

## Master Class – Creating an Elder Friendly Hospital: How to Effectively "ACE" Caring for Older Adults in Your Organization

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### Why Providing Elder-friendly Care Matters

Health care systems around the world are facing challenges in meeting the needs of aging populations that are straining traditional hospital-centered systems that were developed to treat younger patients with more acute issues. While individuals 65 and older account for 16% of Canada's population, they represent 42% of all acute care hospitalizations and 58% of all hospital days across Canada. This story repeats the world over. Often, older adults present to hospital with a number of inter-related chronic and acute health and social issues. The inability to understand and address these issues in a proactive manner contributes to increased lengths of stay, cognitive and functional decline, institutionalization and poorer patient and staff satisfaction. Many of these adverse outcomes are preventable.

### The Innovation

Over the last seven years, Mount Sinai Hospital has become Canada's most widely recognized elder-friendly hospital and an international leader in the provision of elder friendly care. Located in Toronto, Ontario, Mount Sinai has implemented and integrated a series of evidence-informed models and point-of-care interventions to demonstrate significantly better patient, provider and system outcomes. Its Acute Care for Elders (ACE) Strategy is a seamless approach of care for older adults that spans the continuum of the emergency department, inpatient, outpatient and community settings. Interprofessional teams of specialist physicians – particularly geriatricians and geriatric psychiatrists – advanced practice nurses, social workers, therapists, pharmacists, dieticians and volunteers work together to provide better, more coordinated care for patients.

Under the banner of its ACE Strategy, the hospital has demonstrated significant improvements in overall quality of care outcomes such as reductions in the use of urinary catheters, the incidence of falls and pressure ulcers. It has further reduced inpatient lengths of stay, readmissions and demonstrated improved patient and provider satisfaction and significant savings to the health care system. In 2016, the Canadian Foundation for Healthcare Improvement (CFHI) launched its ACE Collaborative to support 18 health care organizations across Canada and Iceland to successfully implement over 50 ACE Strategy care models and care interventions.

### Our Master Class

This Master Class will engage participants to engage with Mount Sinai and CFHI ACE Collaborative Faculty in an interactive learning opportunity to help appreciate how to identify and effectively implement opportunities to improve elder friendly care in their own organizations and jurisdictions. The first part of the Master Class will provide the participants with the knowledge and context to understand and identify opportunities to improve elder friendly care and the barriers and facilitators

that can hinder and support an improvement opportunity. The second part of the workshop will allow participants to develop individualized work plans with the support of the Master Class Faculty Members to support a proposed improvement opportunity relevant to their home organization.

### **Master Class Objectives:**

- Appreciate the types and ways in which older persons access health care services as they age, the particular characteristics of older adults who frequently use hospital services, and how traditional hospital models of care can disadvantage older patients.
- Introduce the Elder Friendly Hospital Model and the Acute Care for Elders (ACE) Strategy as frameworks that can support the delivery of more effective and efficient care.
- Understand the leading care models and practices and their implementation considerations for leaders and front-line providers specifically in the ED, Inpatient, Outpatient and Community Settings with an additional focus on how best to manage Care Transitions.
- Understand various methods to more effectively engage patients, front-line care providers and organizational leaders in continuous quality improvement efforts that support the provision of more elder friendly care.
- Establish a work plan with faculty input, for implementing an elder-friendly care quality improvement project at the attendee's home organization that applies the implementation and evaluation strategies shared in this workshop.

### **Presenter Biographies**



#### **Dr. Samir Sinha, Director of Geriatrics, Mount Sinai Hospital and the University Health Network Hospitals, Toronto and Co-Faculty-Lead CFHI ACE Collaborative**

Dr. Sinha is a passionate and respected advocate for the needs of older adults. Dr. Sinha currently serves as the Director of Geriatrics at Mount Sinai and the University Health Network Hospitals in Toronto and the Peter and Shelagh Godsoe Chair in Geriatrics at Mount Sinai Hospital. He is also an Associate Professor in the Departments of Medicine, Family and Community Medicine, and the Institute of Health Policy, Management and Evaluation at the

University of Toronto and an Assistant Professor of Medicine at the Johns Hopkins University School of Medicine.

