

June 22, 2011

A Winning Community –Based Solution for High-Needs Seniors

*-Supports for Daily Living Receives National Award-
An Innovative Program to Support Seniors 24/7 in their Homes*

Saves More than \$10 Million for the Local Health Care System

Backgrounder

About Alternate Level of Care (ALC) in Ontario:

A significant number of Ontario's valuable hospital beds are occupied by Alternate Level of Care (ALC) patients—people in hospital beds who would be better served in other care settings. In 2010, 16% of Ontario's acute care beds were occupied by those deemed ALC, with most (63%) waiting for a long-term care (LTC) bed. ALC is, hence, a major contributing factor to emergency room wait times. The lack of appropriate community care, including long-term care, home care and support services, contributes to this system-wide issue preventing Ontarians from getting the right care at the right time in the right setting. The Mississauga Halton LHIN has tackled this challenge and, in collaboration with our supportive housing partners, created Supports for Daily Living.

About Supports for Daily Living (SDL):

The Supports for Daily Living or SDL program empowers seniors; providing the supports they need to remain safely and with dignity in their own homes. A 24/7 approach, SDL provides high-needs seniors with services in their own homes; onsite personal care workers and mobile patrol. Services include personal care, homemaking and attendant care in order to assist with the essential activities of daily living. SDL was the first approach that was used with great success to improve the timely flow of patients from the hospital into the community as an alternative to remaining in hospital or long term care home. SDL bridges the gap between scheduled home care visits and long-term care. This pioneering initiative has proven success in reducing acute care ALC pressures and reducing ER visits. It has also made a major contribution in reducing overall ALC days and diverting premature long-term care placements.

The SDL Program has been proven to have demonstrated impact on demand in hospitals and long-term care. This illustrates itself by reducing unnecessary ER visits, returning home from hospital sooner, removing clients from wait lists, diverting clients from long-term care and taking clients out of long-term care and returning them home with supports in the community. The health care system benefits from savings while seniors in our community get the care they need at home, where they want to be. Clients in the program and their families report a very high level of satisfaction.

Providers report that the SDL program is positively seen as a flexible, responsive and nimble model for providing comprehensive services. The program is seen as effective in preventing long-term care readmissions, reducing emergency room visits and targeting high risk seniors who need access to services the most. The mobile component of SDL is seen as increasing access, and providing a range of services. Providers see the program as cost effective and have noticed a reduction in some costs and admissions are efficient and clear.

Provider Organizations and Links:

- [MICBA Forum Italia Community Services](#)
- [Nucleus Independent Living](#)
- [Oakville Senior Citizens Residence](#)
- [Ontario March of Dimes](#)
- [Peel Senior Link](#)
- [Regional Municipality of Halton](#)
- [Victorian Order of Nurses](#)
- [Yee Hong Centre for Geriatric Care](#)

Facts on SDL:

- Number of hospital days saved - 2905
- ER visits diverted -2080
- Reduce demand on long term care home waitlist – 443
- Clients moved home directly from long term care – 21
- Patients referred from hospital – 741
- Over 80% are over the age of 75

Savings to the Health Care System:

Measure	Cost Savings
Reducing Hospital Days	\$2.95 million
Reducing ER Visits	\$428,000
Reducing Long-Term Care Admissions	\$7 million
Total:	\$ 10.4 million

About the Award:

In 1994, the Canadian College of Health Leaders and 3M Health Care launched the 3M Health Care Quality Team Awards to encourage and recognize innovation in health services by linking two important concepts: quality and teams. Although only two programs are selected as award recipients, the 2011 competition included many other important quality improvement efforts across Canada.

Learn More:

[Watch the Video](#)

[3M Health Care Quality Team Awards](#)

[Final Third Party Evaluation Report](#)