

Presentation to Men's Probus Club of Newmarket



Today's Objectives

- Overview of healthcare system transformation in Ontario
 - Creation of Ontario Health Teams
 - Southlake Community Ontario Health Team
- About CHATS-Community & Home Assistance to Seniors
 - Our role in Ontario Health Teams
 - Our role in the Community
- How you can get involved

The New World in Which We Live In: Connecting Care Act 2019

- New legislation that impacts 33 existing pieces of legislation which came into effect on June 6th—Connecting Care Ontario Act.
- Called the “modernization of health care”: focus on eliminating hallway healthcare
- The LHINs are being dismantled. H&CCSS (former CCAC) remains for homecare
- A new provincial agency—Ontario Health—will have 5 regional offices, and amalgamate 20 other local and provincial agencies
- 50+ Integrated Health Delivery Systems are being created, and these are known as Ontario Health Teams (OHT).

What is an Ontario Health Team?

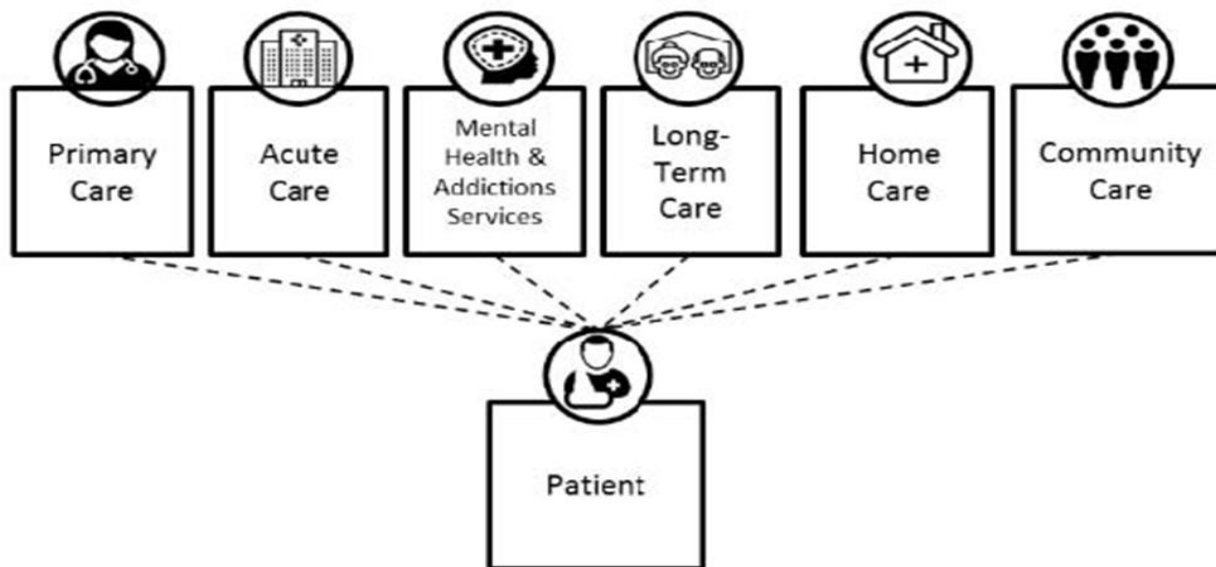
- Groups of providers and organizations that are clinically and fiscally accountable for delivering a full and coordinated continuum of care to a defined attributed population
- Likely to be ~70 OHTs across the province at maturity, each accountable for a specific set of patients (based on primary care attachment)
- At maturity, all Ontarians will be part of one OHT
- York Region has the following three OHTs which cover the full geography:
 - Southlake Community OHT
 - Western York Region OHT
 - Eastern York Region North Durham OHT

Source: Ministry OHT Guidance Document released April 3, 2019
http://health.gov.on.ca/en/pro/programs/connectedcare/oht/docs/guidance_doc_en.pdf

