

Green Shield Canada Foundation

Health Innovation Collaborative

BIG PICTURE HEALTHCARE CHANGE: GREEN SHIELD CANADA FOUNDATION REPORTS LEARNINGS FOR COLLABORATIVE PROJECT

Collaboration Key in Developing Long-term, Meaningful Solutions to Positively Impact Eldercare

29 October 2015 (Toronto, ON) – The Green Shield Canada Foundation (GSCF) announced the key learnings from the Green Shield Canada Foundation Health Innovation Collaborative (GSCF HIC), a three-year outcomes-driven project that funded five innovative health care organizations in Canada with a focus on big-picture change in health care for seniors. This project addressed two challenges affecting the Canadian health care system: the country's aging population and the costs of supporting those with multiple complex chronic conditions in a hospital or long-term care setting. The GSCF acted as the funder and facilitator of the GSCF HIC, investing more than \$3-million since 2012 to support the unique initiatives developed by each GSCF HIC partner.

“With the recent Statistics Canada report that seniors are now outnumbering those under 15 years of age in Canada, it is vital that we develop long-term, meaningful solutions to care for the elder population,” says Sarah Saso, Executive Director of the GSCF. “We were able to bring together five passionate, like-minded organizations that are experts in the field of eldercare to identify the unmet needs of seniors living with multiple chronic conditions. Over the past three years, each partner worked collaboratively to develop innovative initiatives to address these essential needs. There is no road map for collaboration in healthcare that we could find, but we discovered, through the HIC, that in working together, we were creating one.”

The GSCF Health Innovation Collaborative worked to achieve the following:

- **Improve quality and accessibility of care** for seniors in the GTA region, aged 65+ with multiple complex chronic health issues
- **Expand opportunities for care at home**, improving the quality of life of seniors and their caregivers
- **Reduce emergency department visits**, hospital admissions/re-admissions, and admissions to long-term care facilities by improving community or at-home services and support
- **Increase the skills of personal support workers** who work directly with seniors in their homes.
- **Increase the availability of online and mobile resources** that offer practical tools to connect seniors and their informal caregivers to local healthcare providers

Each Health Innovation Collaborative member organization was chosen for their unique and innovative approach to improving health care. The organizations and their respective projects funded by the GSCF include:

- Bridgepoint Active Healthcare, which created **Bridge2Health**, a website of recommended health information resources for people living with complex conditions and disabilities and their families;
- The Centre for Global eHealth Innovation, which created **Health eConcierge**, a search engine that makes it easier for the public to find health and social services that meet their needs;
- The Alzheimer Society of Toronto, **Dementia Care Training Program**, which is an online training program for Personal Support Workers and primary caregivers in dementia care excellence;
- SPRINT Senior Care, **HouseCalls**, which is an interdisciplinary, home-based, primary healthcare program for frail and homebound seniors, and;
- St. Michael's Hospital, **GEMINI Project**, which is a General Medicine Inpatient Clinical Registry that measures the quality of hospital care to identify opportunities for quality improvement.

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About Green Shield Canada Foundation

GSC, a national not-for-profit Health Benefits provider, created the Green Shield Canada Foundation (GSCF) in 1992 to act as a catalyst, supporting innovative ideas that pave the way for fundamental, big-picture change in Canadian health care. Its strategy is designed to build community capacity, strengthen public policy and advance knowledge in the health care field to ensure long-term change and address urgent needs. Projects currently funded by the GSCF include The CFCC Capacity Development and Expansion Program in conjunction with Community Food Centres Canada (CFCC), The First Nations, Inuit & Métis Caregiver Support Program with the Saint Elizabeth Foundation and the GSCF's HIC. For additional information, please visit gscfoundation.ca, or connect with GSCF on [Facebook](#) @GSC Foundation and Twitter @GreenShieldFDN

Media Contact

Bunmi Adeoye | NKPR | bunmi@nkpr.net | 416.365.3630 x 226



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GSCF HIC: BACKGROUNDERS

GREEN SHIELD CANADA FOUNDATION

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BRIDGEPOINT ACTIVE HEALTHCARE

