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Diversicare Canada Management Services Co., Inc. operates Long-term care, retirement and assisted living homes in Ontario, Alberta, Saskatchewan and British Columbia.



ORDER OF EXCELLENCE

*CANADA
AWARDS FOR
EXCELLENCE*

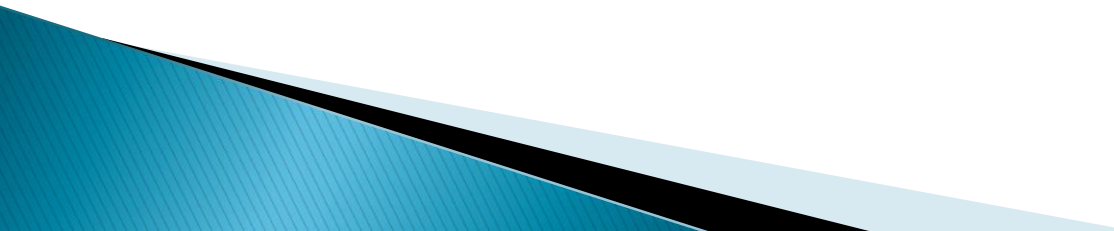


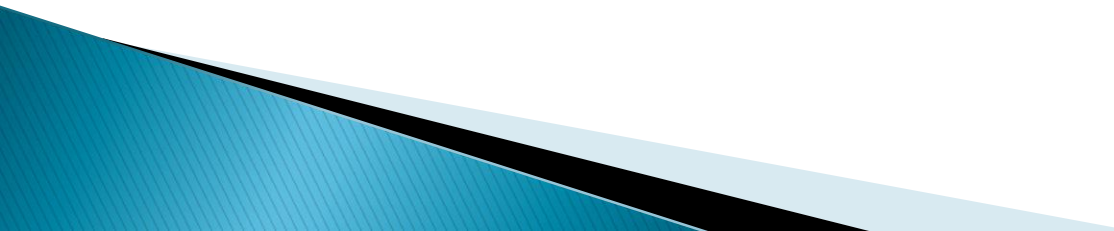
*PRIX CANADA
POUR
L'EXCELLENCE*

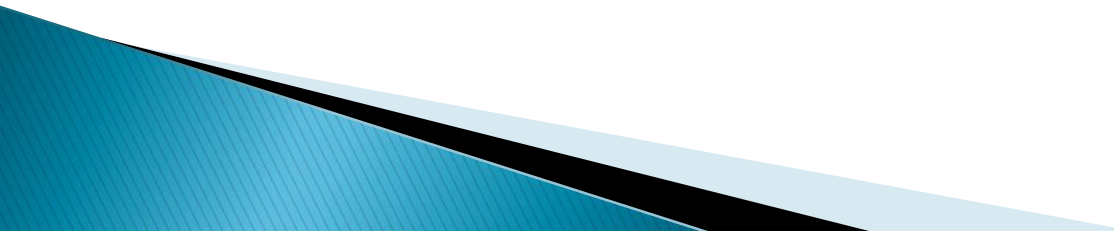
2012


GOLD RECIPIENT
QUALITY

FACE TO FACE RX – KIOSK

- ▶ INNOVATION IN TECHNOLOGY IN LONG-TERM CARE AND THE SENIOR HOUSING INDUSTRY
 - ▶ TALK LIVE AND FACE TO FACE TO DISCUSS MEDICATIONS, BILLING INFORMATION AND DRUG INTERACTION
 - ▶ PHARMACY ASSIST – REAL TIME VIDEO DISCUSSION
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- ▶ REDUCE STAFF TIME IN CONFIRMING MEDICATION AND NEW ORDERS
 - ▶ ADVICE OF PHARMACIST AT YOUR FINGERTIPS IN SITUATIONS WHERE YOU DON'T HAVE EXCESS TIME AFTER HOURS TO WAIT FOR THE ON-CALL PHARMACIST TO RESPOND
 - ▶ RESIDENTS AND FAMILY MEMBERS CAN TALK TO PHARMACIST TOGETHER TO ASSIST IN COMPLIANCE WITH TAKING MEDS
 - ▶ RESIDENTS, AND FAMILIES CAN GET DIRECT INFORMATION REGARDING DRUGS, BILLING, AND COSTS
