INTEGRATE™

HOW ONE COMMUNITY IS ADVANCING INTEGRATED CARE FOR SENIORS

JAMES MELOCHE
HELEN LEUNG
I’m lonely. My daughters don’t visit. I just stay all day in the apartment. I can’t do the things I used to. I feel so lonely.

BETTY L.
It's my job to take care of my wife but it's very hard. She fights me. She thinks I’m out to get her and she won’t take the pills or let me help her get ready. It’s hard to stay in all the time and it’s hard to go out.

STANLEY L.
A CANADIAN STORY
A GLOBAL PHENOMENON

16.9% OF CANADIANS ARE AGED 65 AND OLDER

21.9% OF CANADIANS ARE IMMIGRANTS

80% OF CANADIAN SENIORS HAVE 1+ CHRONIC CONDITION

5% OF ONTARIANS ACCOUNT FOR 65% OF PROVINCIAL HEALTH CARE COSTS
THE DISCONNECT
AN OPPORTUNITY FOR CHANGE

A GROWING CHALLENGE.

Planning & Delivery Disconnect •
Fragmented System • Complex Navigation • Negative Client Outcomes

ORIGINS.
Younger Populations • Disease Specific • Episodic

NOW.
Older Populations • Chronic • Complex Needs
HOW DO WE BRIDGE THIS GAP AND OVERCOME THESE MONUMENTAL CHALLENGES?

HOW ONE COMMUNITY IS INSPIRING HEALTH INNOVATION
THE INTEGRATED SOLUTION

Integrated Community Based Health Primary Care (ICBPHC) supports the needs of medically-socically complex clients through strong case management, interprofessional health expertise using a chronic care model that integrates primary and specialty care as well as social services. This model allows frail seniors with complex health needs to maintain independence while staying in their home as long as possible.
Recognizing the need for an integrated solution, Carefirst Seniors established INTEGRATE™—an innovative, data-driven solution that provides comprehensive, centre and home-based services to coordinate primary care and support services for seniors with chronic and complex health needs.
INTEGRATE™
THE CAREFIRST SOLUTION

1. Clients 55+ Years
2. InterRAI CHA/HC CAPS 12-20 & MAPLe Score 4+
3. Complex Care Needs
4. Designated Geographic Area
5. Use >2+ Services
6. Lives Independently with Supports

- INTERDISCIPLINARY CARE
- NAVIGATION
- TEAM BASED CARE
- E-CONNECTIVITY
- GROUNDED IN COORDINATION HUBS
- RESOURCE COORDINATION
- ACCESSIBILITY
- TIMELINESS
- ENGAGEMENT

CLIENTS & CAREGIVERS

IN HOME CARE
INTENSIVE CASE MANAGEMENT
SPECIALIST CLINICS
FAMILY MEDICINE
TRANSITIONAL CARE
COMMUNITY SERVICES
CLINICAL TEAMS & ADULT DAY PROGRAM

INTEGRATE™ THE CAREFIRST SOLUTION
INTEGRATE™

PRELIMINARY RESULTS

- 2.34% Reported Falls
- 3.84% Reported Hospitalization
- 0.33% Reported Hospital Readmission in 7 Days
- 0.17% Reported Hospital Readmission in 8-14 Days
- 1.67% Reported ED Visits
- 98.3% Client Satisfaction

N = 599 Complex Needs Patients
INTEGRATE™ SPEC IAL IST CLINIC S
FAMIL Y MED IC IN E
IN HOME CARE
COMMUNITY SERVICES
CL INIC AL TEAMS & ADP
CARDIAC REHAB
VIRTUAL WARD
INTERATED DIALYSIS PROGR WM
SP ESIALIST CLINICS
TRANSITION AL CARE

EXPANDING THE INTEGRATE™ EXPERIENCE
AC UTE CA RE PART NE RS

Together with our acute care partners, we have developed exciting initiatives to better serve frail seniors. INTEGRATE™ is at the core of this evolution.
TRANSITIONAL CARE CENTRE

Carefirst's 30-bed short stay respite and transitional care centre. For hospital patients that no longer require acute care but would benefit from additional care, can be discharged directly to transitional care where they are supported socially, cognitive and functionally. Transitional centre provides a gateway for patients to enter into INTEGRATE™ and fully access a range of other services that allows them to continue to live at home in the community.
LOOKING FORWARD

SMALL CHANGES. BIG IMPACT.

BE BOLD.
Foster innovative partnerships that push the boundaries of INTEGRATE™ and broaden a positive impact for clients.

LET THE DATA TALK.
Collect meaningful data to support the predictability of a funding model and influence future government funding structures.

LISTEN ACTIVELY.
Continue to evaluate the client and caregiver perspective for continuous user-centric experience.
All the people are so good to me like (Carefirst ADP staff member) who plays the guitar and sings for us. She has a beautiful voice. It’s peaceful to hear the music.

BETTY L.

I am so grateful to all the workers here. When she’s here (Adult Day Program), I can do jobs around the house and look after myself. She’s better with the pills…not so angry at me all the time. I can take her to the mall and we can finally meet up with friends again.

STANLEY L.
THANK YOU FOR LISTENING

QUESTIONS

FOR MORE INFORMATION ON CAREFIRST, PLEASE VIEW OUR FEATURE VIDEOS:

- ENGLISH  (https://www.youtube.com/watch?v=Xd15MLd7CmU)
- CANTONESE (https://www.youtube.com/watch?v=tCOcLpziVGs)
- MANDARIN (https://www.youtube.com/watch?v=8mr93-i5-og&t=9s)