Bridgepoint Active Healthcare manages, delivers, researches and teaches leading healthcare practices so that people with complex health conditions can live better. Bridgepoint Active Healthcare is made up of the Bridgepoint Hospital, Bridgepoint Family Health Team, Bridgepoint Collaboratory for Research and Innovations, and Bridgepoint Foundation. For more information, please visit bridgepointlivebetter.ca

ST. MICHAEL'S HOSPITAL

St. Michael's Hospital provides compassionate care to all who enter its doors. The hospital also provides outstanding medical education to future health care professionals in more than 23 academic disciplines. Critical care and trauma, heart disease, neurosurgery, diabetes, cancer care, and care of the homeless are among the hospital's recognized areas of expertise. Through the Keenan Research Centre and the Li Ka Shing International Healthcare Education Centre, which make up the Li Ka Shing Knowledge Institute, research and education at St. Michael's Hospital are recognized and make an impact around the world. Founded in 1892, the hospital is fully affiliated with the University of Toronto. For more information, please visit stmichaelshospital.com

CENTRE FOR GLOBAL eHEALTH INNOVATION

The Centre for Global eHealth Innovation is one of the few research institutes devoted to eHealth in the world. Launched in 2004, the Centre is a joint initiative of the University of Toronto and University Health Network. Our vision and passion is to improve health for all through collaborative efforts that cross traditional boundaries thanks to the innovative use of information and communication technologies. Our combination of compassionate innovators, research expertise, public engagement and state-of-the-art facilities gives us a unique perspective from which we develop and evaluate tools that enable people to live the healthiest and happiest possible lives. For more information, please visit ehealthinnovation.org



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SPRINT SENIOR CARE

SPRINT Senior Care has been caring for seniors and enabling seniors to care for themselves since 1983. We continue to do so today as an accredited, not-for-profit community support service agency in Toronto by offering a wide range of practical and low-cost services to seniors and their caregivers. Our services help seniors stay safe, connected, and live as independently as possible, as well as prevent premature or inappropriate institutionalization. Our services include: Adult Day Services, community dining, dementia care residence, friendly visiting, health and wellness programs, in-home care, Meals on Wheels, social work, supportive housing, transportation, and security checks. We are also co-direct the HouseCalls program and are the lead agency of Toronto Ride. For more information, please visit sprintseniorcare.org

ALZHEIMER SOCIETY OF TORONTO

Established in 1981, the Alzheimer Society of Toronto provides through the course of the disease, multiple interventions to people with Alzheimer's disease & other dementias, and their families, such as free counseling, support groups, and education. The Society delivers specialized training and professional development for Personal Support Workers and other health-care providers such as the Dementia Care Training Program (DCTP) including UFirst! Certification. In addition to public awareness and information events, the Society provides access to dementia-related books, journals, videos, audio files – many in over 90 languages – through a free lending library and a rapidly-expanding online library. For more information, please visit alzheimerontario.org

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FREQUENTLY ASKED QUESTIONS

1. What is the Green Shield Canada Foundation (GSCF)?

Green Shield Canada (GSC) created the Green Shield Canada Foundation in 1992 to act as a catalyst, supporting innovative ideas that pave the way for fundamental, big-picture change in Canadian health care. The GSCF funds a number of projects and initiatives, one of which is the Green Shield Canada Foundation Health Innovation Collaborative (GSCF HIC).

2. What kind of strategies will the GSCF adopt to achieve its mission to create innovative solutions that improve access to better health?

The GSCF has adopted three strategic directions:

- **Optimizing care** – exploring and promoting ways to improve the effective use of medications and increase the scope of pharmacists' practice to better address patient adherence and engage patients in more actively managing their conditions/health
- **Improving access** to extended health coverage for uninsured and underinsured groups / individuals (including those with small employers, casual / part-time employees, seniors, early retirees, unemployed, immigrants, students, individuals with pre-existing conditions and marginalized populations)
- Care coordination to support **in-home care solutions** - to keep people living in their homes as long as possible

3. What is the Green Shield Canada Foundation Health Innovation Collaborative (GSCF HIC)?

The GSCF funded the launch of the GSCF HIC in 2012 as a three-year collaborative project involving five innovative health care partners in Canada. As a **true healthcare collaborative** in Canada, the GSCF HIC partners are working together with the GSCF to share their knowledge, expertise and resources to identify and solve the unmet needs of seniors living with multiple chronic conditions.

