



## PURPOSE

To examine the acceptability, accessibility, appropriateness, effectiveness of the Seniors' Community Hub as a service delivery model for the EOPCN.

## DATA SOURCES

- EMR administrative data
- Patient Interviews
- Caregiver interviews
- Physician interviews
- SCH provider digital story presentations

## ACCEPTABILITY

Patients and caregivers are happy and satisfied with SCH services. Physicians appreciate the SCH support and multidisciplinary assessments.

## ACCESSIBILITY

Patients and caregivers found it easy to access SCH providers and felt they spent enough time with them. Physicians can easily access and refer to SCH services.

*"[The SCH] was able to expand the care [my mother] needed and expand on the care [the doctor] gave her...It supports what the doctor does by them being available for expanded time." - Caregiver*

*"It was over the phone because of COVID, and I liked that. It was easy to attend since I did not have to leave my house. It fit my schedule." - Patient*



# 100%

of patients, caregivers & physicians were satisfied with the services & support from the SCH

# 100%

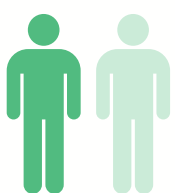
of physicians easily accessed and referred to the SCH

# 90%

of patients & caregivers felt SCH providers spent enough time with them

## APPROPRIATENESS

Patients and caregivers found the SCH helped address a variety of their care needs. Physicians liked that providers could devote quality time to their senior patients.



**1 in 2 patients referred to the SCH program are less frail or frailer than the program is designed for.**

*"We saw people assessing mom, cognitive abilities, a geriatric doctor to assess her liver problems... The variety of services that were offered was quite wide and that was very helpful." - Patient*

*"When we try to refer them through your facility at least they feel reassured that someone is taking care of them." - Referring physician*

**90%** of physicians agreed 'SCH aims to target mild-moderate senior patients & provides a proactive approach in managing frailty.'

## EFFECTIVENESS

The SCH has had a positive impact on patient and caregiver outcomes. The SCH helps reduce caregiver stress and burnout, which helps them provide care for their patient.

**100%** of physicians are better equipped to manage geriatric syndromes for other patients

**75%** of caregivers are more empowered to make changes to improve their patient's health

**64%** of patients experienced positive impacts with their quality of life

*"[Patients] have someone who can go and take quite a bit of time to speak with the patient, even more than I often have in my office...Just the amount of time they can take is quite nice. Then having different members of the team give input is also helpful" - Referring Physician*



# SCH PROVIDER DIGITAL STORIES

SCH providers were asked to create presentations using quotes, keywords, and images that best describe their experiences working in the SCH, the value in the work they do, and the impact their work has on patients, and themselves.

## QUOTES

SCH providers shared quotes on the attitudes of ageism and the impact it has on patients.

“  
**There are six myths about old age: 1. That it is a disease, a disaster. 2. That we are mindless. 3. That we are sexless. 4. That we are useless. 5. That we are powerless. 6. That we are all alike.**

~ Maggie Kuhn

“  
**Of all the self-fulfilling prophecies in our culture the assumption that ageing means decline and poor health is probably the deadliest.**

~ Marilyn Ferguson.

## KEYWORDS



### PATIENT IMPACT

The keywords below helped describe the impact the SCH has on patients by highlighting different ways that the SCH helps to support patients and improve health outcomes.

#### CONNECT:

*"[I] see a lot of patients struggles day to day even just doing simple things because of whatever barriers...and just never really thought to access home care and that's a very common one we **connect** patients to."*  
- SCH Provider

#### EMPOWER:

*"What inspires me is seeing our patients thrive or at least feel **empowered** to even accept the idea that they could thrive despite their barriers, despite their age, and despite whatever is going on."*  
- SCH Provider

### PROVIDER IMPACT

The keywords below helped describe the impact the SCH has on providers by illustrating different areas in which the SCH helps them grow as clinicians.

#### COMPLEXITY:

*"[I] know that coming to work every day is going to be new and I need that for myself. It's like **solving a puzzle** every day, and I'm a puzzler."* - SCH Provider

#### GROWTH:

*"I've **grown a lot now**, I've become a certified geriatric pharmacist, so working with the Hub has really challenged me, but I do really feel that I've become a better clinician because of it."* - SCH Provider

## IMAGES

Providers used images to help illustrate the success, what inspires them to do better, and the shortcomings of the SCH.



**Shortcomings:** *"We won't always be able to solve all of their problems and we won't always be able to support patients as they go forward."*  
- SCH provider



**Success:** *"COVID has definitely presented itself with a lot of barriers, but [I] think about the patients who are struggling with social isolation and loneliness, and how I've been able to connect them to certain programs in the community."*  
- SCH Provider



**Inspires:** *"How can I help my patients have the health and the supports to live safely in their home and help them age-in-place? Because for a lot of people it really is something as simple as waking up in their own bed, in their own home, and in their community."*  
- SCH provider