 - ▶ FUTURE MEDsCHECK CAPABILITY
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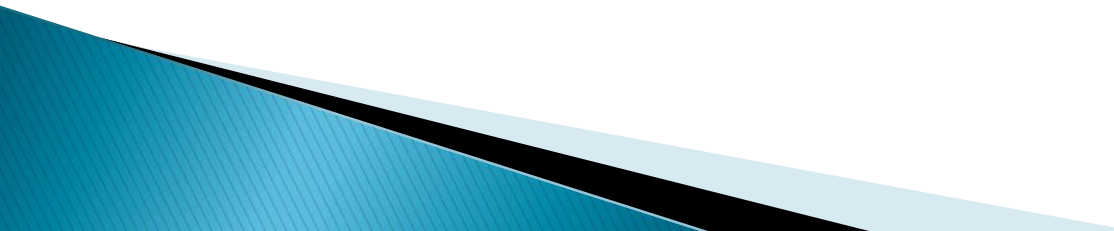
- ▶ PROVIDES ACCESS TO INFORMATION AND KNOWLEDGE FOR OLDER ADULTS TAKING MEDICATION
 - ▶ THIS COMMUNICATION DIRECTLY WITH PHARMACY CAN HELP REDUCE ADVERSE MEDICATION EVENTS DUE TO SIDE EFFECTS
 - ▶ PROVIDE CAREGIVERS IN THE COMMUNITY ACCESS TO IMMEDIATE INFORMATION AND DELIVERY OF MEDICATIONS
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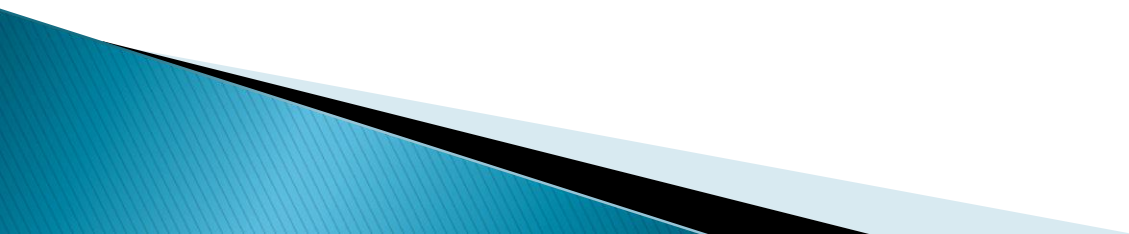
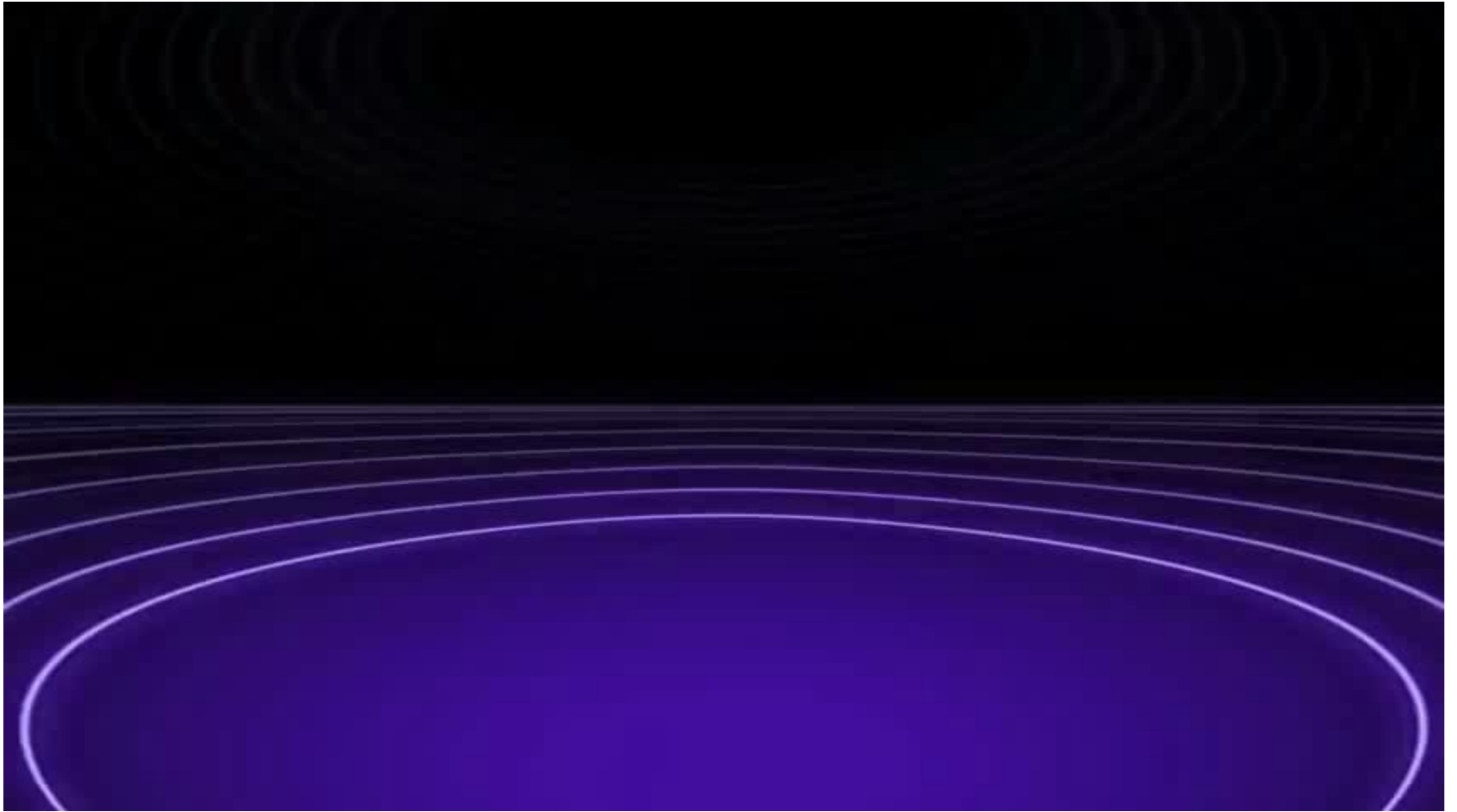
- ▶ PROVIDES ACCESS TO PERSCRIPTIONS, INFORMATION AND KNOWLEDGE FOR FAMILIES, STAFF AND VOLUNTEERS WHILE CONVIENENTLY LOCATED IN THE LONG TERM CARE HOME (LTCH)
 - ▶ THIS EASE OF ACCESS REDUCES STRESS OF HAVING TO PLAN ANOTHER VISIT TO A LOCAL PHARMACY AND DECREASES TRANSPORTATION CONCERNS FOR SENIORS LIVING IN THE COMMUNITY
 - ▶ PROVIDE CAREGIVERS IN THE COMMUNITY ACCESS TO IMMEDIATE INFORMATION AND DELIVERY OF MEDICATIONS ESPECIALLY SINCE LTCH IS THE HUB FOR CARE IN OVER 634 COMMUNITIES ACROSS PROVINCE
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KIOSK INNOVATION

