



From L to R: Dr. Eigel Hansen; North Renfrew Long-Term Care Services, Chris Day, Renfrew County Paramedic (CBC News)

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## CRNCC Impact

### PSWs and Community Paramedics From Denmark to Deep River to Australia

#### **The Idea...From Denmark**

In 2007, Dr. Eigel Boll Hansen (Docent at KORA, the National Department of Municipalities and Regions Analysis and Research in Denmark) presented the Danish model of “night patrols” at the [CRNCC/OCSA symposium, \*Supportive Housing: The Winning Formula for People and the Health Care System\*](#) on supportive housing. Dr. Hansen outlined how wireless communication technology enabled older people living at home to connect with roaming service providers when they needed urgent help quickly.

#### **The Knowledge Transfer...To Deep River**

Lucky for Renfrew County, Ann Aikens, then Mayor of Deep River was in the audience. She took the night patrol idea and ran with it. As the Founder and then Administrator of the North Renfrew Long-Term Care Services (NRLTCS), she believed that night patrols could help to reduce the number of unnecessary emergency services calls by older people living in her rural community. NRLTCS, a multi-service agency, partnered with the Deep River and District Hospital, County of Renfrew Paramedic Service and Help Call Communication to launch the [24-Hour Flexible In-Home Support pilot program](#). This pilot program was funded under the Ontario Aging at Home program by the Champlain LHIN starting from November 2008.

Under this 24-Hour Flexible In-Home Support pilot program, clients receive round-the-clock, wrap around supportive services as well as safety and reassurance checks by a roving team of personal support workers (PSWs) and housekeepers from the NRLTCS along with paramedics from the County of Renfrew Paramedic Service. In an emergency, as in the Danish model, clients can press an alarm to call for immediate help.

# CRNCC Impact

## PSWs and Community Paramedics in Rural Ontario: From Deep River to Australia

### Has the Model Worked?

Between January 2010 and April 2011, roving teams of PSWs and paramedics responded to 129 incidents from 27 clients with a median age of 87 years. Almost 89% (114 out of 129) of the incidents were safely addressed without the use of 911, with 75% (86 out of 114) avoiding emergency room visits entirely (Ruest, Stitchman & Day, 2012).

After 5 years, Renfrew County reduced ER calls by the 32 seniors enrolled in the program in half. These 32 seniors stayed safely at home (where they wished to be) instead of a long-term care facility, providing a saving of over \$1 million/year at a total program cost of \$572,000/year (Bridge, 2013; K. Rodgers, personal communication, December 18, 2013).

The success of the programs has also prompted the Champlain LHIN to use the NRLTCC's model as the model of Assisted Living Services in Champlain, and the NRLTCC actively mentored developing programs in the LHIN.

### ...To Australia

The challenges of addressing the care needs of older people in rural settings are by no means limited to Canada. In rural Australia, recruiting and retaining health care workers is a challenge. For this reason, paramedics can play an extended role by providing primary care and community engagement in addition to emergency services (O'Meara, 2007). Indeed, Australian paramedics are using the 24-Hour Flexible In-Home Support pilot program in Deep River as a model for paramedics to optimize their training and skills by applying them as well to "non-traditional" community-based environments (O'Meara & Ruest, 2013).



### Win ...Win

Most importantly, the PSW-community paramedic model is in line with people's values and preferences. In both Renfrew County and Australia, older people have the option to stay at home in their communities, with the assurance that help will be available when needed, in non-emergencies and emergencies. The cost of care at home is lower than the cost of care in a long-term-care facility, or in a hospital bed. Through 24/7 proactive monitoring, such teams of community paramedics and PSWs reduce costly and often unnecessary emergency hospital visits. All add up to overall system cost savings.

Finally, the model maximizes the skills and training of PSWs and paramedics thereby potentially enhancing their overall job satisfaction.