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Current State



Ontario Health Teams



At maturity, every Ontarian will have access to an Ontario Health Team that will:



Provide a full and coordinated continuum of care for an attributed population within a geographic region



Offer patients 24/7 access to coordination of care and system navigation services and work to ensure patients experience seamless transitions throughout their care journey



Be measured, report on and improve performance across a standardized framework linked to the 'Quadruple Aim': better patient and population health outcomes; better patient, family and caregiver experience; better provider experience; and better value



Operate within a single, clear accountability framework



Be funded through an integrated funding envelope



Reinvest into front line care



Improve access to secure digital tools, including online health records and virtual care options for patients – a 21st century approach to health care



CHATS
Community & Home
Assistance to Seniors

CHATS and OHTs

- CHATS is involved in the development three OHTs
 - Eastern York and Northern Durham (M/Stouff)
 - Southlake Community OHT
 - Western York Region
- CHATS is a lead/anchor partner at all 3 OHTs.
- While each OHT has its own flavour, all focus on frail older adults with complex medical needs, and some also focus on people with mental health and addictions challenges, including dementia.
- All teams are working on implementation structures and “models of care”

Our local Ontario Health Team

Southlake Community Ontario Health Team aims to unify health-care services

RELATED CONTENT



Western York Region Ontario Health Team to wrap patients in services, programs

"This team approach will drive more efficiencies in the health-care system resulting in better outcomes for patients," she added. "We will be able to have medical professionals come in and administer care on site if needed and we will know about more services that are available."

The Southlake Community Ontario Health Team's proposal was one of the 31 submissions that received the go-ahead from the Ministry of Health to move forward to the next stage of the application process.

The first year of the five-year rollout will focus on people with mental health and addiction challenges in the service area of Newmarket, Aurora, Georgina, East Gwillimbury and Bradford.

Dr. David Makary, a family physician with the Southlake Academic Family Health Team, explained that if a patient with a mental illness is seeking help, he currently has to refer them to a specialist, which can have wait times, then he must wait for a report back and the patient then has multiple medical files for one case.

"Now those files will be connected," he said. "The team approach also allows for the assignment of a care co-ordinator, a person who can help the patient find all the services and support they need, which is often complicated to navigate on your own."

He pointed out that the team approach could also help many people who don't currently have their own family physician be assigned one and eliminate the need to keep repeating their situation or keep track of former treatments or medication.

Some of the partnerships were already active in the community, and initiatives like Southlake at Home, which helps provide medical assistance to those who need it at home rather than in the hospital, are already operating. But the team approach will bring programs and services together.

"This exciting news is a testament to our amazing community partners. Their ideas to improve the health-care system and their energy for change are inspiring," Southlake Regional Health Centre president and CEO Arden Krystal said. "By working together we can increase access to care, reduce wait times and keep people healthy."

This means the hospital will work closely with community support services, home-care providers, long-term care homes and primary-care providers like family doctors and nurse practitioners to move more resources to underserved areas and focus on keeping people healthy and out of the hospital, she added. She expects these improvements to result in significantly fewer visits to Southlake's emergency department, which is one of the most overcrowded in Ontario.

The Southlake Community Ontario Health Team is made up of: Southlake Regional Health Centre, Aurora-Newmarket Family Health Team, Bayshore HealthCare, Canadian Mental Health Association York Region and South Simcoe, CHATS, Enhanced Care Medical Clinic, Extendingcare, Georgina Nurse



Lori North gives her dad, Dwayne Lougheed, a huge hug. She was visiting him as he was participating in a game with CHATS clients and children from the Aurora Children's Centre. July 24, 2019 - Steve Somerville/Torstar