Video Clip

Advanced to Play





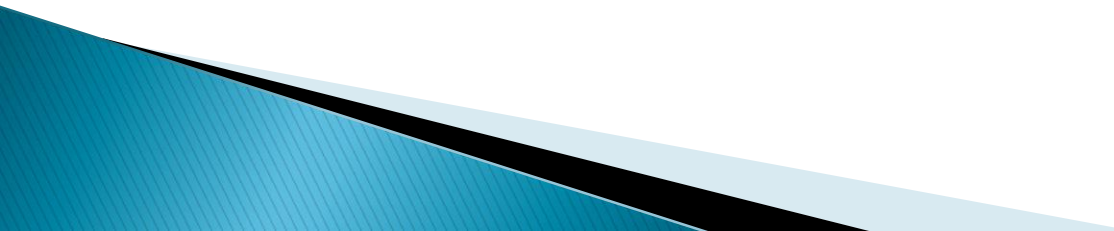
➤ Highlights and Key Recommendations

From the Report Submitted to the Minister of Health and Long-Term Care and the Minister Responsible for Seniors on recommendations to inform a Seniors Strategy for Ontario


Living Longer, Living Well

Dr. Samir K. Sinha, MD, DPhil, FRCPC
Provincial Lead, Ontario's Seniors
Strategy

Key Recommendations:

- The Ministry of Health and Long-Term Care should develop new LTC home-based service models to maximize capacity, increase programs to support older adults living in the community longer, and enhance programs to meet the needs of short- and long-stay residents.
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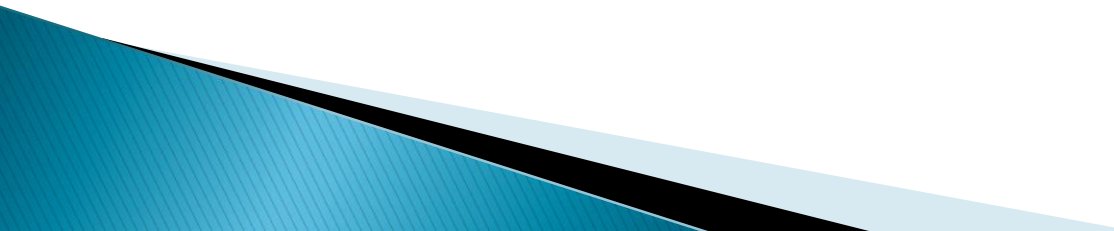
This could be more specifically accomplished by:

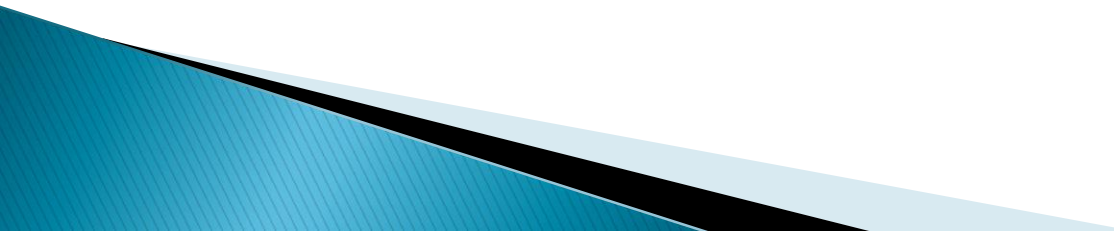


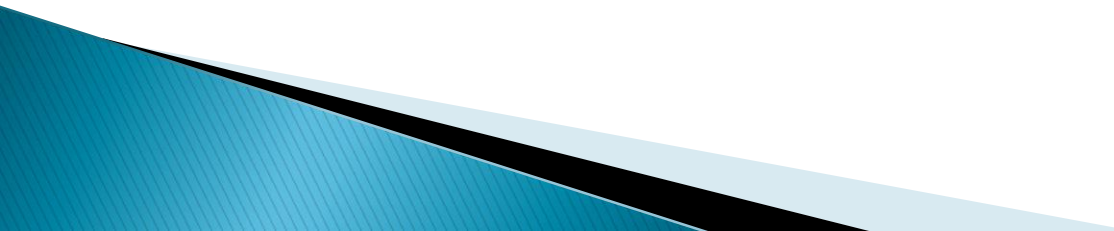
a) Increasing short-stay respite and convalescent-care program capacity in LTC homes.

b) Enabling LTC homes to provide higher levels of care to individuals with complex care needs.

c) Exploring the ability of LTC homes to serve as community-care hubs that could provide community-oriented services, including home care, that may further assist local residents to age in place.

- ▶ The Ministry of Health and Long-Term Care should identify trends regarding inappropriate combinations of drugs and develop best practice guidelines and knowledge transfer mechanisms to improve prescribing practices and reduce the harmful effects of medication interactions in older adults.
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- ▶ The Ministry of Health and Long-Term Care should conduct a full review of its MedsCheck Program to understand how effective it has been and how this service can be improved to:
 - a) better support patients managing with multiple medications; and
 - b) provide more added value.
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- ▶ • The Ministry of Health and Long-Term Care should enhance the utilization of Nurse-Led Outreach Teams into LTC homes to expand the capability of these homes to effectively meet the care of patients with more complex conditions and proactively identify emerging acute or subacute health issues that could subsequently lead to an unscheduled transfer to an emergency department (ED) and hospital admission.
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- ▶ The Ministry of Health and Long-Term Care should improve the awareness of services and supports available to unpaid caregivers with improved single points of access. In particular, the ministry should recognize the unique identity and needs of unpaid caregivers that may require information to be presented differently.
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