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New Regional Specialized Geriatric Services' Strategic Plan Puts Focus on Best Health Experience for Frail Seniors in Central East LHIN

Central East Regional Specialized Geriatric Services (CE RSGS) is launching a new three-year strategic plan focused on providing frail seniors with the best health experience through coordinated systems of care, including specialized health care and mental health services, tailored to their needs.

CE RSGS was formed by the Central East LHIN to improve the organization, coordination and governance of specialized geriatric services for all frail seniors in Scarborough, Durham Region, Northumberland County, Peterborough City and County, City of Kawartha Lakes and Haliburton County.

Three strategic priorities define CE RSGS's strategic plan and are guiding the development of supporting action plans. They include:

1. **Improving the Care Experience:** This is about making sure patients and families have access to specialized geriatric services with smooth transitions, tailored to individual needs, and founded on partnerships with other providers. The goals are to improve access to care, improve the care experience, increase the comprehensiveness of care, and improve caregiver services.
2. **Fostering Excellence:** This is about making sure our health care providers have the knowledge and tools to deliver high quality care and effectively and continually monitor and improve their performance. The goals are to increase the adoption of leading practices, improve system monitoring, and improve system performance.
3. **Increasing Awareness:** The intent is to increase awareness of the needs of frail seniors and the creation of regional programs to address those needs. The goals are to increase the presence of professionals with a specialization in geriatrics in the Central East LHIN, increase provider participation in screening and assessments, and increase enrollment in home-based care and communication programs for frail seniors and their caregivers.

Quotes:

“Working as a regional system with our partners, RSGS’s Mission is to create a high quality, integrated, person-centered system of care that supports the best quality of life for frail seniors and their families. By successfully delivering our strategic plan, RSGS will build on investments already made in specialized care and will be well-positioned to support the coordination of new specialized services tailored to the needs of frail seniors and their families to ensure they have the best health experience. We would like to acknowledge our partners: patients, caregivers, staff, Governance Authority members, physicians, health care colleagues, Central East LHIN staff and the public, who shared their experience and contributed to the development of this plan.” **Glenna Raymond, Chair, CE RSGS Governance Authority**

“As we developed our strategic plan, patients, clients, families and caregivers shared the challenges they face navigating and accessing support in the current system. Our strategic directions, goals and actions target the high risk frail seniors currently living in the community to ensure they receive access to specialized geriatric services with the goal of delaying further decline due to frailty. ” **Kelly Kay, Executive Director (Interim), Central East Regional Specialized Geriatric Services**

“The development of this strategic plan is another important step in realizing the LHIN’s strategic aim of helping Central East LHIN residents spend more time in their homes and their communities. Recent LHIN and government investments in new community-based services are making a difference in people’s lives and implementing the priorities laid out in this plan is everyone’s shared goal as together we transform the system. ”

Deborah Hammons, Chief Executive Officer, Central East Local Health Integrated Network

Background:

- The target population for CE RSGS represented 93,547 residents in 2010/11 and is expected to grow by 27% by 2020/21.
- The Ontario government recently announced an additional \$27,827,000 to support the delivery of home care and community services for seniors and better support people with mental health and addiction issues in Scarborough, Durham Region, Northumberland County, Peterborough City and County, City of Kawartha Lakes and Haliburton County.
- With this new funding, the Central East LHIN is continuing to invest in high impact community programs to better support people with complex and long-term medical, physical, social and/or cognitive conditions so that they can maintain their health and avoid being admitted to hospital, or having to move to a long-term care home.
- CE RSGS serves as a catalyst for the integration of clinical and service delivery intended to build better health outcomes for frail seniors across the Central East LHIN. It builds on investments the Central East LHIN has already made in specialized geriatric services.
- Regional Specialized Geriatric Services are those services focused on frail seniors, requiring greater specialization and the use of inter-professional and organizational collaboration and multi-disciplinary teams in its delivery, increasing customization of care to respond to patient and client needs, and the use of standardized best practices and outcomes. Services that could fall under the scope of Specialized Geriatric care include: specialized geriatric assessment, consultation, short-term treatment, rehabilitation, and short-term specialty case management. They also include both the specialties of geriatric medicine and geriatric psychiatry.

For a full copy of the CE RSGS strategic plan, follow this link:

<http://www.centraleastlhin.on.ca/Page.aspx?id=20426>