

Senior Friendly Care

August 2024

What is Senior Friendly Care?

Senior Friendly Care (sfCare) is preventive and proactive care that meets the unique needs of older adults. It is essential, foundational care that all care providers give to older adults within an organization and across sectors.

The Senior Friendly Steering Committee was established in March 2023. Its purpose is to create a sustainable, strategic, and patient-focused senior friendly hospital at St. Clare's Mercy Hospital.

This strategic initiative aligns with NL Health Services' 2022-23 Strategic Plan and its strategic priorities.



Health of the Population

For each process of care:



Literature review



Staff online learning



Education fairs



Patient educational materials

Example

Function and Mobility: Adoption of MOVE (Mobilization of Vulnerable Elders)

1. Education for staff, patients, and families
2. Interprofessional documentation
3. Patients to participate in functional activities three times per day.



What does sfCare look like?

- Processes of care are evidence-based and aligned with an older adult's goals and preferences.
- sfCare is an organizational priority, and there is a solid foundation for sfCare work.
- Physical spaces are conducive to the needs of older adults.
- Care is respectful, compassionate, and free of ageism.
- Care encompasses equity and respects rights.



Improving Care Experiences and Outcomes

Geriatric Carts

- Recreational supplies available on each unit
- Seniors' focused supplies for patients and families to use

Infrastructure

- Paint around doorways
- Chairs with high backs and armrests
- Reduced signage
- Brighter lighting

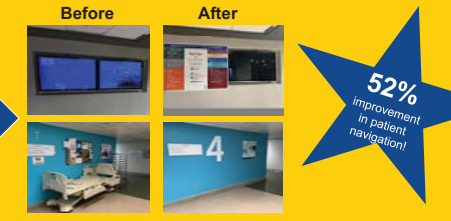
Wayfinding

- New signage
- Colour coding and symbols

Whiteboards

- New whiteboards
- Template designed to help with ease of use
- "All About Me" added to whiteboards (provides focus on the patient rather than medical team)

Results



52% improvement in patient navigation!

Better Value

Therapeutic Recreation

One-year pilot positions for two recreational therapists and two recreational therapy workers for the inpatient units.

387 Referrals 3,163 Interventions

Patient Feedback: How would you rate your experience with recreation therapy?

★★★★★

4.83 Average Rating

How well does the recreation therapy team accommodate your needs/preferences?

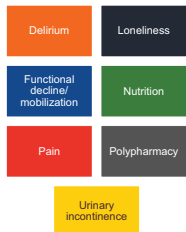
★★★★★

5.00 Average Rating

Activities

The program engaged with staff, patients, and families to identify ways to effectively provide sfCare. It used this information to create action plans for each process of care and identify "quick wins".

Processes of Care



Improving Health Equity

10 things you can do RIGHT NOW to make your care more senior friendly

- 1 Don't rush when communicating
- 2 Use simple, common language
- 3 Ask if clarification is needed
- 4 Make sure lighting is adequate
- 5 Make sure printed material is easy to read
- 6 Remove trip hazards
- 7 Offer assistance to sit/stand/walk
- 8 Make sure water is available and offered
- 9 Speak slowly, clearly and in a normal tone
- 10 Eliminate background noise

- ✓ Education on every unit and TV screen about how to meet the unique needs of older adults.
- ✓ Pocket talkers at each reception area and unit to improve communication for those who need it.
- ✓ Recreation supplies that meet interests and needs of older adults.



Enhancing Care Team Wellbeing



Education



Communication with staff

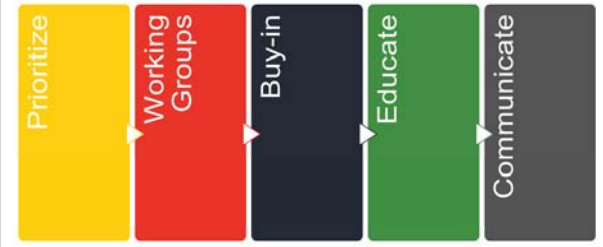


Surveys



Staff Ratios

Going Forward



“ The TR (therapeutic recreation) program has been a vital supports to patient and families during a person's hospital admission. I have witnessed patients recover at a faster pace since TR has been involved. I've assessed patients to have improved mental health and satisfaction with care/treatment during their admission. ”
- Anonymous, staff survey June 2024

