



# Seniors Care in the 21<sup>st</sup> Century

What's Changing and How Can Technology Best Serve as an Enabler?

By Swapnil Rege



#IoTHealth2017

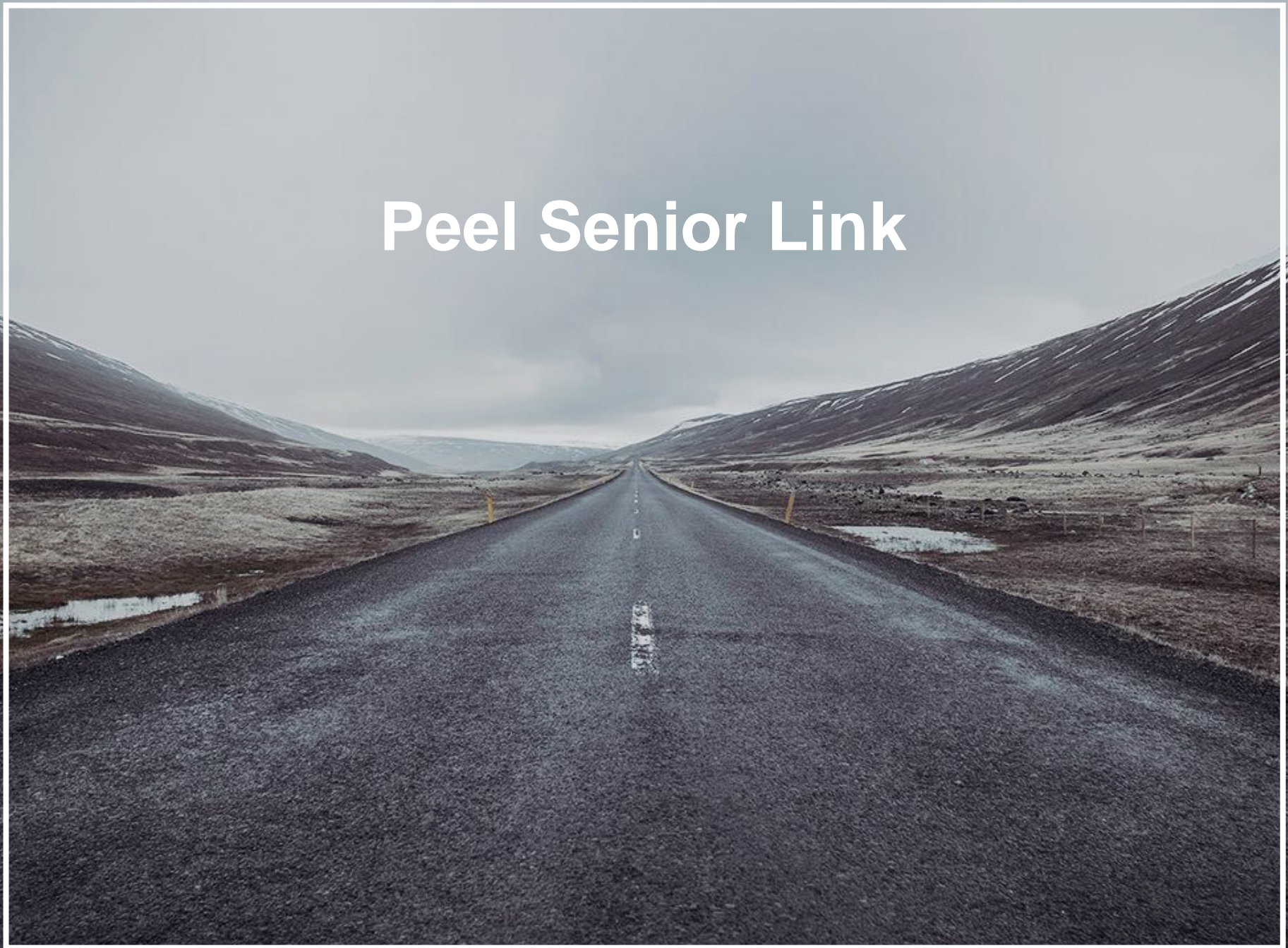


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# Agenda

- Introduction to Peel Senior Link
- Supports for Daily Living (SDL)
- Setting the Stage
- Challenges faced by the sector
- Current use of technology
- Future opportunities – how technology is changing senior care and how it can help

