



Geriatrician Recruitment

SGS Helps Attract New Doctors

North Simcoe Muskoka's newest geriatrician, Dr. Amanda Gardhouse, always knew she wanted to work with the elderly. It stemmed from her family life and her roots in the Collingwood area.

"I always had such a good relationship with my grandparents," Dr. Gardhouse reflects from her office in Orillia. "That's something that drove me into geriatrics."

Dr. Gardhouse kept her eyes sharply focused on her desire to help the senior population age with dignity. She worked as a physiotherapy assistant at a long-term care home which only increased her interest in geriatrics. When the opportunity came for her to become the area's newest geriatrician this summer, it came with the added bonus of being close to home.

Dr. Kevin Young, an established geriatrician who is also working with the NSM Specialized Geriatrics Services program, was another reason Dr. Gardhouse wanted to come to the area. His passion for caring for seniors inspired her, and it seems others as well. Dr. Young feels there is a great shift in momentum, and it's for the better.

"We're seeing more interest in our region because people are hearing about the regional program we're building," Dr. Young

explains. "We're trying to lay the groundwork for those that share our ideas and vision."

A number of calls have been coming in from doctors interested in locating to the area, with some even visiting from across the country. The perfect storm of the lifestyle the area offers, plus the need for doctors, could be a reason for the interest, but Dr. Gardhouse believes it's so much more

"It's really about trying to help people age successfully, providing resources and activities in the community that support people living independently."

Dr. Young and Dr. Gardhouse work together in Orillia, and both hope more specialized doctors join the team to service the entire area. With the interested doctors already knocking on their door, they believe that's a fantastic first step.

It's all in the Design

SGS Clinical Design lays Foundation

With the seniors and their caregivers in mind, the NSM SGS team has created a plan for the clinical design of the new regional SGS program and will begin implementing the plan in 2016. With a focus on frail seniors, the program is the first building block of a broader integrated regional seniors health

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program which will be easier to navigate and more efficient.

The clinical design will include a central intake, and for the first time those needing care will have one number to call. The goal will be to securely share medical information among all members of the NSM SGS team so everyone is aware of the patient's condition.

The clinical design plan offers direction to support planning and decision-making with recommendations of how to support frail seniors and their caregivers. Some of those recommendations include building five SGS teams across the region, establishing a toolkit of standardized resources and increasing partnerships between geriatric medicine and geriatric psychiatry teams.

The clinical design plan will be the guide to the SGS program implementation in the coming years so that we continue to improve seniors health care in throughout North Simcoe Muskoka.

Complex Case Resolution

Working Together for you

The Complex Case Resolution (CCR) process is now being rolled out to health service providers across NSM. The CCR is intended to support providers in addressing complex responsive behaviour cases through the use of a collaborative standardized regional approach to care.

In October 2015, the Behaviour Task Force reviewed all Alternate Level of Care (ALC) patients in NSM hospitals with responsive behaviours delaying their discharge. A key finding was the challenges faced in the assessment and management of complex cases. To address this issue, the CCR process was piloted and evaluated by the NSM SGS program.

The process supports the identification of recommendations and the development of an integrated plan of care to improve outcomes, including transitions; improves the collaboration and communication between health system partners, including older adults and their caregivers; and increases the capacity of health service providers in the assessment and management of complex cases.

Seniors Health Project Team: Key Messages & Successes

- Between June 2016 and March 2017, Behaviour Success Agents (BSA) are being placed in each NSM hospital site. BSAs will support 125 patients through 750 visits across NSM hospitals and will provide 1800 education encounters with providers, seniors and caregivers.
- The NSM SGS Program Clinical Design document, including the Central Intake report, was completed and approved by the NSM Seniors Health Project Team in August 2016. Next step: implementation!
- The NSM SGS Program now has office space: 190 Cundles Road East Suite 205 in Barrie.

