





SENIORS MANAGING INDEPENDENT LIVING EASILY

WHAT IS SMILE?



South East LHIN Aging At Home Program

SE LHIN, while a smaller population, has high proportion of senior residents

Significant stresses in the areas of Alternative Level of Care (ALC) and LTC wait lists.



Why SMILE?

- SE LHIN seniors face significant wait times for LTC
- No supportive housing across the LHIN
- Seniors told us they want similar services available no matter where they live
- Self directed care is desirable




Why SMILE?

- Seniors and health service providers identified the need to support the most frail and their caregivers
- Find a way to reduce barriers
- Focus on practical supports that are often missing – the tipping point for losing independence (Instrumental Activities of Daily Living)

The SMILE program is a LHIN wide long-term functional support program, administered by VON Canada Ontario (Victorian Order of Nurses) and funded by the South East Local Health Integration Network (LHIN).




The focus of SMILE is on meeting the long-term care needs of seniors who are elderly, and at risk of progressive frailty, premature dependency and institutionalization, but well enough to live at home.



THE CARE DELIVERY MODEL

The care delivery model is 100% innovative in that it offers a brand-new way of looking at, and organizing the provision of services considered essential to maintaining independence at home.



THE CARE DELIVERY MODEL

The program offers individualized care plans and budgets to address the needs of each senior admitted to the program and the caregivers who support them in their instrumental activities of daily living.



SERVICES INCLUDE:

- Meals
- Routine housekeeping
- Shopping
- Laundry (including wash and fold service)
- Running errands
- Transportation to and from medical appointments
- Seasonal outdoor chores

The model addresses seniors' priority for supported living services that are portable and their need for equitable access to these services – whether they live in an urban or rural setting, or in more remote areas of the region.



Seniors told us that lack of awareness of existing services and access to them is a barrier.

SMILE will enhance local access to services through multiple access portals at points in the system where people traditionally seek care and have contact with their community, as well as assistance with service navigation, if wanted or needed.



ACCESS PORTALS

The Care Delivery model calls for comprehensive access to a range of aging at home services at multiple points in the system, where people traditionally seek care and have contact with their community, for example, through community health centres, seniors' groups and service clubs.

RESPONSIBILITIES OF PORTALS

Key responsibilities will involve:

- Providing standardized information about the SMILE program
- Begin the application process
- Act as a doorway to the SMILE Regional Management Centre providing easy, familiar, personal interaction

These portals will provide consistent information, so seniors know what is available, and the standardized assessment of seniors who apply for services.



STANDARD ASSESSMENT

InterRAI CHA will be implemented across the SE LHIN

Significant investment in IT and training

Initial roll out focused on SMILE

Consistent client information, assessments, care planning and measurement of outcomes.

SELF-DIRECTED SERVICES

More importantly, it provides seniors with the choice of services through non-traditional service providers, and/or of selecting care from traditional community support agencies

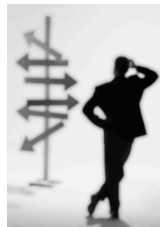
SERVICE DELIVERY

The senior selects the method of service delivery that best meets their needs and circumstances:

- The service provider can be a *traditional* community support agency
- The service provider can be a *non-traditional* provider such as local businesses, local church groups, ethnic associations, or individuals they know from their neighbourhood
- They can merge these purchased services with the care that family and friends are able to deliver on a voluntary basis



SMILE will provide seniors and their caregivers with the choice of self-managing their services or choosing to have support in arranging for services.



Assistance with service navigation, if wanted or needed, will be provided through Client Care Coordinators.

THE ROLE OF THE REGIONAL MANAGEMENT CENTRE (VON)



Under the model, a single health service provider within the South East LHIN region (VON) will be responsible for the centralized administration of services; thereby insuring a consistency of service standards for all users, and cost efficiency, as no administrative structure or process will be duplicated or fragmented.

WHO WILL BE ELIGIBLE?

To target services where the need is greatest, the SMILE program is intended for:

- Seniors who are elderly and a risk of progressive frailty, premature dependency and institutionalization.
- Caregivers who intensively support these seniors in their activities of daily living and/or instrumental activities of daily living (IADLs).



The program is not intended to duplicate or replace services provided through other funded sources (e.g. South East Community Care Access Centre, Veterans Affairs Canada VIP). Nor is it meant to displace services seniors receive from family members or volunteers, or from community support service providers.

The SMILE program offers individualized care plans and budgets to address the needs of each senior admitted to the program and of caregivers who support them in their activities of daily living and/or IADLs.



WHO WILL IT SERVE?

It is estimated that the program will make it possible for more seniors across the South East - approximately 1,760 individuals – who are elderly and at risk of progressive frailty, premature dependency and institutionalization, and their caregivers, to receive services that meet their needs, in a way that is best suited and acceptable to them – no matter where they live in the region.

PHASED-IN IMPLEMENTATION

The program is being phased in over a period of three years.

At its maturity, \$9.7 million will be made available. The majority of the funds, at least \$8,000,000 should be available to directly fund services for seniors.

\$1,000,000 will be available for service navigation fees and the remainder for administration.

LEVELS OF SERVICE

Three levels of service will be introduced and tested for impact during the first and second year of implementation

- *Introductory level* – up to \$50/week of services
- *Intermediate level* – over \$50 but up to \$100/week of services
- *Advanced level* – over \$100 but not exceeding \$150/week of services

PROGRAM SIZE ESTIMATES

Based on the funding to be provided over the three years and depending on the level of services needed per client, it is forecasted that :

- in year one (2008/09) 200 to 260 clients will be served,
- in year two (2009/10) 715 to 925 clients will be served and
- in year three (2010/11) 1,370 to 1,760 clients will be served.

Thank You



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