

Improving Care in BC: The Seniors Action Plan

Knowledge Exchange Strategic Initiative
Presentation

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Seniors' Directorate



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**Improving Care for
B.C. Seniors:**
An Action Plan



Seniors Action Plan

Released February 14, 2012

6 Themes

					
Concerns & Complaints	Information	Standards & Quality Management	Protection	Flexible Services	Modernization



Theme 1 Seniors Health Care Support Line (PSCQ) June 2012



Concerns &
Complaints

- Toll-free, available Monday-Friday 8:30am-4:30pm
- 1-877-952-3181 (Victoria: 250-952-3181)





Theme 1



Concerns &
Complaints

Seniors' Advocate Consultation (SD)

- May to June 2012
- 22 public meetings with over 500 participants in 9 communities across B.C.
- Written submissions and survey responses

Office of the Seniors' Advocate (SD)

- Legislation introduced February 20, 2013 (Bill 10)
- Statutory officer reporting to the minister responsible for seniors
- Systemic issues affecting the welfare of seniors





Theme 2



Information

Advance Care Planning (HCIC) April 2012

- Planning tools and information to help prepare for future health care needs
- 250,000 copies of *My Voice* printed
- 38,000+ copies downloaded
- gov.bc.ca/advancecare

My Voice

Expressing My Wishes for Future Health Care Treatment

Advance Care Planning Guide



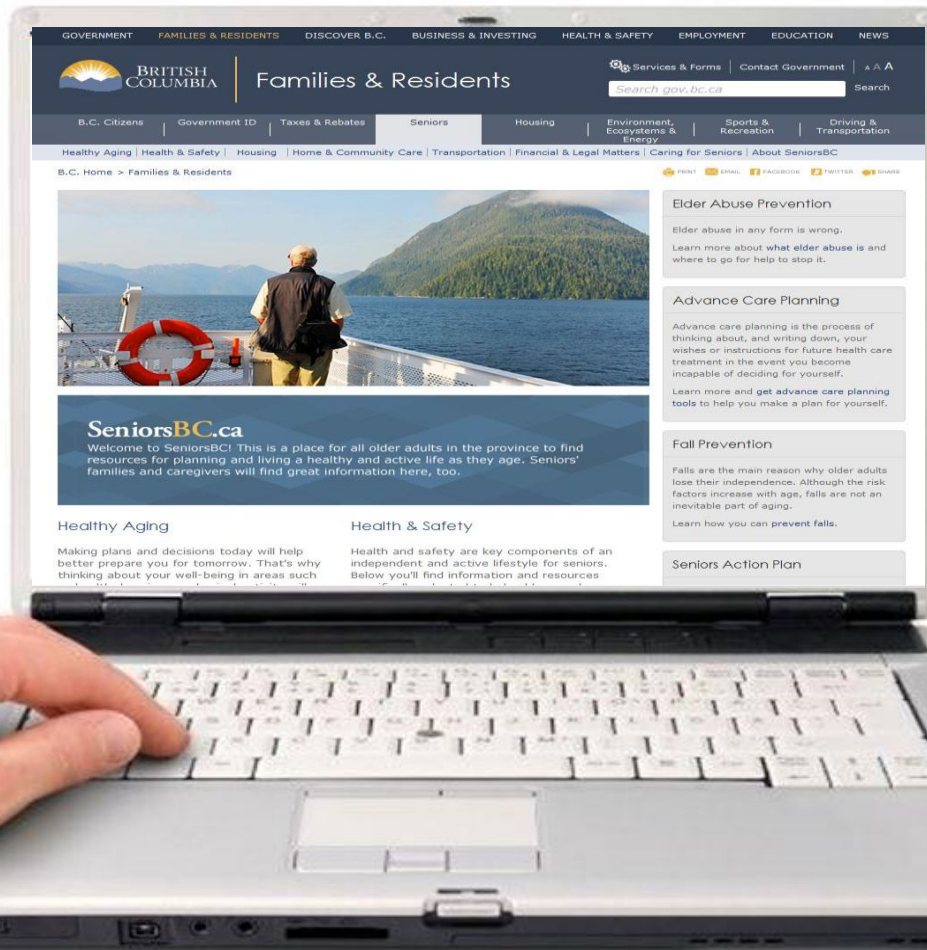


Website Enhancements (SD) September 2012

Theme 2



Information



Redesigned websites:

- Information for seniors at SeniorsBC.ca
- Home & Community Care site at gov.bc.ca/hcc



More Information for Seniors and Families (PHC, HCIC, SD)

Theme 2

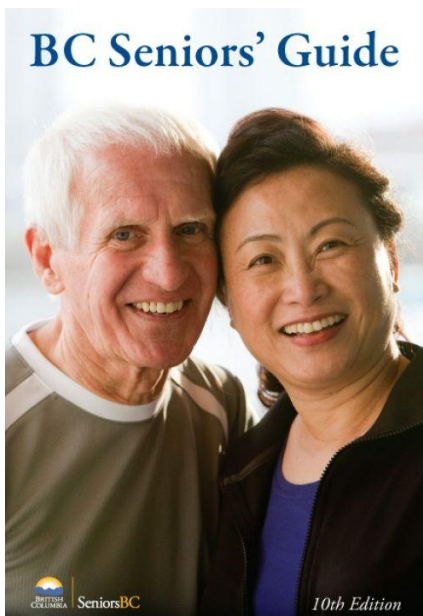


BC Seniors Guide, 10th edition,
(SD) October 2012

- French, Chinese and Punjabi versions, December 2012



Information



Online Facility & Residence Reports (HCIC) September 2012

- Residential Care
- Assisted Living

Dementia Support Information
(PHC & HCIC) October 2012

- \$1M to ASBC First Link® Program



Improvements to Residential Care (HCIC, SD)

Theme 3

Increase Focus of Residential Facility Inspectors on High Risk Areas (HCIC) April 2012



Standards &
Quality
Management

- Risk assessment tool for licensing officers to identify actions and preventative measures needed to protect residents

Improvements in Care for Seniors (HCIC) March 2013

- Medication reviews
- Enhanced training for care providers
- Consistent medical oversight

Plan to Standardize Benefits and Protections for all Residential Care Clients (HCIC, SD)

March 2013

- CCALA & Hospital Act facilities





More Protections for Seniors (SD)

Theme 4

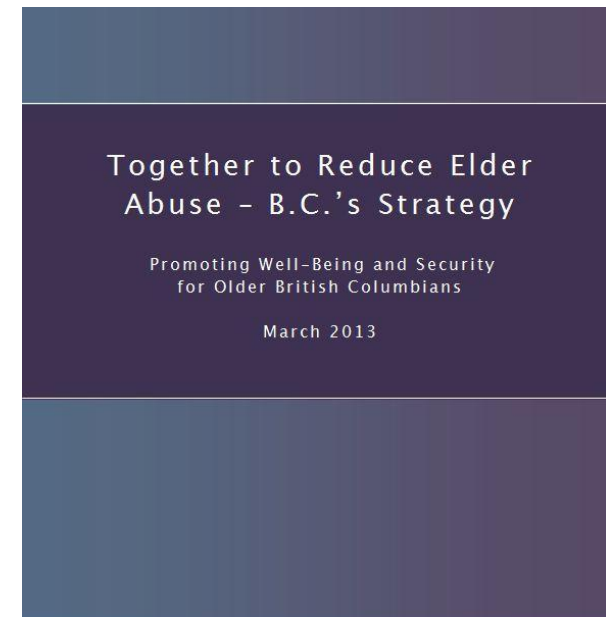


Together to Reduce Elder Abuse Strategy (SD) March 2013

- Ensure the protection and safety of seniors through the development of a provincial elder abuse prevention strategy



BC Association of Community Response Networks



Expand Community Response Networks (SD) 2015

- \$1.4 M provided to BC Association of Community Response Networks to support coordinated local actions to prevent and respond to elder abuse and neglect over next three years



Expansion of Non-Medical Home Support Services (SD) 2015

Theme 5



Flexible
Services



- \$15M to expand services in up to 60 communities over next three years
- Services launched in first 5 communities announced January
- Everyday supports to help seniors age in place (housekeeping, yard work, grocery shopping, etc.)