# Peel Senior Link



# History of Peel Senior Link

## Incorporated

Incorporated and received charitable status

Funding from United Way of Peel, Ministry of Health, grants and donations

1991

## Need

Supportive Housing for Seniors identified as a Community need

1993

1998

## 24 hours

Moved from 12 + 12 service to 16 hours and then 24 hours on-site service in 13 buildings across the Region of Peel

2008

## SDL

SDL Model developed – 24/7 – also known as hub & spoke model.

2010

## Accreditation

First accreditation – 3 year status

2017

## Growing

11 locations with a capacity of 322 clients, Bathing program, IST, Creditvale Hub



## Recognition

- 3M Health Quality Team Award 2011
- Inaugural Ontario Minister's Medal Honouring Excellence in Health Care & Safety 2013
- Medication Assistance Program – 'Partnering for a Healthy Tomorrow – Person Centred Care Quality Award – MH LHIN 2015'
- Accreditation Canada
  - Two consecutive Exemplary standing status (2013-2017 & 2017-2021)

## Evidence-Based Approach

- Involved as a lead agency/partner in research studies that drive policy and service direction
- Two current research projects:
  - Sheridan College Centre for Elder Research – Loneliness and Social Isolation study
  - University of Waterloo – evaluating quality indicators for client assessments, and develop and pilot a self-reporting tool for caregivers