Southlake Community OHT

Southlake Community ONTARIO HEALTH TEAM

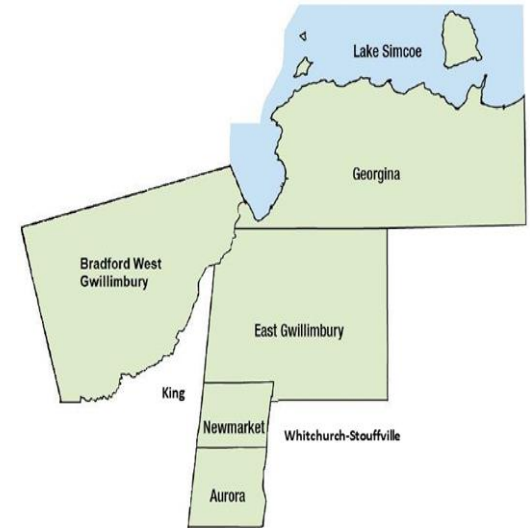
Partners

- Aurora-Newmarket FHT
- Bayshore HealthCare
- CMHA
- CHATS
- Enhanced Care Medical Clinic
- Extencicare Inc.
- Georgina NP-Led Clinic
- LOFT Community Services
- SE Health
- Southlake
- Southlake Academic FHT
 - BWG FHO
 - Southlake FHO
- York Region – Community and Health Services

Core

Geographies

- Aurora
- Bradford West Gwillimbury
- East Gwillimbury
- Georgina
- Newmarket



Year 1 Priority Populations

- 1) Older adults with complex needs and multiple comorbidities
- 2) Mental health and addictions patients

Area of Focus (for both priority populations)

- 1) Improved transitions from hospital to post-acute care
- 2) Reduced admissions/ED visits by enhancing coordination with homecare, primary care and LTC
- 3) Primary care, community services and paramedic services focus on 'rising-risk' patient cohort
- 4) Reduction in process/paperwork/non-clinical workload for primary care physicians
- 5) Resource shifts from acute to community/primary care

Older Adults Model of Care

Better Patient and Population Health Outcomes:

- Reduced readmissions
- Reduced ER utilization
- Reduced errors
- Quality of Life
- Better health
- Functional status maintained or improved

Older Adults Model of Care

Better Value and Efficiency:

- Better transitions
- Reduced duplication of services, interventions
- Less waiting

How will the Southlake OHT change care for older adults?

- Improve Care Transitions
- Improve patient self-management and health literacy
- Support patients (and caregivers) to be active participants in managing their own health and healthcare.
- Identify and following patients through their journey of care.

This baby could
live to be
142 years old

Centenarians are the
fastest-growing
age group in
York Region. Between
2011 – 2016 the
number of people
over the age of 100
increased by 62.5%!



Demographics

- It is expected that between 2011 and 2031, York Region's senior population will increase by 148 per cent, almost four times faster than the overall population. Seniors will account for 21% of York Region's population at that time.
- Seniors make up 12.8% of York Region's population living in low income households, but their share has increased fastest
- Seniors are more likely to live alone. Of all people living alone in York Region in 2016, 40.8% or 21,400 were seniors. 87% are homeowners in single-detached homes
- Life expectancy in York is 84.1 years, compared to 81.5 years in Ontario and 81.1 years in Canada.
- In 2016, 18.1% (28,360) of all seniors in York Region did not speak either official language (English or French)

Men are living longer

The proportion of women will remain higher than men but...

The life expectancy of men will increase faster than women:

- 2010: 48% more women than men over 75
- 2036: 21% more women than men over 75

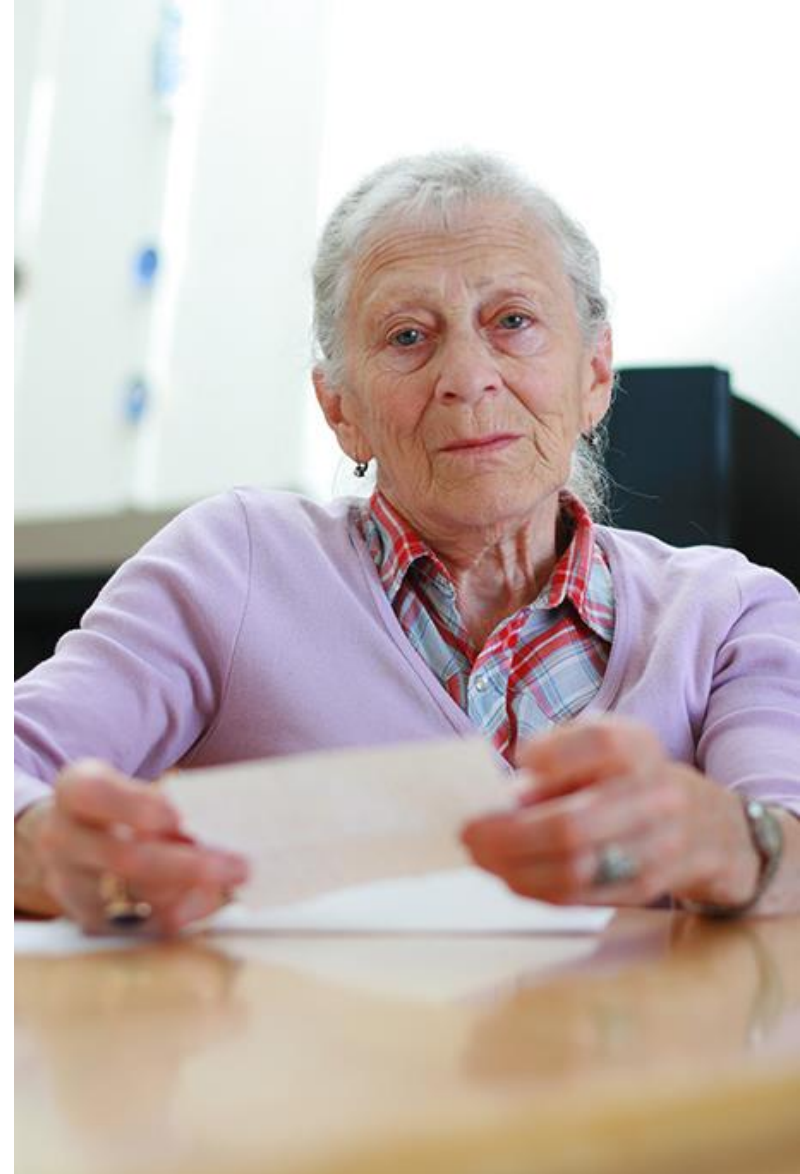


Most older adults prefer to age at home

- Choice to maintain health, independence and dignity
- Home care more cost effective (\$55/day) vs LTC (\$130/day) vs hospital (\$1000/day)

However:

- The right care at the right time must be provided, not 'undercare'
- Age, health, wealth and the presence of an informal caregiver can affect 'stay at home' decisions