### Sources

Bridge. S. (November 6, 2013). Seniors' 911 calls cut in half by weekly paramedics visits. Toronto: CBC News. Retrieved from [www.cbc.ca/news/seniors-911-calls-cut-in-half-by-weekly-paramedics-visits-1.2286800](http://www.cbc.ca/news/seniors-911-calls-cut-in-half-by-weekly-paramedics-visits-1.2286800)

O'Meara, P., & Ruest, M. (2013). Community paramedics-A grassroots movement. Paper presented at the 12 National Rural Health Conference, Adelaide, Australia. Retrieved from [nrha.org.au/12nrhc/wp-content/uploads/2013/04/OMeara\\_Peter\\_Ruest-Michele\\_pstr.pdf](http://nrha.org.au/12nrhc/wp-content/uploads/2013/04/OMeara_Peter_Ruest-Michele_pstr.pdf)

O'Meara, P., Walker, J., Pedler, D., Stirling, C., Tourle, V., Davis, C., Jennings, P., Mulholland, P., & Wray, D. (2007). The rural and regional ambulance paramedic: moving beyond emergency response. Paper presented at the 7<sup>th</sup> National Rural Health Conference, Albury, Australia. Retrieved from [bilby.unilinc.edu.au/webclient/StreamGate?folder\\_id=0&dvs=1386952828080~549&usePid1=true&usePid2=true](http://bilby.unilinc.edu.au/webclient/StreamGate?folder_id=0&dvs=1386952828080~549&usePid1=true&usePid2=true)

Ruest, M., Stitchman, A., & Day, C. (2012). Evaluating the impact on 911 calls by an in-home programme with a multidisciplinary team. *International Paramedic Practice*, 1(4), 125-132. Retrieved from [icp.info/Portals/11/Downloads/Research/Clinical\\_Research\\_DRProgram.pdf](http://icp.info/Portals/11/Downloads/Research/Clinical_Research_DRProgram.pdf)



## CRNCC Impact

### From On LOK to Ontario

### Congratulations to Carefirst Seniors and Community Services Association

Carefirst Seniors and Community Services Association held a ground breaking ceremony for its innovative \$18 million **Carefirst One-Stop Multiple Services Centre** on November 6, 2013 with a targeted completion date of November/December 2014. Located at 300 Silver Star Blvd. Scarborough, the new Centre is a community care hub combining medical and social care with different social programs and primary health care clinics. The Centre will also house 29 beds for transitional care, with services provided in partnership with the Scarborough Hospital. Drawing inspiration from a well-publicized Program for All Inclusive Care for The Elderly (PACE) model, which provides comprehensive social and health care services under one roof, the Carefirst One-Stop Multiple Services Centre promises to enhance the easy access for the seniors and their families to an integrated continuum of community care services that will enable older people to maintain their independent living in the community.



November 6th Groundbreaking of the Carefirst One-Stop Multiple Service Centre

*Photo courtesy of Carefirst Seniors and Community Services Association*



Top: Exterior of the One-Stop Multi-Service Centre

Bottom: Lobby of the Centre

*Photos courtesy of Carefirst Seniors and Community Services Association*

The Centre includes the following key components:

#### **Social Services Wing (22,000 sq. ft.)**

- Community support services coordination, information & referral, client intervention and counselling services
- A social and recreational centre for active and healthy older adults
- An adult day centre for frail seniors, people with disabilities and cognitive impairments
- A Vocational Training Centre

#### **Medical Wing (18,000 sq. ft.)**

- A medical primary care treatment centre
- A Health Education & Chronic Disease Management and Prevention Centre

#### **Transitional Care Wing (12,000 sq. ft.)**

- Transitional care unit to provide short stay respite and convalescent care

For more information about this exciting project, please visit  
<http://www.carefirstonestopmscentre.com>

# What Does the Ontario PSW Registry Tell Us... So Far?

To date, we have very little research information about personal support workers (PSWs). Although undervalued, they are critical to help older people stay safely at home in their communities. A research team headed by CRNCC Co-Chair, Janet Lum, and Deborah Simon, CEO of Ontario Community Support Association has conducted the first systematic analysis of data from over 30,000 personal support workers on the PSW Registry.