4. What are the main goals for the GSCF HIC?

Over the next three years, the GSCF HIC aims to:

- **Improve quality and accessibility of care** for seniors in the GTA region, aged 65+ with multiple complex chronic health issues.
- **Expand opportunities for care at home**, improving the quality of life of seniors and their caregivers.
- **Reduce emergency department visits**, hospital admissions/re-admissions, and admissions to long-term care facilities by improving community or at-home services and support.
- **Increase the skills of personal support workers** who work directly with seniors in their homes.
- **Increase the availability of online and mobile resources** that offer practical tools to connect seniors and their informal caregivers to local healthcare providers.

5. Who are the GSCF HIC partners and how did these partners come together?

The GSCF is fortunate to have the opportunity to bring together five passionate, like-minded organizations that are experts in the field of eldercare to identify the unmet needs of seniors living with multiple chronic conditions.

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Each Health Innovation Collaborative member organization was chosen for their unique and innovative approach to improving senior health care. The organizations and their respective projects funded by the GSCF include:

- Bridgepoint Active Healthcare, **Health Gateway**: a website of recommended health information resources for people living with complex conditions and disabilities, as well as for the families who care for them. With a focus on vetted information, Health Gateway has been designed to empower patients and caregivers to navigate their health care journey so they can manage and live better with their chronic health conditions and disabilities.
- Centre for Global eHealth Innovation, **Health eConcierge**: a people-centred web-based toolkit that enables patients and caregivers to identify and communicate their unmet needs, and that connects them to a wide array of health and social services that could address them. The Health eConcierge also allows providers of any size to share information about their services in an open and collaborative fashion.
- Alzheimer Society of Toronto, **Dementia Care Training Program**: an online training program for Personal Support Workers (PSW) providing dementia care, is being developed with a goal of increasing access to the training, and ultimately making it possible for more people with dementia to be cared for at home.
- SPRINT Senior Care, **HouseCalls**: an interdisciplinary, home-based, primary healthcare program for frail and homebound seniors that is co-directed by Dr. Mark Nowaczynski and SPRINT Senior Care and includes ongoing care, as well as occupational therapy, physiotherapy, social work and connections to community support services.
- St. Michael's Hospital, **GEMINI**: a clinical registry that aims to improve the understanding of frail and medically complex patients who are high intensity users of health resources. This innovative project, co-led by Drs. Fahad Razak and Amol Verma, aims to go beyond disease-specific models to improve care for elderly, frail and complex patients, and identify opportunities for quality improvement before, during, and after hospital admission.

6. Why has the GSCF chosen to support senior health as the main initiative for the GSCF HIC?

- In keeping with our objectives to enhance the common good, GSC provides funding to programs or projects that further our objective of enabling access to health and social support services for the most vulnerable in our communities.
- The purpose of the GSC Foundation is to act as a catalyst supporting innovative ideas that pave the way for fundamental 'big picture' change in Canadian health care. One of the biggest issues affecting our health care system is our aging population and the costs to support those with multiple chronic conditions in a hospital or long-term care setting. GSCF has chosen to bring together five innovative organizations who are each working around the issue and the goal is to see if by working together, over the next three years, we can change current outcomes and help seniors live with their conditions in the comfort of their own homes. In essence, to put more 'years in the life' and 'life in the years' of patients and their caregivers.

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7. What is unique about the GSCF HIC?

- This is the first **true collaborative** health project in Canada - led by the GSCF, the five health care partners work closely, meeting on a regular basis to share their individual knowledge, expertise and resources to develop a greater solution that will change current health outcomes and expand opportunities for care at home.
- Rather than simply fund the collaborative, the GSCF is hands-on and involved in every aspect of this three-year project.

8. Who is the GSCF HIC's primary target audience and what are the goals for each audience?

- **Industry/Trade:** Game-changers and decision-makers in the health care industry such as doctors, pharmacists and personal support workers as well as members of the government. The goal is to inspire other health organizations to adopt the collaborative model and to inspire big-picture change in the industry.
- **Public:** The general public in Ontario and across Canada; seniors; family members and primary caregivers given the responsibility of caring for seniors over age 65 living with multiple complex chronic illnesses. The goal is to generate overall awareness of the GSCF HIC.