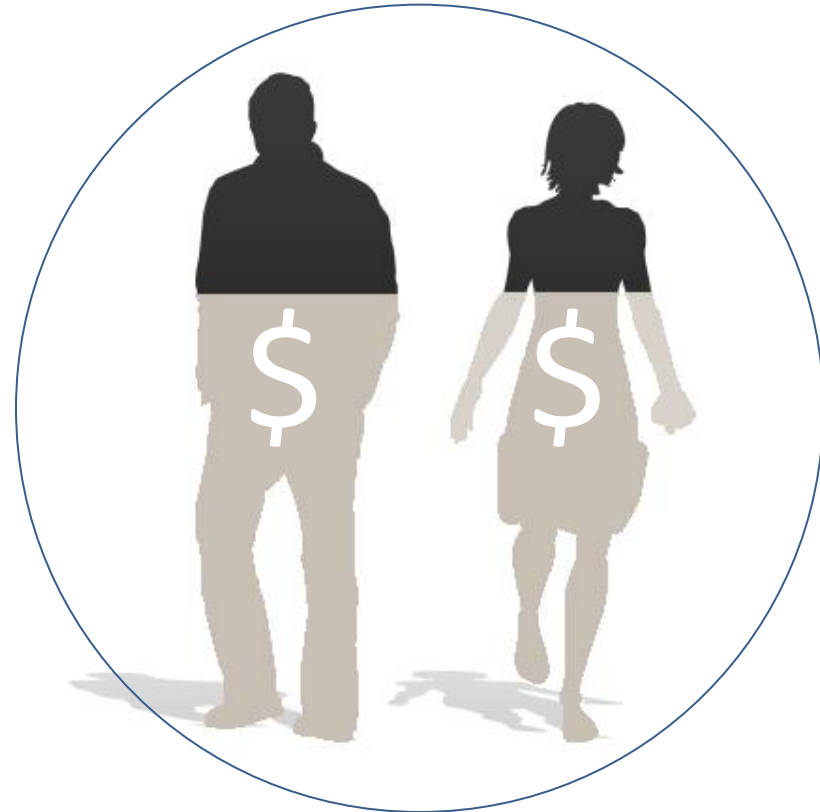
Sober Senior Thoughts

Yes, people are living longer, but with more chronic conditions.

- One-third of Canadians between 65-74 are disabled
- Two-thirds over 65 take 5 or more prescriptions



- The top 10% of older Ontarians account for 60% of health spending



Province ill-prepared for senior health care 'crisis', experts warn

Thu., Apr 14, 2016 | By Lisa Queen



CHATS' Vision

Older adults can live independently, safely and well at home



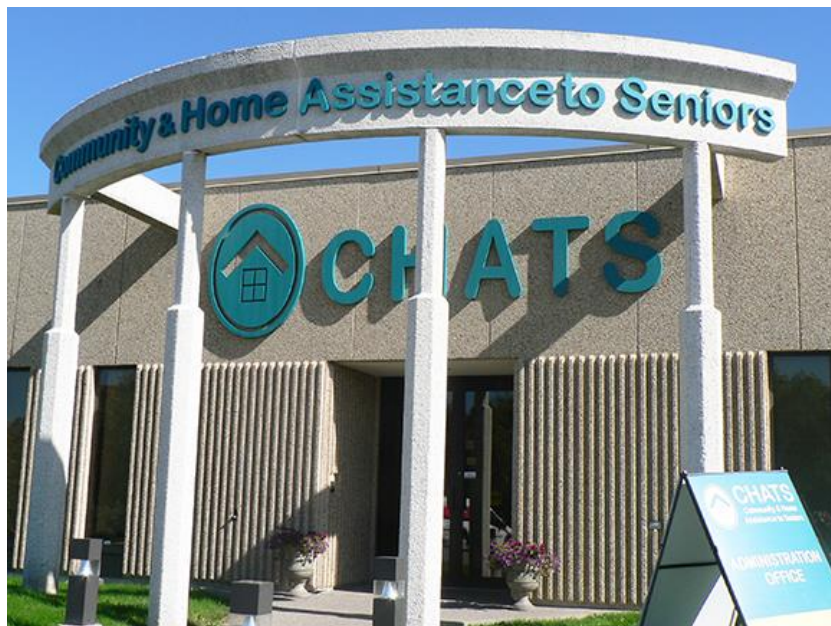
CHATS' Mission

CHATS is an innovative and valued partner in the healthcare system, delivering high quality home and community services and experiences for older adults and caregivers.



What is CHATS?