The PSW Registry aims to:

- recognize the vital role of PSWs in health care;
- increase access for PSWs to meet employment needs;
- provide aggregate PSW data for future health human resource planning.

The Registry responds to complaints about PSWs, employers and clients by referring inquiries to an appropriate authority that can either address, investigate and/or resolve the complaint.

Note that the research team did not have access to any information that could identify the registrants. The analysis is based on self-reported data.

## Findings

- 64% are over 40 years of age
- 11% are over 60 years of age
- 90% report that they have a PSW certificate
- While 90% are fluent in English, they also speak Tagalog, Mandarin, Cantonese, Spanish, Hindi, Italian, Punjabi, Polish, Russian and Portuguese
- PSWs may work in a number of settings -49% identified the Home and Community Care setting most frequently as the employment setting while 36% identified Long Term Care facility as the work setting
- Over 50% report that they have at least 5 years of experience
- Over 30% report that they have at least 10 years of experience
- 56% do not have a set retirement date
- Increased pay, more hours, more full-time hours or a more consistent schedule were among the most frequent responses that PSWs identified for continuing to work in the field.



See Janet Lum's [presentation](#) at the annual Ontario Community Support Association Conference on October 23rd

# News About CRNCC Partners

To learn  
More

**INTERLINKS**  
[www.euro.centre.org/](http://www.euro.centre.org/)

**KORA (Danish Institute for Local and Regional Government Research**  
[www.kora.dk/medarbejdere/medarbejder/i1231/Egil-Boll-Hansen](http://www.kora.dk/medarbejdere/medarbejder/i1231/Egil-Boll-Hansen)  
(in Danish)

**Sexuality Assessment Tool (SexAT) for residential aged care facilities**  
[www.crncc.ca/knowledge/related\\_reports/pdf/SexualityAssessmentToolSEXatReport.pdf](http://www.crncc.ca/knowledge/related_reports/pdf/SexualityAssessmentToolSEXatReport.pdf)

## interlinks

links or gaps among care professionals, welfare workers, informal caregivers and the elderly themselves in thirteen European countries from 2008 to 2011.

The assumption is that integrating care among all care providers is a precondition for effective continuing care for the elderly. Like seniors in Canada, older people and their carers want to be independent and to have some control over their care. But navigating the gaps in a siloed health system can make the right decisions difficult. The Interlinks-project checks if there are ways to fill these gaps and to point planners and service providers towards improved ways of supporting older people. Furthermore, studying the pathways in thirteen countries enables countries to learn from one another's insights and best practices.

**Dr. Egil Boll Hansen**, Associate Professor at the Danish Institute for Local and Regional Government Research, Copenhagen, and his colleagues are conducting a "home care rehabilitation project" which has been recently implemented in various forms in the Danish municipalities. The idea behind this project is that rehabilitation can help some older people improve performance in their activities of daily living, thereby promoting independence.

At the same time, Dr. Hansen and his colleagues are preparing a handbook based on the experiences in the Danish municipalities and evidence from the international literature describing the best practices in "home care rehabilitation" for the National Board of Social Service. Finally, the project includes a motivational study component to measure, through qualitative interviews, the expectations and benefits older people gain from such a rehabilitation program.



## Keep on Rockin'

Sexuality and Aging

Sexuality and Aging is still on the radar! **Dr. Michael Bauer**, Senior Research Fellow at the Australian Centre for Evidence Based Aged Care and the Australian Institute for

Primary Care and Ageing at La Trobe University, Victoria in Australia, has developed a resource to help organisations identify what they do well and where they need to make some adjustments/improvements to support the rights of older people (including those with dementia) to express their sexuality. It has been distributed to every aged care facility in the country...some 2,700 facilities! The next step will be further evaluation work.

