

British Columbia Ministry of Health Patients as Partners Initiative Stories of Engagement Keeping Seniors Well Community Forums

Subject: Vancouver Coastal Health's "Keeping Seniors Well" Community Engagement

Interview Date: March 28, 2017

Health Authority: Vancouver Coastal Health

Service Area: Services for seniors

Topic: Improving care for seniors with chronic and or complex health conditions



What was the issue?

Vancouver Coastal Health has established that seniors with chronic and/or complex health conditions sometimes go to the emergency for health-care services because they are unable to receive required care in their home community.

Fast Facts

- **Spectrum:** Involve
- **Number of Stakeholders:** 230
- **Type of Stakeholders:** Seniors, families, caregivers, Cantonese and Mandarin-speaking seniors
- **Families Involved:** Yes
- **Ministry Priority:** Services for seniors with complex medical conditions
- **Health Outcomes:** The input received at the community forums will inform the discussion in the next forum, and the final input will be compiled and analyzed to confirm a new approach to care. The new model of care will seek to provide seniors with required care in their home communities, and thus offer alternatives to receiving care in emergency departments.

Health authorities have partnered with the Divisions of Family Practice to develop a better approach to providing care for seniors with chronic and complex health conditions. One of the goals is to improve senior patients' experience of care by providing them with an opportunity to stay at home and receive care in their communities.

What was the engagement?

Vancouver Coastal Health's Community Engagement Advisory Network organized

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Initiative Stories of Engagement

Keeping Seniors Well

Community Forums

forums with seniors, their families and their caregivers to understand the realities of seniors care in Richmond and to receive input on how their care could be improved. The forums were held in January and February of 2016 with about 230 participants. The forums were facilitated in three languages – English, Mandarin and Cantonese.

Vancouver Coastal Health staff summarized the input received, and placed the issues and suggestions for defining better care into four emerging themes: health professional care; enhanced home support services for seniors; enhanced services for family caregivers; and socialization and awareness of resources.

What was the outcome?

The ideas and input were presented to the Richmond Seniors Prototype Working Group – the planning committee developing the new model of seniors care for Vancouver Coastal Health. The participants in the community forums who expressed an interest in staying connected have been kept informed about the results of the project. They continued to provide input during the implementation phase of the project, which took place in spring 2016.

This project directly addressed the Triple Aim strategy by helping to create a model of seniors' care at Vancouver Coastal Health based on improving senior patients experience of care, improving the health of the senior population in Richmond, and reducing the per capita cost of health care through fewer visits to emergency departments.

How can you get involved with health-care engagements?

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