- Personal care and support, programs and services to enable independent living and family caregiver support
- Tailored care plans that meet clients' unique needs
 - “basket of services”
 - “wrap-around care”



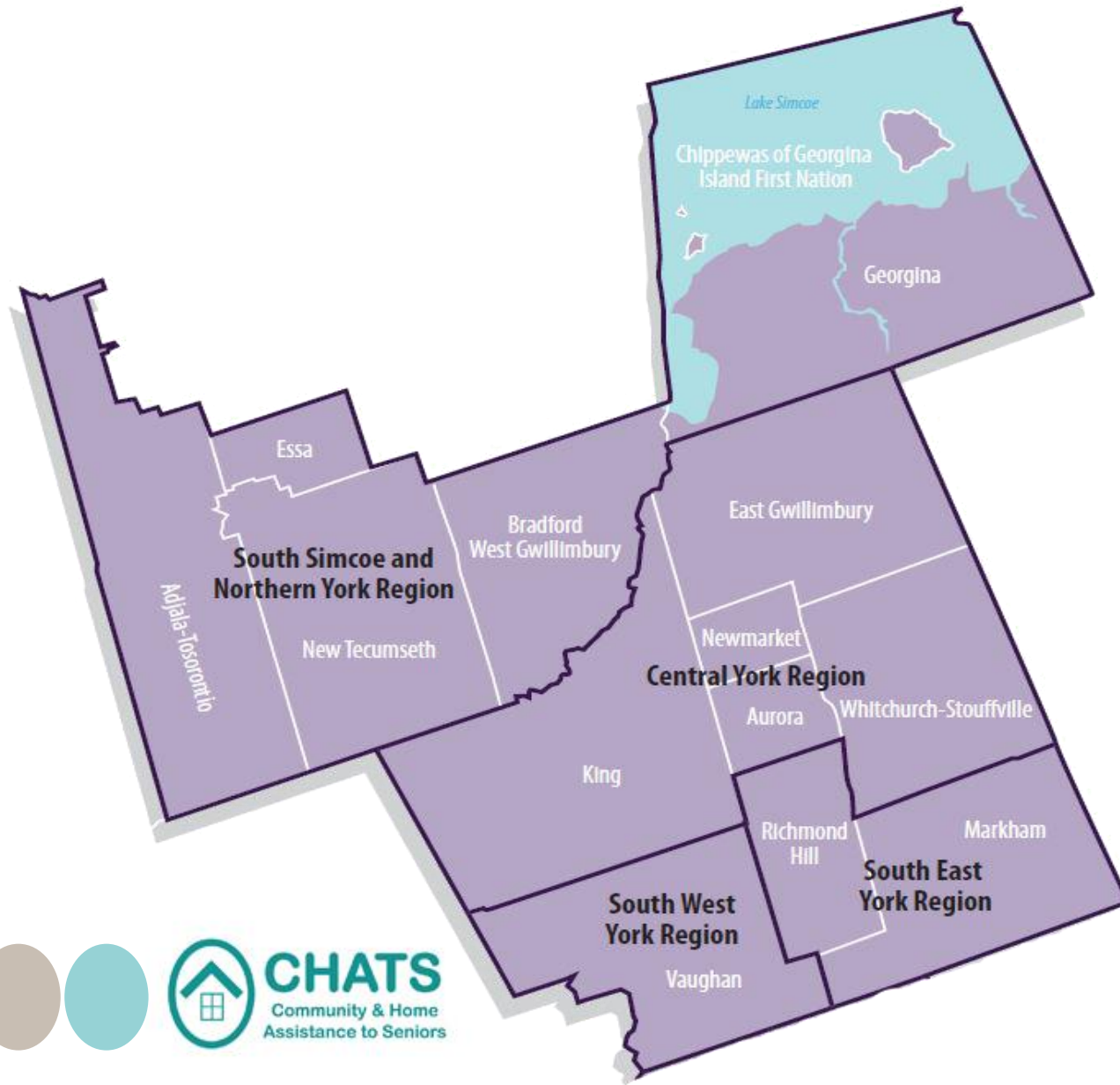
- Moderate fees: many geared to income.
- Exceptional subsidies are available
- Multicultural programs and services



