at-Risk

- **Under Seniors-at-Risk:**
  - Social & Geographic Isolation - A collaborative team focused on the north came together:
    1. To look at how older adults, wishing to stay in their homes, could be provided necessary IADL services to help them do so;
    2. To evaluate the *effectiveness* of community-based IADL support services; and,
    3. To develop IADL support service models appropriate in northern BC settings.
Lesley Anderson: Manager, Resource Development, United Way.

Dawn Hemingway: Associate Professor and Chair, UNBC School of Social Work, Northern Research Lead, HCCRN.

Dr. Jean Kozak: Director of Research, Centre for Healthy Aging at Providence Health Care and Principal Investigator, HCCRN (MSFHR Investigative Team Award).

Marcia Leiva: Primary Health Care Lead, Prince George, Northern Health.

Candace Miners: Northern Coordinator for HCCRN, MSW student at UNBC.


Julie Wade: Project Coordination at first demonstration site – Prince George Council of Seniors
Partner Organizations for Overall Project

northern health
the northern way of caring

UNBC UNIVERSITY OF NORTHERN BRITISH COLUMBIA

United Way
Northern British Columbia

British Columbia hccrn
home & community care research network

Providence HEALTH CARE
How you want to be treated.

UBC
Little evidence

- Effectiveness
  - Delay need for higher health costs
  - Quality of Life
- Cost
- Impact on communities, service providers, and families
- Application to geographic disparate regions (rural and North)
The Overall Goal & Objectives?

- Help support seniors to remain independent in their own home and community
- Prevent or delay the need for costly health services
  - To develop and test the feasibility of an IADL health partnered service delivery model in northern BC
  - To guide the development of community-based IADL service delivery programs and further examine the appropriateness, effectiveness, and sustainability of IADL support
  - Support future IADL program application across northern British Columbia communities where appropriate
  - Prevent unnecessary use of acute care services or premature facility placement
Demonstration projects and evaluation of a model that involves a direct partnership between a health authority and a community-based organization for the provision of IADL services not currently provided via formal health-authority-delivered home support services.
Health Partnered IADL Services Model

Many assessed as needing IADL services not currently available via the Health Authority

Northern, urban centre with a significant number of Primary Health Care Integrated Health Network members identified as older adults – “frail elderly”.

First Demonstration Project
What is the Primary Health Care Integrated Health Network and How Does it Fit?

- health care/preventative services provided via a health authority-based primary health care team including physician, social worker, nurse, OT, PT, etc. – team approach to health and wellness

- Also access other community-based programs/services

- “at risk” older adults living in the community (not in a care facility) – is one group served by the network; “frail elderly”

- Role in health partnered IADL model?
Non-medical supports most frequently needed

Key IADLs as needed by seniors belonging to Integrated Health Network in Prince George:

- Transportation
- Housekeeping
- Social interaction
Funding to Community IADL Provider

- Contract provides funding to community partner
  - Local demonstration project coordinator located at local community agency
  - Overhead provided to community agency

- Capacity-building for community partner
  - Assess availability of needed IADL services
  - Locate further service provision as needed
  - Seek options for long-term sustainability
Council of Seniors – umbrella organization for all seniors and many retiree organizations in the city

Already provide some IADL services including:
- Meals on Wheels
- Outreach visiting
- Some yard work/home maintenance
- Transportation
- Peer support/counselling

Demonstration Project Steering Committee
- 4 members of the Council of Seniors
- 5 members of the larger IADL project team
- Master of Social Work student
Prince George Council of Seniors Steering Committee Members

SHARON HURD

LOLA-DAWN FENNELL

ANNE HOGAN

BOB D’AURAY
How Does the Partnership & Service Provision Look “on the ground”?

- Who gets referred for community-provided IADL services?
  - Age
  - Living situation
  - Services required
- Where do referrals come from?
  - Self
  - Community Agencies
  - Northern Health Programs
- Referral & Intake process?
  - Steps involved
- Who provides the services?
  - Social Outreach
  - Transportation
  - Housekeeping
How Does the Partnership & Service Provision Look “on the ground”? 