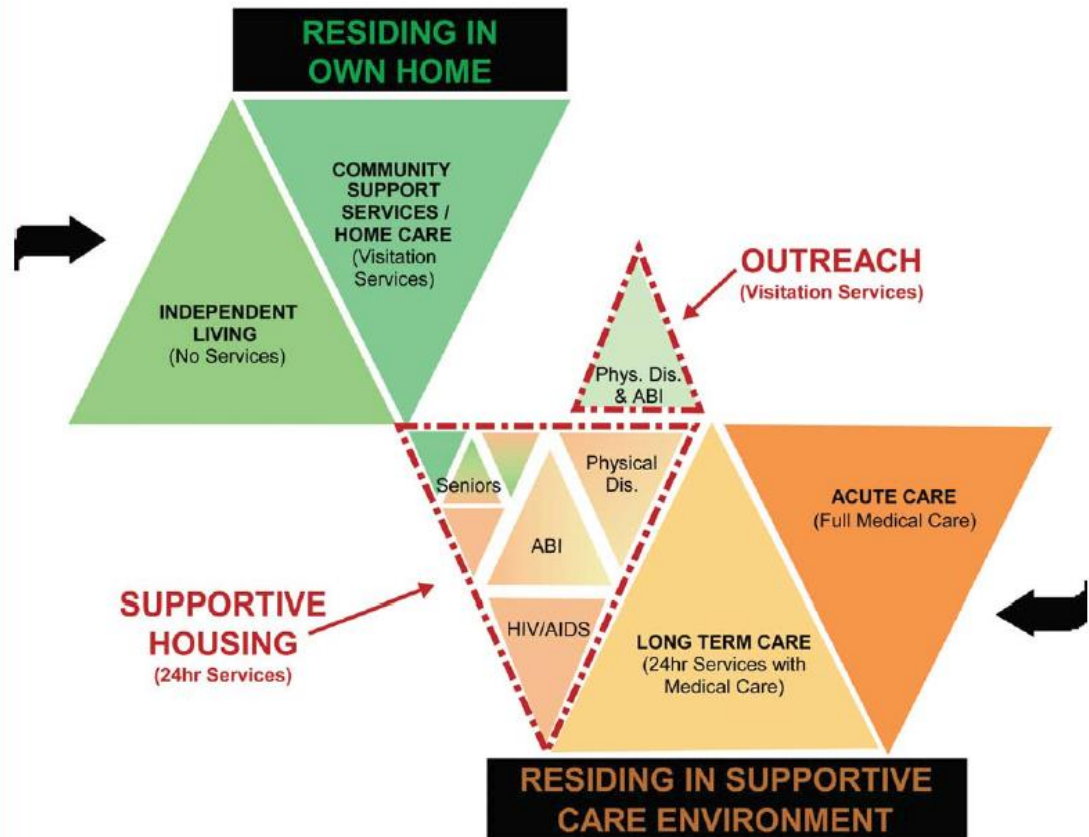
# Supports for Daily Living



Pre-2008

## Pre-SDL Framework

Diagram of Supportive Housing within the Continuum of Care

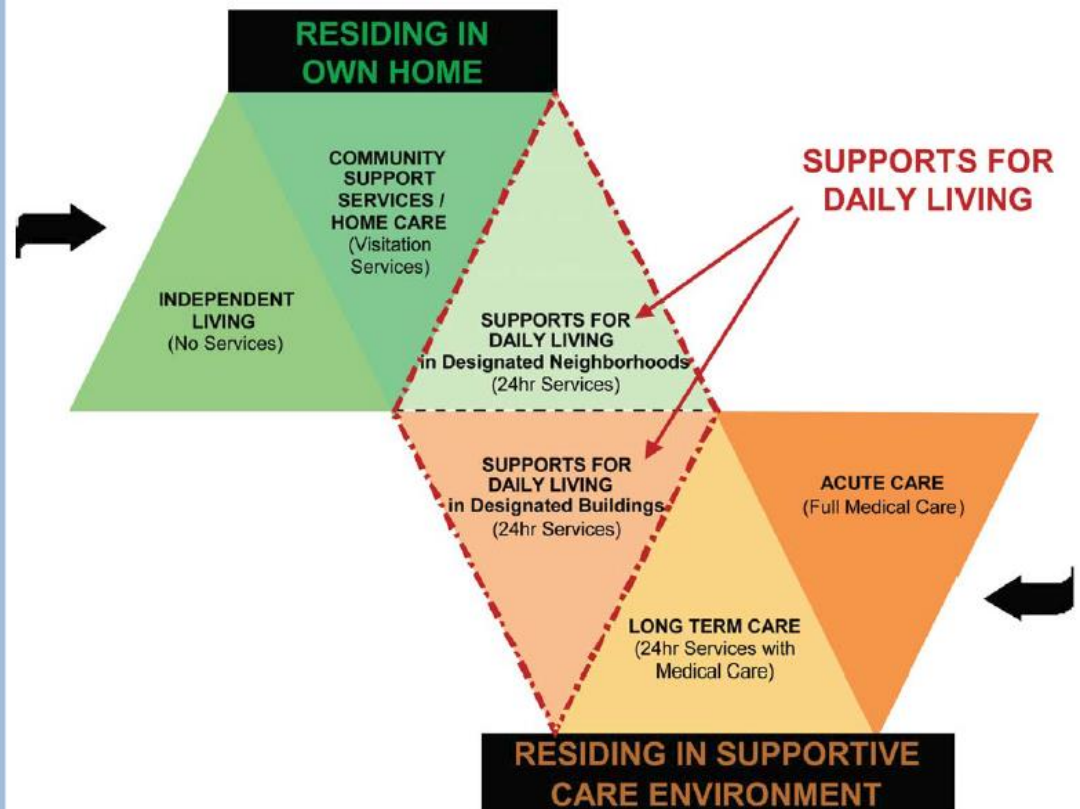


Developed by Lisa Gammage, Nucleus Independent Living 2007

Post-2008