Who CHATS Serves

- **8,500** clients in York Region and South Simcoe
- **70%** of CHATS' clients are female and 30% are male
- Ages under 55 (2%), 55-64 (10%), 65-74 (24%), 73-84 (34%), 85-94 (27%), over 94 (3%)
- There are currently about 500 clients who receive subsidized services
- Top Cultures and Languages supported: English, Italian, Farsi, Russian, Cantonese, German, Hindi, Urdu, Bengali, Tagalog.
- **36%** of CHATS' clients live alone, with **34%** living with a spouse and **30%** living with family

Where does CHATS Provide Services



How CHATS Helps Programs and Services



- **Respite Service:** A certified Personal Support Worker provides in-home care to loved ones when caregivers require a little extra help, a much-needed break, or when they can't be there themselves.



- **Personal Support Service (PSS):** A professional Personal Support Worker can assist with older adult's personal care needs, such as bathing, toileting, and dressing.



How CHATS Helps Programs and Services



- **Transportation:** Our drivers escort clients to and from medical appointments, errands, shopping, CHATS programs!



- **Diversity Outreach Programs:** Social and wellness activities, each tailored to cultural and language needs: Chinese, Italian, Russian, Iranian & South Asian



How CHATS Helps Programs and Services



- **Adult Day Programs:** Provide clients with a variety of social and wellness activities, companionship and lunch. Six ADPs: Cognitive, frail, Italian, South Asian, Korean.



- **Homemaking:** A professional Home Support Worker will assist with the activities of daily life including, light cleaning, laundry and meal preparation



How CHATS Helps

Programs and Services



- **Seniors Wellness Programs / Lunch Out:** Great opportunity to mingle, meet new friends and have fun.



- **Meals on Wheels:** Home-style nutritious meals delivered right to a senior's door.



How CHATS Helps Programs and Services



- **CHATS Philips Lifeline Personal Response and Support Service:** Help is accessed at the press of a button



- **Home at Last:** FREE service that makes the transition out of hospital to home easier and more pleasant. Patients are driven home and a Personal Support Worker helps them settle in.



How CHATS Helps Programs and Services



- **Home Adaptation and Maintenance:** Following a free home safety assessment, recommendations are made to improve the quality of life for seniors 65+. Adaptations can include grab bars, ramps, stair lifts, handrails, etc. Maintenance service can include lawn cleanup, snow removal, window cleaning....



- **Assisted Living for High Risk Seniors:** Provides 24/7 scheduled and unscheduled assistance to eligible seniors who live in a designated supportive housing building or in their own homes within a specific geographic boundary. Service is intended to allow seniors to maintain an independent lifestyle. Services include personal support, security checks, medication reminders and care coordination.

How CHATS Helps

Programs and Services for Family Caregivers

The Caregiver Support & Education:

Provides quality information and referral, support groups, workshops, individual counselling and web-based resources to caregivers of seniors in York Region, and South Simcoe.

Services provide emotional support and education to caregivers and may help prevent caregiver burnout, address caregiving concerns, alleviate stress, and provide helpful advice to increase caregiver wellness.



WAYS TO SUPPORT

Volunteer Options:

Volunteers support CHATS across many programs, including our Transportation, Seniors Wellness/Lunch Out Programs, Adult Day Programs, H.A.M.P. , Phone Reassurance and Meals on Wheels.

Choose what you want to do based on your interests, skills, and availability. Volunteer in our office, out in the community, or in your own home – we'll work together to find the volunteer position that is right for you!

Community Support:

Local businesses, service clubs and community groups can choose to support CHATS in a variety of ways:

Host an Event

Matching and In-Kind Gifts

Sponsorship

Event Participation



Today CHATS needs your help. Tomorrow you, or someone you know, may need ours.

It`s not how old you are, it`s how you are old.

- Jules Renard



Mick Jagger, 76



CHATS

Community & Home
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