End of Life Care Training (PHC) April 2012

Theme 5



Flexible
Services



General Practice Services Committee

- Training modules available for family physicians and home health teams to help strengthen end of life care
- Focus on improving advance care planning conversations and collaboration with specialists, patients, families and care givers



Practice Support Program



After-Hours Palliative Tele-Nursing Support (HCIC) April 2012

Theme 5



Flexible
Services

- HealthLink BC nurses provide confidential information and advice
- Specialist palliative response nurses available to help callers with complex needs

HealthLinkBC





Clinical Care Guidelines, Appropriate Policies & Supports

Theme 5



Flexible
Services

Clinical Guidelines for Frail Seniors in Emergency Departments and Hospitals (HPS) June 2012

- 48/6 guidelines

Accommodating Spouses in AL and RC (HCIC)
September 2012

- A new policy to provide flexibility in accommodating spouses with different care needs in assisted living and residential care facilities

Dementia Care Guidelines (HCIC) October 2012

- Guidelines to support care givers and promote evidence-based practice in all settings



Innovative Approaches for Home-Support Services (HCIC) 2014

- Pilots in communities across BC over the next two years, providing greater choice and flexibility



Public Reporting

Updates to Ombudsperson

- October 2012 update on Seniors Action Plan progress
- March 2013 - 1 year report on Seniors Action Plan
- Annual reports required for at least 5 years
- gov.bc.ca/seniorsactionplan





Modernization

Theme 6



Modernization

- Over the next two years, the ministry will work with seniors, health authorities, and care providers to modernize and renew B.C.'s home and community care system





Initiatives Underway or Complete

Theme 6

Patient Care Quality Program Evaluation (PSQC) December 2012



Modernization

- An independent review of the current program to examine how seniors' concerns and needs are being met and how seniors' can best be served

Safe Reporting (aka “whistleblowing”) (PSQC) November 2012

- Improving the existing protections for patients and providers who report care concerns or complaints

Implementing Together to Reduce Elder Abuse Strategy (SD)

- Information kits being distributed
- Establish Council
- Inventory of existing training for health care professionals
- Phone line hours expanded by summer



Initiatives Underway

Theme 6



Modernization

Licensing Review (HCIC) 2014

- An independent review of the HCC and enforcement system for residential facilities to ensure consistent standards of care are met across the province

Best Practices Review (SD) 2014

- Review of existing best practices in seniors' care to help design a system of care that best serves the needs of seniors

Care Standards and Policies (SD) 2014

- Provide clear policies and measurable standards of care for home support, assisted living and residential care services





Age-friendly British Columbia (SD)

Tools

- Guides for local government and business
- Videos to inspire action in communities

Funding

- Grants for local governments up of to \$20,000 for planning and projects to enable older people to age actively, with good health and full participation

Recognition

- 9 communities

Support

- Staff support & information



Creating an Age-friendly Business in B.C.



Becoming an Age-friendly Community: Local Government Guide



117 communities funded!



Planning for Healthy Aging (SD)

Support for older adults to plan in all aspects of their future - health, housing, mobility and more

Appropriate tools for pre-retirees, seniors and families:

- RFP to identify a partner
- Initial tools in BC Seniors Guide and on SeniorsBC.ca





Thank You

For more on the Seniors Action Plan, see:

gov.bc.ca/seniorsactionplan

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