## Post-SDL Framework

Diagram of Supports For Daily Living  
within the Continuum of Care



Developed by Lisa Gammage, Nucleus Independent Living 2007



# Supports for Daily Living

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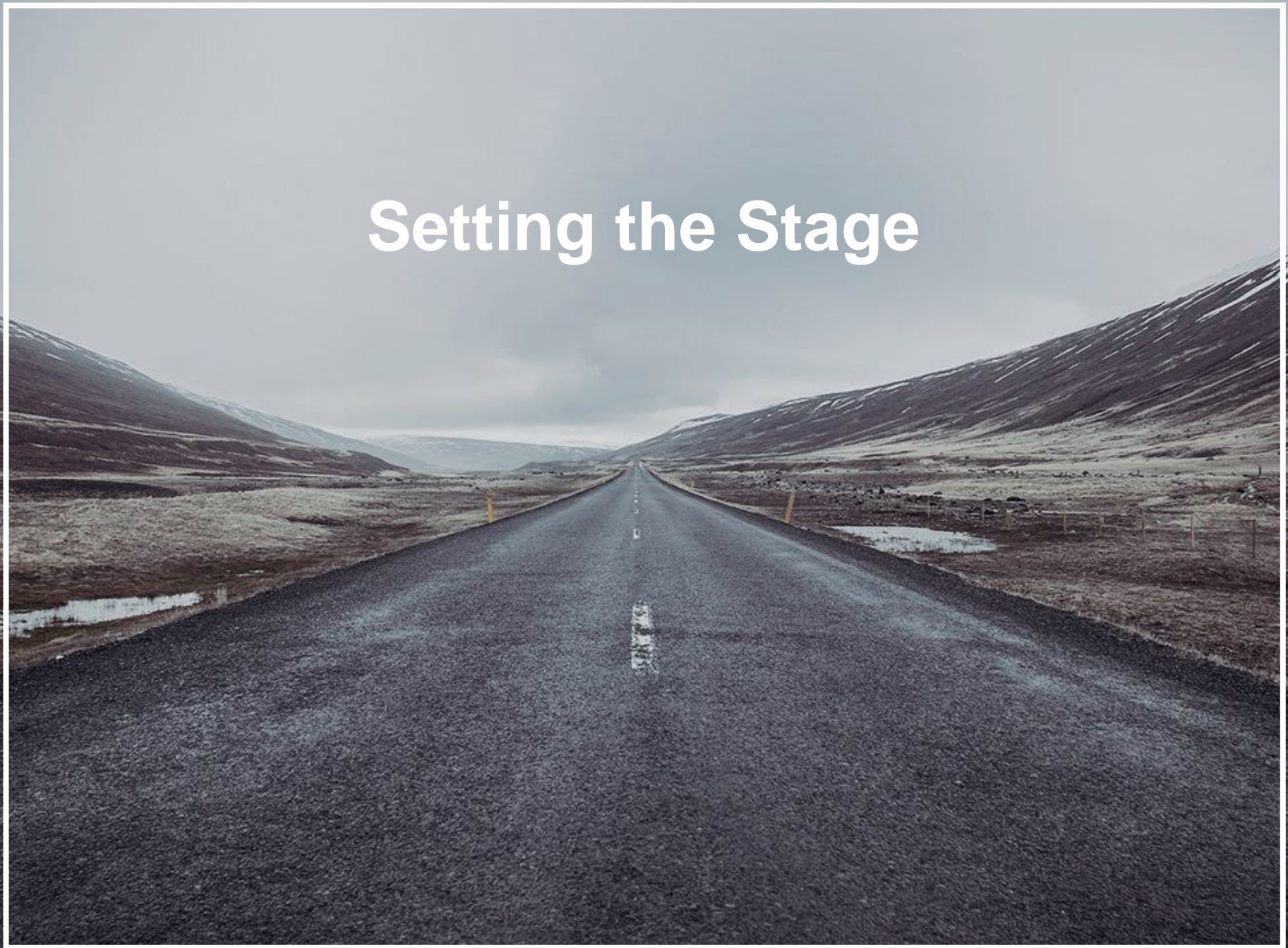
- Hub (in buildings)
- Hub and Spoke
- Mobile