- How does matching take place?
  - Volunteers
  - Matching interests
  - Key to matching individuals with volunteers

- What we have learned and are still learning?
  - Matching based on interest
  - Face to face interviews (both individuals and volunteers)
  - Transportation
  - Recruitment of volunteers

- Unplanned outcomes – e.g., impact on caregivers; innovative programming – “wheels to meals"
Necessity for & Ongoing Development of Partnerships

- Contributions of each partner
- Synergies between partners – established relationships & new developments
- Necessity for new partners – new sites, new needs/conditions
Project Evaluation – Two Aspects

- **Process Evaluation**
  - *How did the IADL project develop?*
  - Identification of barriers and facilitators of success
  - Purpose: Assist in developing standards and guidelines for subsequent implementation projects

- **Programme Outcome Evaluation**
  - *Did the program do what we thought it would?*
  - Purpose: Assist in determining whether the IADL model is meeting the needs of the older adults and is cost effective and sustainable.
Expected Outcomes

This planned initiative will help guide the development of community-based IADL service delivery programs in the north, for future use across northern British Columbia and beyond, to help support seniors to remain independent in their own homes, and prevent unnecessary use of acute care services as well as premature facility placement.
Finding sustainability funding beyond the demonstration phase is the responsibility of all partners involved; collaboration is key for the success of the IADL model.

A template for a sustainability plan for the IADL model has been developed; all communities that commit to the demonstration project will have access to this template for use.
Project Design

Data

Administrative
• Intake Assessment
• Service Match

Referral

Service(s) Provision
• Service Contact Information

Completion
• Service Satisfaction

Research

3 Months
• Consent
• Baseline data

• Consent
• Follow-up

• Consent
• Follow-up
• Stakeholder Interviews
• Health Utilization (NH)
Data

- Administrative
  - Intake Assessment
    - Demographics
    - IADL Status
    - Financial
    - Living Arrangements
  - Provider-Client Information
  - Incidents and Follow-up
  - Service Follow-up
Data

- Research
  - Client
    - Demographic
    - Social Support
    - Personal Well-being
    - Health Status/Problems
    - Perceived Outcomes (expected and actual)
    - Payment
  - Caregiver
    - Demographic
    - Social Support
    - Personal Well-being
    - Health Status/Problems
    - Perceived Outcomes (expected and actual)
    - Caregiving Experience
    - Burden of Caring
    - Payment
Assumptions Correct?
Results: Caution – Preliminary!!!

111 Clients
To date

70% Female
30% Male

Referral Source
IHTN 36%
AT 22%
HCC 13%
COM 12%

Consent for Research
60%

Services
Social Outreach 50%
Housekeeping 23%
Transportation 12%
W2M 12%
Baseline and Follow-up

Decreased hospital visits

No Change:
- Physical Function
- Limitations due to emotional or physical health

Improved:
- Energy
- Emotional wellbeing
- Pain
- General health
Expectations

Client: Little perceived change

Caregiver: Large perceived effect on lives
Where to Go from Here?

- Prince George Demo Project Evaluation complete June 2012
- In the meantime, new sites to be initiated
- Impact potential across the North – models for seniors to access non-medical supports in communities – large, small & remote
- Other related impacts?
  - For seniors
  - For families of seniors
  - For workforce
Integrated Health Network – Northern Health: Funding to support implementation of Phase 1 and 2.

UNBC School of Social Work: Co-development of IADL model and evaluation plan, and research support for evaluation of Phases 1 and 2.

Home and Community Care – Northern Health: Co-development of IADL model and evaluation plan, and coordination of linkages with NHA programs/services.

United Way of Northern BC: Funding for development of northern project sustainability plan.

HCCRN: Co-development of IADL model and evaluation plan for Phases 1 and 2, and funding for northern project administrative and research support.

Council of Seniors: Provision of services at Prince George Demonstration Project site.
Contact Information

Please visit our website at:

www.hccrn.ca

For more information on this project:

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QUESTIONS? COMMENTS?
YOUR EXPERIENCE?