A Rhodes Scholar, after completing his undergraduate medical studies at the University of Western Ontario, he obtained a Masters in Medical History and a Doctorate in Sociology at the University of Oxford's Institute of Ageing. He has pursued his postgraduate training in Internal Medicine at the University of Toronto and in Geriatrics at the Johns Hopkins University School of Medicine.

Dr. Sinha's breadth of international training and expertise in health policy and the delivery of services related to the care of the elderly have made him a highly regarded expert in the care of older adults. In 2012 he was appointed by the Government of Ontario to serve as the expert lead of Ontario's Seniors Strategy and he is now working on the development of a National Seniors Strategy. In 2014, Canada's

Maclean's Magazine proclaimed him to be one of Canada's 50 most influential people and its most compelling voice for the elderly.

Beyond Canada, Dr. Sinha has further consulted and advised hospitals and health authorities in Britain, China, Iceland, Singapore and the United States on the implementation and administration of unique, integrated and innovative models of geriatric care that reduce disease burden, improve access and capacity and ultimately promote health.



**Dr. Don Melady, Geriatric Emergency Medicine Lead, Mount Sinai Hospital and CFHI ACE Collaborative Faculty**

Don has been a staff Emergency Physician for 25 years, both in community hospitals and currently at Mount Sinai Hospital. He is an Assistant Professor of Emergency Medicine at the University of Toronto. For the past ten years, he has focused his academic activities in Geriatric Emergency Medicine (GEM), care of older people in acute care. He has created a curriculum in Geri EM for EM residents, in Geriatric Mental Health for Emergency nurses, and an online accredited continuing medical education resource for practicing clinicians [www.geri-em.com](http://www.geri-em.com). He is the author of the Emergency Medicine chapters in the new Oxford Textbook of Geriatric Medicine. He has collaborated on creating a two-day workshop for the American College of Emergency Physicians on implementing the Geriatric ED Guidelines. He is the recipient of two Innovation Fund grants, the most recent to develop training material to create senior-friendly EDs. He is a core partner with the Geri ED Collaborative through the American Geriatric Society (funded by both the Hartford Foundation and West Health); and with the Acute Care for Elders (ACE) Collaborative through the Canadian Foundation for Healthcare Improvement.



**Ms. Jocelyn Bennett, Healthcare Executive, Nurse Leader and Co-Faculty-Lead CFHI ACE Collaborative**

Jocelyn is an accomplished healthcare executive and nurse leader with over 20 years' experience in clinical and operational roles focused on creating innovative models of care and environments to deliver the highest quality patient and family centred care. With a reputation as a passionate and values based strategic leader, Jocelyn has expertise leading strategy in diverse programs including Geriatrics/Elder Friendly Care, Mental Health, Emergency and Critical Care and Palliative/End of Life Care. Jocelyn holds a Bachelors of Science in Nursing from the University of British Columbia and a Masters of Science in Nursing from the University of Toronto. With a focus on leading clinical transformation through staff engagement, LEAN and process improvement, Jocelyn has led teams in the development, design and evaluation of high performing healthcare environments. Her research interests include the design and evaluation of innovative models of care and she has presented nationally and internationally on her work. In 2014,

Jocelyn was honoured with the Margaret Comack National Nursing Leadership Award awarded by the Ontario Hospital Association.



**Ms. Nicole Pollack, Improvement Lead, Canadian Foundation for Healthcare Improvement (CFHI) ACE Collaborative**

Since 2012, Nicole has worked as a senior consultant in public engagement and research with consulting firm, Hill + Knowlton Strategies. Among her projects were a financial information needs assessment (using an online “Choicebook” and key informant interviews) with the Canadian Institute for Health Information (CIHI) and the revision of a physician competency framework (using focus groups) with the Royal College of Physicians and Surgeons of Canada. Nicole worked with Ascentum Inc. (since 2009), which was acquired by H+K – there, she supported Mental Health Strategy Workshops with the Mental Health Commission of Canada; as well as a province-wide dialogue on health reform with the New Brunswick Health Council. Prior to this, Nicole worked with the Canadian Policy Research Networks (CPRN) as a researcher.

**To register for this Master Class, click [here](#)**