# SDL Core Services

	Personal Hygiene Activities	Personal Routine Activities of Daily Living
<b>Personal Support Services</b>	<ul style="list-style-type: none"><li>• washing</li><li>• bathing</li><li>• mouth care</li><li>• hair care</li><li>• preventative skin care</li><li>• changing dressings (not wound care)</li><li>• routine hand and foot care</li></ul>	<ul style="list-style-type: none"><li>• transferring/positioning</li><li>• turning</li><li>• dressing/undressing</li><li>• assistance with eating</li><li>• assistance with toileting (diapering, emptying/change leg bag, catheterization, bowel routine)</li><li>• assistance with exercise</li><li>• escort to medical appointments</li><li>• medication reminders; assistance with pre-measured medications</li></ul>
<b>Homemaking Services</b>	Light dusting, sweeping, vacuuming, mopping floors, washing dishes/ countertops, clean and disinfecting bathrooms Laundry and planning/preparing meals	
<b>Attendant Services</b>	Combination of personal support and homemaking services offered at clients' preferred, pre-determined time and pre-determined task they cannot physically do for self	

# Setting the Stage





# Setting the Stage



## Baby Boomers

As of July 1, 2015, Canada has more seniors than kids under 15



## 2024

Individuals 65+ will account for more than 20.1% of the entire Canadian population



