



It Takes a Village: Coordinating Complex Care for Older Adults in Abbotsford

**Coordinating Complex Care for Older Adults Event
Vancouver
April 29, 2019**

Gaps and Opportunities



COPD and Diabetes in the Elderly Education Event



COLLABORATIVE APPROACH



Older Adults with Complex Health Conditions and Frailty Medical Neighborhood Project

Project Goals and Activities*

SEPTEMBER 2018 – SEPTEMBER 2020



GOAL: Support connection, communication, and collaboration between providers and community organizations.

Steering committee meetings (involves an array of providers).

Small group discussions, e.g. pharmacists and FPs re: med reviews.

Participate in Division Physician Resource Fair with community booths.

Create a Seniors Clinic and Palliative Care Team contact lists. Includes Specialists and GPs.

Community education event that includes chronic disease management and ACP education, community booths, and sharing information about collaborative care planning.



GOAL: Improve integrated, coordinated care and processes.

Provide feedback to and test the Fraser Health Collaborative Care Plan.

FH home support and services simple pathway.

Support and evaluate the Clinical Pharmacist in Clinics team-based care.

Raise awareness about and support referrals to Abbotsford Hospice Nav-CARE program.

Clarify roles, responsibilities and transitions in care, e.g. Home Health and Specialized Seniors Clinic.

Clarify and streamline referral processes to the Specialized Seniors Clinic. FPs to tour the Clinic and meet the Geriatricians, and team.



GOAL: Enhance clinical skills for physicians and other care providers.

Chronic health education events (COPD, diabetes, dementia, depression, cardiac) with local Specialist presenters. Confirm referral pathways and enhance top of scope care.

ACP and Palliative Care Education Event with a specialized GP and community resources. Confirm referral pathways and support ACP conversations and documentation.

Identify practice changes stemming from education events and follow-up on quality improvements.

*The list of activities is not exhaustive.

Specialized Seniors Clinic at Abbotsford Regional Hospital



Meet Your ARH Specialized Seniors Clinic Team

Phone: 604-851-4775

Fax: 604-851-4774



Eileen Boros
Registered Nurse



Dr. Hemang Dave
Geriatrician and
Internal Medicine



**Dr. Narayanappa
Dayananda**
Care of the Elderly
GP



Christie Zahorejko
Clerk



Sandra Gruenhage
Registered Nurse
Patient Care



Dr. Zia-ul Haque
Psychiatrist



Julie Krahn
Occupational Therapist



Rachael Neufeldt
Registered Nurse



Dr. Ritesh Parekh
Geriatrician and
Internal Medicine

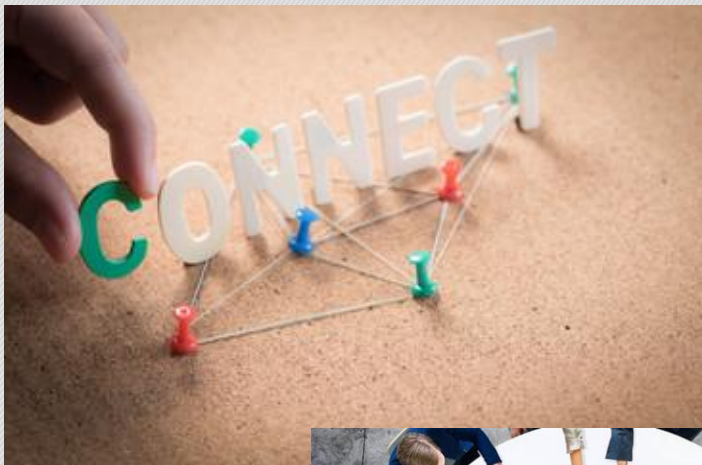


Ramin Pournaghibi
Clinical
Pharmacist



Klara Vido
Registered Nurse

Electronic Collaborative Care Plan



Linking Family Physicians to GPs Specializing in Palliative Care



**Meet your local palliative care
consult team**



Involvement of Local Organizations



Ordering Physician
Address
Prescriber Number

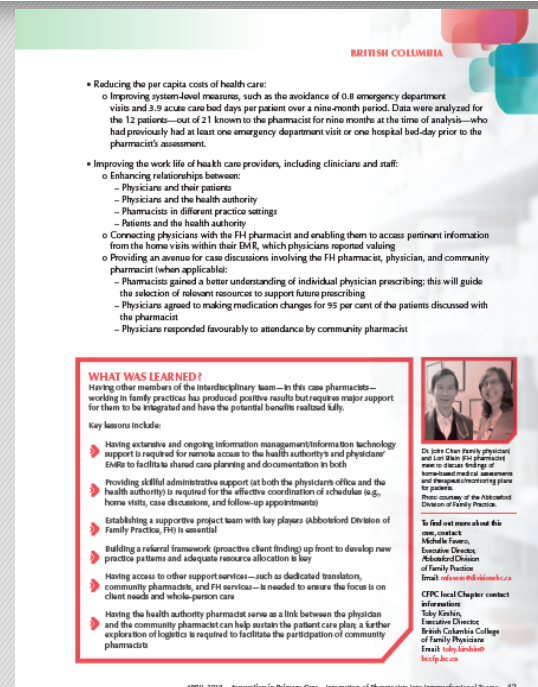
Urgent
Patient Name: _____
Note(s): _____
(minimum 20 words)

Fax: 604-859-7546

Program/Area of Interest Requiring Assistance: _____



Clinical Pharmacist in the FP clinics



↑ conversations between patients, physicians, pharmacists
about medications to ↑ trust ↑ adherence ↑ outcomes

Leverage successful work



Leverage successful work



Lessons Learned, Outcomes, Next Steps





Questions?

Contact: dedwards@divisionsbc.ca