

2016/17 Newsletter

Building an Integrated Community



Our 2016-2018 Mandate

The Community Navigation and Access Program (CNAP) works to improve client care and system outcomes by enhancing collaboration and by making sure that **Every Door Leads to Service**. CNAP aims to address the growing needs that the senior population will place on community resources by focusing on improving quality, standardization, and access.

Did you know that seniors will make up 22.6% of the City of Toronto's population by the year 2041?

Creating a Single Point of Access for Toronto Seniors

November 2016 marked the official launch of the Toronto Seniors Helpline, funded by the Toronto Central LHIN. Toronto Seniors Helpline (TSH) is an easy way for seniors and caregivers to navigate community support and crisis services, and is a partnership between CNAP, Toronto Central CCAC, WoodGreen, LOFT and Reconnect. Before the launch of the TSH, CNAP and CCAC co-located their call centre infrastructure to create the Integrated Access Hub to streamline access to home and community services. TSH also leverages the former Seniors Crisis Line, which connected callers with the Crisis Outreach Support for Seniors (COSS) which is a joint program between the three partner agencies. The new Helpline uses a single phone number to link callers to a range of support services through CCAC and CNAP agencies, as well as non-medical crisis intervention and case management services through the COSS program. For more information about the Toronto Seniors Helpline visit cnap.ca.

Managing the Unique Needs of Clients in the Community

Every day case managers in the community make it possible for clients and caregivers to access the care and services they need. Community-based case management is especially important during times of transition between hospital and home, and has been associated with better long-term health outcomes for clients, better integration and a reduction in unplanned hospital readmissions.* Community agencies are seeing clients who are more complex and require more intensive case management than in previous years. In a recent sample of 1,142 clients in Adult Day and Assisted Living programs at five Toronto agencies, 61% of clients had a MAPLe score between 3 and 5, and 71% of clients were rated impaired on the Self Reliance Index score.

In December 2016, CNAP submitted a report on the value of case management in the community in response to the Toronto Central LHIN's 2016/17 M-SAA Specific Obligation on the tracking of hospitalizations for CSS case management clients. This report follows a 2011 report by the community to the TC LHIN, *Case Management & System Navigation: A Scoping Exercise*, and provides recommendations for standardizing the tracking of case management activities in community. The report included case studies that highlighted the diversity of clients in the community, and reviewed different case management models and practice considerations.

*Canadian Home Care Association. Health Systems Integration: Synthesis Report. 2012.



From its launch to the end of 2016, Toronto Seniors Helpline received 4,557 calls from clients, caregivers and providers, surpassing its goal.

Closing the Gap between Hospital and Home

Toronto Paramedic Services (TPS) piloted the Community Agency Notification (CAN) program in 2011 and is leading CAN program implementation across the Toronto area with 45 partner organizations. Through the CAN program, TPS notifies community agencies if their client has called 911, which enables agencies to respond much quicker to changes in their clients' health and close the gaps that contribute to system fragmentation. In December 2016, CNAP partnered with TPS to submit recommendations for facilitating the Toronto Central LHIN's 2016/17 M-SAA Specific Obligation on CAN program roll-out across the CSS sector. There are currently 3,372 community clients registered for the CAN program. For more information about this program, visit cnap.ca.

Improving Quality of Service for Frail Seniors

CNAP will make recommendations in 2017/18 for standardization and quality improvement for adult day programs in the TC LHIN, which will build on a previous 2012 current state assessment by CNAP of adult day and enhanced adult day programming in the TC LHIN. Adult day programs are an integral part of the care continuum for clients, including the frail elderly, people with disabilities, and people with dementia. They provide vital respite support for caregivers, serve as a resource for the community, reduce isolation among seniors, and provide stimulation and therapeutic care. In 2012 it was found that Toronto's adult day programs serve a number of vulnerable populations, including stroke survivors, homeless seniors, and refugees. This work will highlight the impact of these important programs.

Leadership Update

As part of CNAP's mandate to expand its membership to better reflect system integration in the healthcare sector, three new members were welcomed to the Executive Committee in 2016, all bringing a wide range of expertise: Beatrise Edelstein, Program Director, Behaviour Support and Special Projects at Baycrest, Lori Holloway, CEO of Bellwoods and Debra Walko, Director of Seniors Services at LOFT Community Services.

CNAP Executive Committee

Sujata Ganguli (Co-chair)

Ashnoor Rahim (Co-chair)

Thom Burger

Barbara Ceccarelli

Beatrise Edelstein

Lori Holloway

Stacy Landau

Lisa Manuel

Debra Walko

Reconnect Community Health Services

WoodGreen Community Services

West Toronto Support Services

Les Centres D'Accueil Héritage

Baycrest

Bellwoods

SPRINT Senior Care

Family Service Toronto

LOFT Community Services

If you would like to read any of the reports mentioned in this newsletter, visit CNAP's website at cnap.ca. Our website provides updates on news items that impact the home and community sector, as well as information for clients, caregivers and community agencies. If you would like information about our ongoing work, contact Ashnoor Rahim at arahim@woodgreen.org.