## Caregiver burnout

29.1% of individuals serving as caregivers in Ontario



## Chronic

75-80% of seniors report having one or more chronic condition



## Medications

65% of seniors taking 5 or more medications



## At home

2.2 million Canadian receive home care, 15% still reported unmet needs

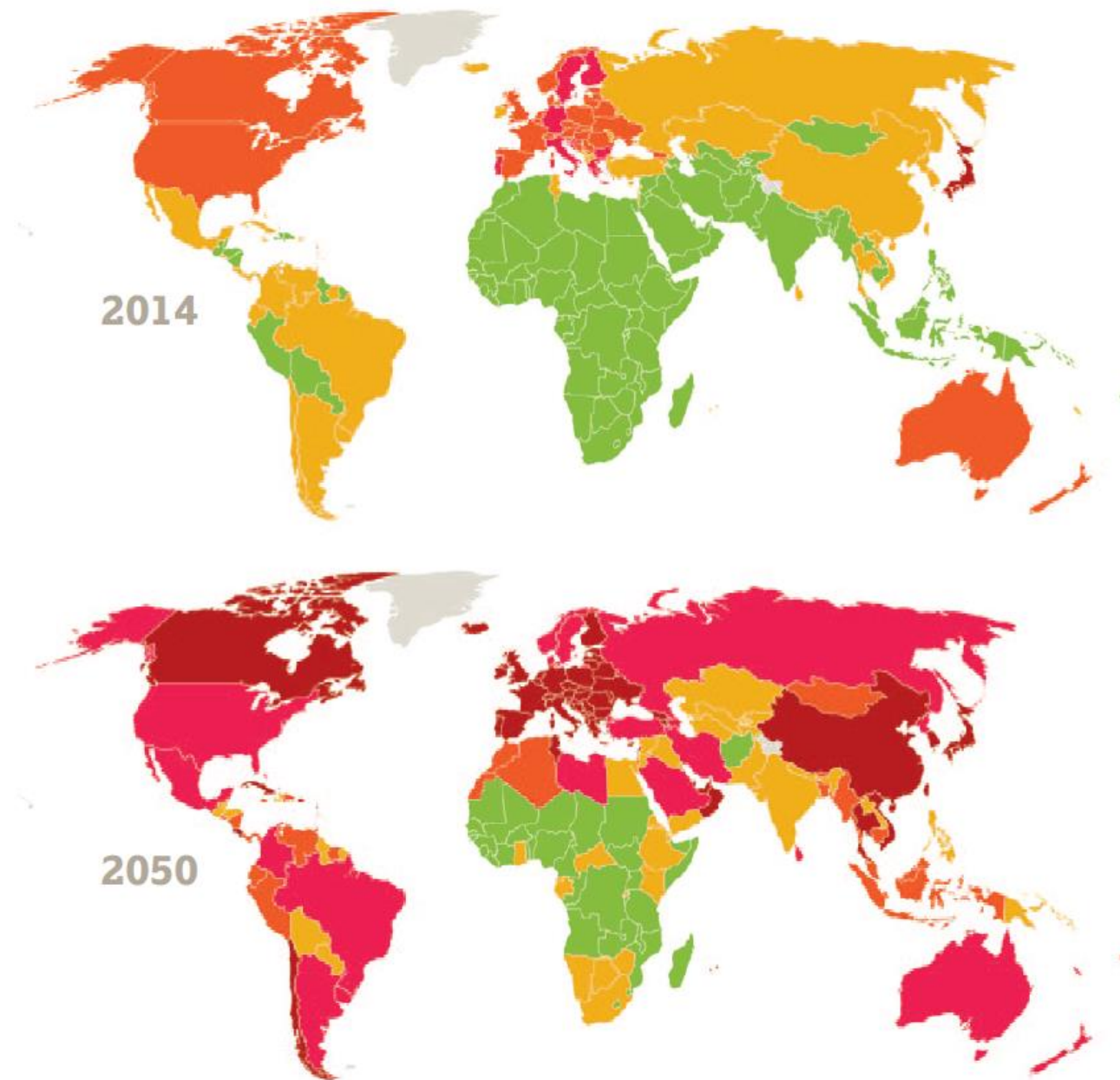


**Figure 1: Proportion of population aged 60 or over in 2014 and 2050**

0-9% 10-19% 20-24% 25-29% 30+% No data

Source: UNDESA Population Division, *World population prospects: the 2012 revision*, DVD edition, 2013

Note: The boundaries shown on this map do not imply official endorsement or acceptance by the United Nations



## Denmark

16.1% of Denmark's population is 65+

Established moratorium on building new nursing home beds in 1987

1998 – country-wide policy of home visits and assessments of people older than 75

Continuing care for seniors increased only 8% between 1985-97; Estimated to increase 71% in Canada from 2011-2026

## England, Scotland, Wales

Re-ablement services: 68% no longer required home care services and 48% continued to be independent for up to 2 years

## Australia

Restorative and Preventative

Home Independence and Personal Enablement programs

After 12 months, 6.5 times less likely to require ongoing care and 30% less like to use ER.

Costs of providing services were also lower

## France

Connexion  
system  
professionals  
being |  
needs...

