

MAKING MOVES MAGNIFICENT

Suzanne Saulnier¹, Tracy Mitten². ¹LOFT Community Services, ²Mackenzie Health.
Contact: ssaulnier@loftcs.org

Brief Description of Research or Project: Managing seamless transitions from one provider to another is key to person-centred quality care. Moving from living in the community in to a long term care home can cause serious clinical risk, stress, and confusion for new residents and guilt, anxiety and worry for their family. The LOFT Behavioural Support Services Mobile Support Teams have worked proactively with older adults and their families to improve the patient experience and ultimately reduce or eliminate responsive behaviours upon admission. Presenters will provide case studies to share their tips and tools learned from their experience in successfully managing over 80 smooth transitions. **Why is this research important to profile at the Research Day 2014?** With the rise in life expectancy the population of new admissions to long- term care homes (LTCHs) is getting older (over age 78) and more complex (more than two co-morbidities). Seventy per cent of residents in long-term care have dementia with 45% showing significant behavior symptoms (CIHI 2011/2012). LTCH placement is often due to deteriorating health. The highest risk of death is within the first year of moving in. Mortality is driven by the more medically complex health conditions of the older adult and by the significant change in their living environment. Identifying evidence-informed methods to facilitate smooth and effective transitions to institutional care will improve the individual and family experience and potentially impact the life expectancy of new residents. There are more than 630 long-term care homes in Ontario. Hundreds of people are moving into a strange new living environment every day. Creating a care provision strategy that is developed with the LTCH applicant and his/her family weeks in advance of placement and working alongside the staff in the LTCH to implement a personalized care plan provides structure and familiarity for the resident. This reduces some of the fear and anxiety in the first weeks of admission and thus reduces the frequency or intensity of responsive behaviours. LOFT Community Services is a mental health agency funded through Behavioural Supports Ontario (in Central LHIN) to operate interdisciplinary mobile support teams that support older adults with responsive behaviours and their caregivers (paid and unpaid) in the community and in LTCHs. The community mobile support team gathers information about the person's likes and dislikes, culture, background, hobbies, interests and daily routines and how challenging behaviours are managed in the community while awaiting placement. This knowledge is crucial information to communicate to the long term care home. When the individual is placed the LOFT LTCH mobile support team ensure that the LTCH staff get to know the individual and work alongside them for up to eight weeks to ensure a safe, smooth transition.