



Caring for the Future

2018 Year-End Update

During the last six months of 2018, the Perley and Rideau Veterans' Health Centre continued to make solid progress toward completing our Strategic Plan. Here are just a few of the highlights.

Centre of Excellence in Frailty-Informed Care Update

A key goal of the Strategic Plan is to Lead and Advocate for Change. Becoming a Centre of Excellence in Frailty-Informed Care contributes directly to this goal. The Centre of Excellence will also help improve quality of care through a mix of research, education, partnerships and the implementation of evidence-based best practices. This work will expand upon much of what we already do here at Perley Rideau. The search has officially begun to identify candidates with the skills and experience needed to serve as Research Chair. We plan to launch Canada's only Centre of Excellence in Frailty-Informed Care in 2020.

SeeMe: Understanding *Frailty* Together

Frailty represents a major challenge for Canada's healthcare and long-term care sectors¹. Frailty is a state of increased vulnerability with reduced physical reserve and loss of function across multiple body systems. Not all elderly people are frail, but risk of frailty increases with age. The Canadian Frailty Network aims to identify and develop ways to improve frailty care through collaborative research and programs. The Network recently stated that: "No care setting in Canada currently identifies and assesses frailty as standard clinical practice." Perley Rideau has begun to change this by implementing a new approach to care known as SeeMe: Understanding *Frailty* Together. SeeMe recognizes and assesses frailty as part of a person's overall health, and involves a true partnership between residents, their families and caregivers. We have trained staff in the new approach and SeeMe will be rolled out across Perley Rideau during 2019. This supports our Strategic Plan goal of Excellence in Resident Care and Services.



Interprofessional Clinic Opens

The Interprofessional Clinic is now up and running. An initiative of the Centre for Interprofessional Health Care and Research Network, and established in collaboration with University of Ottawa Health Services, the Clinic offers residents and visitors of all ages a wide range of treatments and services, including audiology, occupational therapy, physiotherapy and speech-language pathology. The Clinic also serves as a training centre for University of Ottawa students and clinicians, and supports research opportunities. Along with adding services, the Clinic is expected to improve our ability to recruit qualified employees. This supports our Strategic Plan goal of Maintaining a Quality Workforce.

Interprofessional Clinic at Perley Rideau Clinique Interprofessionnelle au Perley Rideau

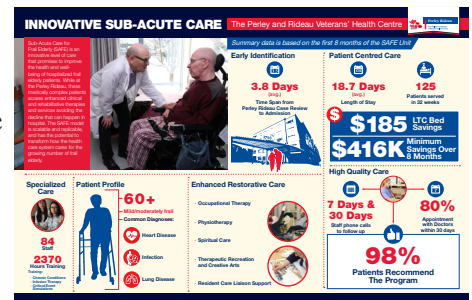
Research into Staff Burnout

In support of the same Strategic Plan goal, we have launched a study of professional burnout. The first phase involves a survey of Personal Support Workers (PSWs) working on two units housing patients who suffer from dementia. We will also host a focus group with a small group of PSWs to help identify potential solutions. Findings from the study will be shared publicly and inform procedures across the facility.

¹ <https://www.cfn-nce.ca/frailty-matters/>

SAFE Unit Saves Money and Improves Care

The SAFE unit – Sub-Acute Care for Frail Elderly – continues to save the healthcare system significant amounts of money. Rather than recuperate in an expensive hospital setting, eligible patients recover in a special unit where they access a full range of therapies and services. Most importantly, the SAFE unit provides better care. And according to the latest calculations, the SAFE unit saved the healthcare system more than half a million dollars over the last eight months. This supports our strategic goal of Ensuring Sustainability.



Specialized Behavioural Support Unit Earns Accolade

The Champlain Local Health Integration Network selected Perley Rideau's Specialized Behavioural Support Unit (SBSU) as one of Eastern Ontario's top healthcare accomplishments of 2018. Opened in March under a partnership with the LHIN and the Royal Ottawa Hospital, the 20-bed SBSU is operating at capacity. The Unit features a secure environment and provides safe, enriched care to people with dementia who exhibit responsive behaviours. These individuals receive treatment so that they can return to their residence within six to nine months.

Update on New Long-Term Care Beds

Perley Rideau's Board of Directors and management team continue to assess ways to take advantage of the Government of Ontario's offer to fund 84 new long-term care beds. Among the options under review: expand the Seniors' Village to build new apartments, long-term care beds and possibly a retirement home; partner with Algonquin College to build an entirely new facility on the Algonquin campus and help meet the need for qualified workers in the long-term care sector. The Board and leadership team continue to assess how best to align the Government of Ontario's approval with Perley Rideau's Strategic Plan.

Specialized Veterans Unit

Perley Rideau hopes to expand the 25-bed Specialized Veterans Unit. Established in 2017 thanks to a partnership with Veterans Affairs Canada and the Province of Ontario, the Unit operates at capacity and maintains a lengthy wait list. Discussions with VAC and the Province about expanding the Unit continue.

Deborah's Gift Boutique

Deborah Bennett, a faithful supporter of the Perley Rideau, passed away in June. Deborah helped to establish the Gift Boutique in 1996 and served as its volunteer manager for many years. Under her leadership, the Boutique raised more than \$500,000 for the Foundation and provided a pleasant shopping experience. In recognition of Deborah's selfless dedication, her fellow volunteers renamed the shop Deborah's Gift Boutique.



New Video

Finally, we invite you to watch a new video posted to the Perley Rideau website. The video focuses on the Therapeutic Recreation and Creative Arts Program. The Program improves quality of life for residents and generates valuable lessons that Perley Rideau staff share with their professional peers at other homes. The video profiles Ross Imrie, a Perley Rideau employee who serves as Studio Lead, and features Connie Sandilands, a Veteran of the Second World War who passed away in early January. During the years she lived at Perley Rideau, Connie Sandilands participated actively in the Program. We are proud to dedicate the video to her memory and to her service to Canada.