Integrated Assisted Living Program

WWCCAC Board Meeting
May 23, 2012
History of IALP

- Waterloo Wellington Seniors Supportive Housing Initiative researched and proposed models for supportive housing (2009)

- Aging at Home Year 2 funding – innovative solutions to support seniors aging at home; reduce ALC, prevent ED visits

- 8 neighbourhoods with approx. 30 clients each (currently approx. 300 clients)

- Goals of more effective chronic disease management, better primary care linkages, integration with community partners as well as establishing a rural model
In Home Supportive Housing

“WWCCAC” Supportive Housing for Seniors

- Assisted living services for seniors similar to traditional “supportive housing” basket of services but in the senior’s home of choice
- Able to deliver to more people without waiting for infrastructure
- CCAC uniquely positioned to provide services
The IALP Client Perspective

• Non-IALP 86 yr old with serious concerns was sent for acute care assessment. Physician indicated a critical medical situation and family called in. Senior returned home as IALP client and accessed 24/7 PSW many times. PSW staff able to intervene proactively when issues arose. After 4 ½ months, client stable, healthy, attends activities. A “new lease on life”.
IALP Neighbourhoods

Chosen based on the analysis of a number of data sources linked to postal codes:

- Seniors Supportive Housing & Wellness Initiative
- Emergency Department visits and length of stay
- RAI-HC assessment data – MAPLe score and age
- Consultation with Case Managers
IALP – Purpose and Guiding Principles

• Flexible, robust and reliable personal support and homemaking services to support aging in place and demonstrate outcomes

• Basic activation, recreation needs met through access to appropriate services and programs

• Supports maintenance and/or enhancement of health outcomes while avoiding duplication of services
Services and Partnerships

- Senior at Risk
- 24/7 Personal Support
- Response System
- Recreation Activation
- Chronic Disease Management
- IADLs
IALP – Year 1 Evaluation

- What are the clinical outcomes as measured by RAI-HC for IALP clients compared with those with similar needs among general long stay WWCCAC?

- What is the subjective quality of life of IALP clients compared with general long stay WWCAC population?
IALP – Year 2 evaluation

Evaluation

Clinical Outcomes (RAI-HC)  Hospital Data (ER Visits, Hospital Admissions, ALC And LOS)  Surveys

Client And Caregiver Experience Evaluation Survey  Quality Of Life  Staff Satisfaction
IALP Year 2—Key findings related to ED/ALC Priorities

- Shorter hospital LOS (IALP 13.2 days vs. 22.5 days)
- Less likely to be admitted to hospital 10 or more times over 18 month period
- Less likely to be admitted to hospital after an ED presentation (24% IALP compared to 32.8% selected adult long stay)
- Less likely to be designated ALC (34% of IALP clients compared with 43.1% of selected long stay adult clients)
- Much less likely to be on a LTCH waitlist
IALP Quality Indicators
Improvement in Client Outcomes

• Less likely to be medically unstable and/or frail
• More likely to have achieved greater health stability with less medical complexity after 1 year of IALP
• Less depressed overall
• Less likely to struggle with IADLs
• Less likely to be discharged deceased within 90 days than comparator adult long stay clients
• More likely to show improved CHESS scores over 1 year compared with comparator adult long stay clients
IALP Satisfaction Survey Results

- Self reported quality of life measured positively for both populations
- Non-IALP program participants reported positive outcomes
- Year 2 Client and Caregiver Experience Evaluation Survey demonstrated overall satisfaction with program and highlighted opportunities
- PSW Satisfaction survey showed more than 75% of staff indicated a positive experience in 6 of the 8 questions
IALP Optimization

- Internal optimization review completed
- Changes to overnight service model

Next steps:
  - Review of ED visits
  - Review of role of the Community Resource Facilitator
  - Review scope of PSW/Nursing
Approved one-time funding of $4,760,853 for 2012/13

WWLHIN repurposing $180,000 of funding

Conditions of 2012/13 funding:

- Design an eligibility and discharge criteria that targets seniors with a high acuity, while identifying and transitioning clients whose acuity level has decreased over time to alternate services
- WWCCAC is encouraged to build on the successful collaboration with Sunnyside Home by working with community support services providers to collaboratively expand the geographic reach of IALP services
QUESTIONS