

Improving Access to High Quality Care



SMILE Helpful Aging at Home

Remaining safely and independently at home is the dearest wish of most seniors. **SMILE (Seniors Managing Independently Living Easily)** makes it all possible. SMILE is a program offering long-term functional support for frail and elderly seniors so they can remain in their home safer and longer as part of the Aging at Home philosophy. When questioned about whether receiving the services of the SMILE Program has affected how they feel, 85.4% stated that it has. The program provides seniors with:

- ✓ Support with daily living activities to maintain their continued well-being
- ✓ A personalized care plan based on individual needs
- ✓ Access to a core basket of services no matter where they live in the region
- ✓ The option to have a care coordinator's help
- ✓ A choice as to who comes to your home to provide services
- ✓ Flexibility as to when services will be provided and how

“I am so happy and thankful for SMILE. With the help I am getting, I can stay in my own apartment. There is nothing like your own place.”
WWW.SMILEPROGRAM.CA



Acquired Brain Injury – Maximizing Independence

On Feb. 24, 1978, at the Canadian downhill championships in Lake Louise, Scott Findlay, a member of the Ontario Ski Team, took a fall halfway through his race. It was a fall that changed Scott and his family's lives forever. Scott suffered a devastating brain injury that would leave him paralyzed on his right side and with limited movement on his left.

The Findlays, residents of Napanee, along with Scott's former teammate Jeff Armstrong, approached the South East LHIN with a proposal to build an Acquired Brain Injury (ABI) residence in Napanee, the first of its kind for the South East. The Residence would serve those living with an ABI like Scott, offering a home that would maximize independence and quality of life, while promoting empowerment.

The proposed two sites in Napanee would consist of a new bungalow and the conversion of an existing structure. The residences would house six people each.

In the final stages of approval, the South East LHIN is looking forward to seeing shovels in the ground on the bungalow portion of this project in 2014.



Assisted Living – Bridging the Gap

With the loss of Picton Manor and its 78 Long-Term Care beds in 2012, the South East LHIN began an in-depth analysis of our aging population and the care needs that will be required, now and into the future.

In 2013/14, the South East LHIN allocated \$2.5M from the Community Funding to develop 80 Assisted Living Units for High Risk Seniors at four sites. Roll out of the Assisted Living strategy will begin in 2014.



South East Health Line Application – Health at your fingertips!

Keeping people healthy and out of hospital is every health care provider's objective. As part of ensuring access to care, the South East LHIN, in partnership with the South East Community Care Access Centre (CCAC), will support this objective by providing people with information that will help them find and reach local health care services.

Serving people across the South East, the Health Line is a mobile application for cell phones which provides a reliable source of information on organizations and programs available for residents in our region, including location and operating hours.

In 2014, a mobile application will be launched by the South East CCAC. Health services within the region will be searchable by a variety of criteria within proximity to the patient. Where to go and who to see will no longer be a question, but an answer.

WWW.SOUTHEASTHEALTHLINE.CA



Health Links – Focusing on the patient's experience

Health Links are an example of how the LHINs are putting patients at the centre of the health care system. At its core, Health Links is bringing local health care providers together to improve the coordination of care for complex patients through coordinated care plans.

Health Links gives family doctors the ability to connect patients with specialists, home care services and other community supports, including mental health services. For patients being discharged from hospital, it allows for faster follow-up and helps reduce the likelihood of readmission to hospital. This results in better patient care and strengthens partnerships in the community.

WWW.SOUTHEASTLHIN.ON.CA



The Better Health Project – Responding to Urgent Community Need

With the retirement of two physicians and the untimely death of a third all within a short time in 2011, an estimated 5,000 Smiths Falls area residents were left without access to primary health care. In response to this urgent community need, and with the guidance and financial support of the South East LHIN, the Rideau Community Health Services Centre introduced the Better Health Project (BHP) strategy.

Along with providing access to much-needed care for those without a family physician, the BHP connected them to a permanent healthcare provider. The project also aimed to support and encourage patients identified with chronic health conditions to learn self-management skills while developing and achieving goals to improve their overall health.

The project was an integral part of a larger turn-key operation including the replacement of emergency vans and a community physician recruitment strategy to attract 6-7 new doctors. Through funding from the South East LHIN and working collaboratively with local municipalities, the Smiths Falls region developed a solution to enable new family doctors to establish a practice more easily in the community.

Thanks to the BHP there was a significant reduction in visits to Emergency Departments and over 90% of BHP patients reported a positive experience, saying the program made them feel validated and cared-for.

The Better Health Project was also recognized with an award for innovation from the Nurse Practitioners' Association of Ontario (NPAO).