## Japan

By 2025, will have the largest proportion of seniors

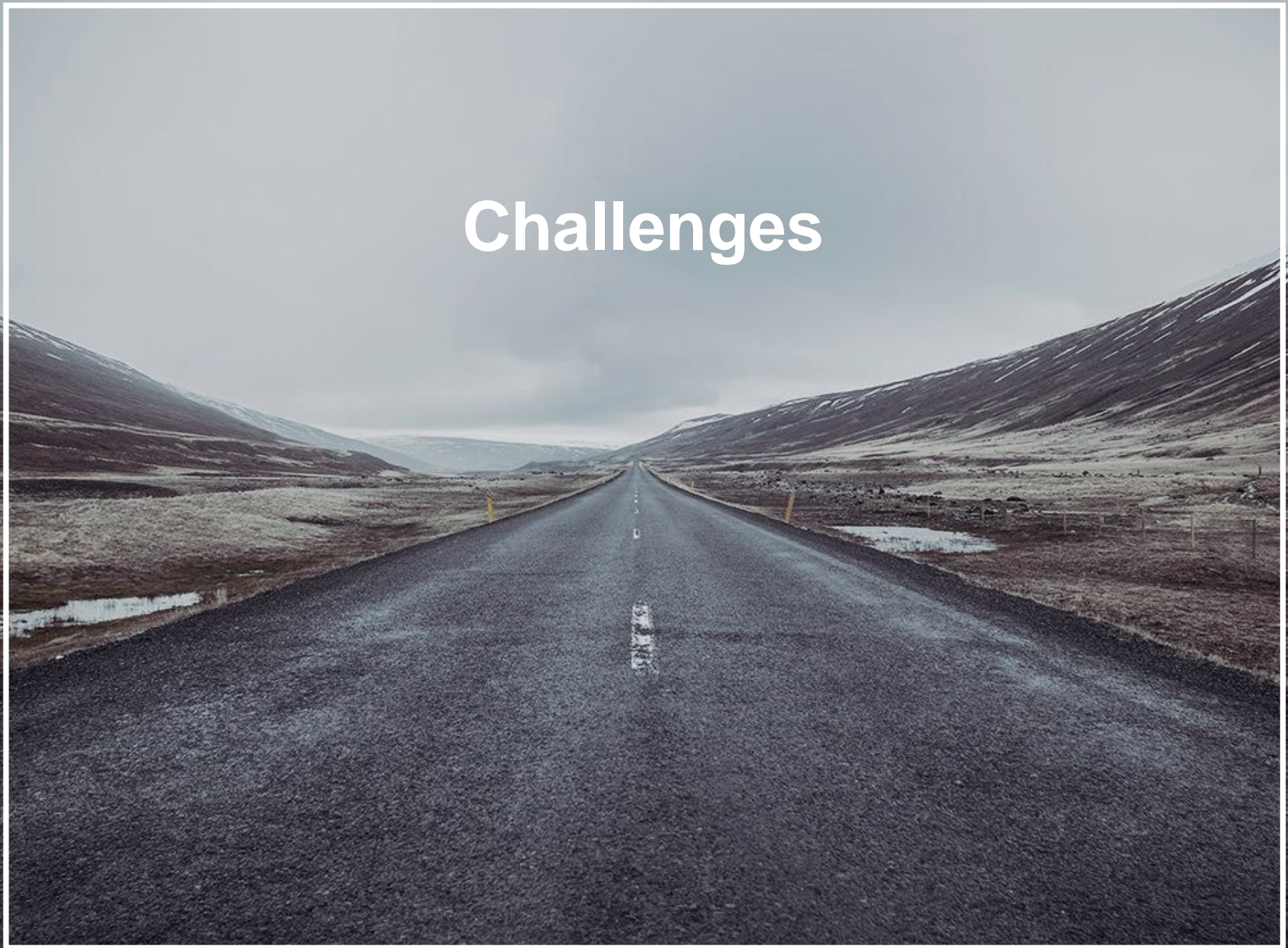
Starting at 40, every person pays an annual premium in return for personal care, nursing needs etc. (24/7).

Abundant day programs for seniors

# Choices in Seniors Care



# Challenges



# Challenges

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- Care slowly moving from non-profit to profit
- Addressing large and growing wait lists with fixed resources
- Maintaining quality and valued service
- Working in partnership with clients, caregivers, and advocates in health system development
- Reducing caregiver burnout through enhanced education and support

# Non-profit vs For-profit

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- Re-investment in care
- Accountability
- Volunteer hours
- Studies demonstrating the difference
  - “Investor-owned nursing homes provide worse care and less nursing care than do not-for-profit or public homes”<sup>1</sup>
  - “On average, not-for-profit nursing homes deliver higher quality care than do for-profit nursing homes”<sup>2</sup>
  - Fewer nurses, shorter direct care, lower staffing levels, more ulcers, higher hospital admissions, worse outcomes<sup>3</sup>






# Technology



# Where does technology fit?

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- Current state
  - Community Support Services have access to some information
  - Integrated Health Record
  - Still lagging in technology adoption
  - Lack of resources to enable adoption
  - E-health – sharing information
- Opportunities and future direction
  - eConsult
  - Ontario Telemedicine Network (Telehomecare and Personal Computer and Video Conferencing)
  - ConnectingGTA

A wooden chair is positioned on a porch, with a large window in the background. The window shows a view of a body of water and a sunset or sunrise. The text is overlaid on the image.

**“How we take care of seniors at a time  
in their life when they are most  
vulnerable and need the greatest  
support is an important public policy  
challenge. It also is a clear statement  
about who we are as a society.”**

**- Margaret McGregor and Lisa Ronald**





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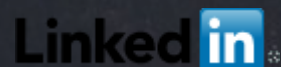
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# ANY QUESTIONS?



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