# News About CRNCC Partners

Congratulations to **Neena L. Chappell** and **Marcus Hollander** on the publication of *Aging in Canada* by the Oxford University Press. The book provides an up-to-date perspective of the impact of aging on the individual, family members and the overall sustainability of the Canadian health care system.

For more information about the book, see the description on the Oxford University Press website:

<http://www.oupcanada.com/catalog/9780195447668.html>



Congratulations to **Downsview Services for Seniors** whose performance story was highlighted in the *Toronto Star*. Whether yoga, crafts, community garden, adult day program, or surfing cyberspace in the computer

lab, older people who participate in the activities at DSS are sharing companionship and are having fun while staying mentally and physically active.

See [http://www.thestar.com/news/gta/2013/12/19/united\\_way\\_agency\\_livens\\_up\\_seniors\\_tooquiet\\_week.html](http://www.thestar.com/news/gta/2013/12/19/united_way_agency_livens_up_seniors_tooquiet_week.html)



And finally, **St. Clair West Services for Seniors** celebrated its 40th Anniversary by achieving first-time 3-year accreditation with CARF Canada. Congratulations!



## CRNCC Update

### Exchanging knowledge and best practices

Paul Williams, presented *Supporting Older Persons: Why We Need to Think Creatively About Long-Term Care Places* to the **National Housing Research Committee** in Ottawa on November 4th, 2013. He returned to Anahuac University, Mexico, where he met with the Alumni, MBA and MBE Programs, in the Faculty of Business and Economics on October 1, 2013. His presentation was entitled: *Meeting the Needs of Older Persons in Canada, México and the US: Challenges and Opportunities*. He was also the speaker at the 2013 OCSA Annual General Meeting.

# On the Radar

February 2014

**5-7 | Creating Change Together: Rainbow Health Ontario 2014 Conference**

Presented by: Rainbow Health Ontario  
Location: Toronto Hilton, Toronto, ON



**25-26 | OLTCA Applied Research Day**

Presented by: Ontario Long-Term Care Association  
Location: Toronto Hilton, Toronto, ON



March 2014

**10-12 | 24th Annual Rotman Research Institute Conference**

Presented by: Rotman Research Institute, Baycrest  
Location: Omni King Edward Hotel, Toronto, ON



**21 | Restorative Care Conference 2014**

Presented by: Canadian Centre for Activity and Aging  
Location: Highland Country Club, London, ON



**24-25 | Walk With Me: Changing the Culture of Aging in Canada**

Presented by: Schlegel-University of Waterloo Research Institute for Aging (RIA)  
Location: Hyatt Regency, Toronto, ON



**28 | Research to Action 2014: Activity and Aging Conference**

Presented by: Canadian Centre for Activity and Aging  
Location: Blackfoot Inn, Calgary, AB



**31-2 | Together We Care 2014**

Presented by: Ontario Long-Term Care Association  
Location: Metro Toronto Convention Centre, Toronto, ON



April 2014

**9-10 | Navigation 2014: Unlocking the Health Care System**

Presented by: Ontario Gerontology Association  
Location: International Plaza Hotel, Toronto, ON



**27-29 | 2014 Annual Hospice Palliative Care Ontario Conference**

Presented by: Ontario Gerontology Association  
Location: Sheraton Parkway Toronto North Hotel and Convention Centre, Richmond Hill, ON



**27-29 | Great Places to Live and Work: OANHSS 2014 Annual Meeting & Convention**

Presented by: Ontario Association of Non-Profit Housing and Services for Seniors  
Location: Sheraton Centre, Toronto, ON



*\*We encourage you to check [www.crncc.ca/events](http://www.crncc.ca/events) often as our calendar is continually updated*

**CRNCC**

Canadian research network for  
care in the community



**RCRSC**

Réseau canadien de recherche pour  
les soins dans la communauté



Images from the Personal Support Network of Ontario Conference

CRNCC is committed to creating an open and accessible environment that offers current and relevant information. We welcome comments, questions, and concerns.

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