



CALL FOR ACTION

Paul Sharman

*A VISION FOR **ALL CANADIANS**
TO
AGE GRACEFULLY*

**BUILDING COMMUNITY
HEALTH/WELLNESS SERVICES &
INTEGRATED AFFORDABLE HOUSING**

In Loving Memory ...



- January 7th 2022 CBC The National aired the story about our PACE initiative in Burlington [Program aims to keep seniors out of nursing homes | CBC.ca.](#)

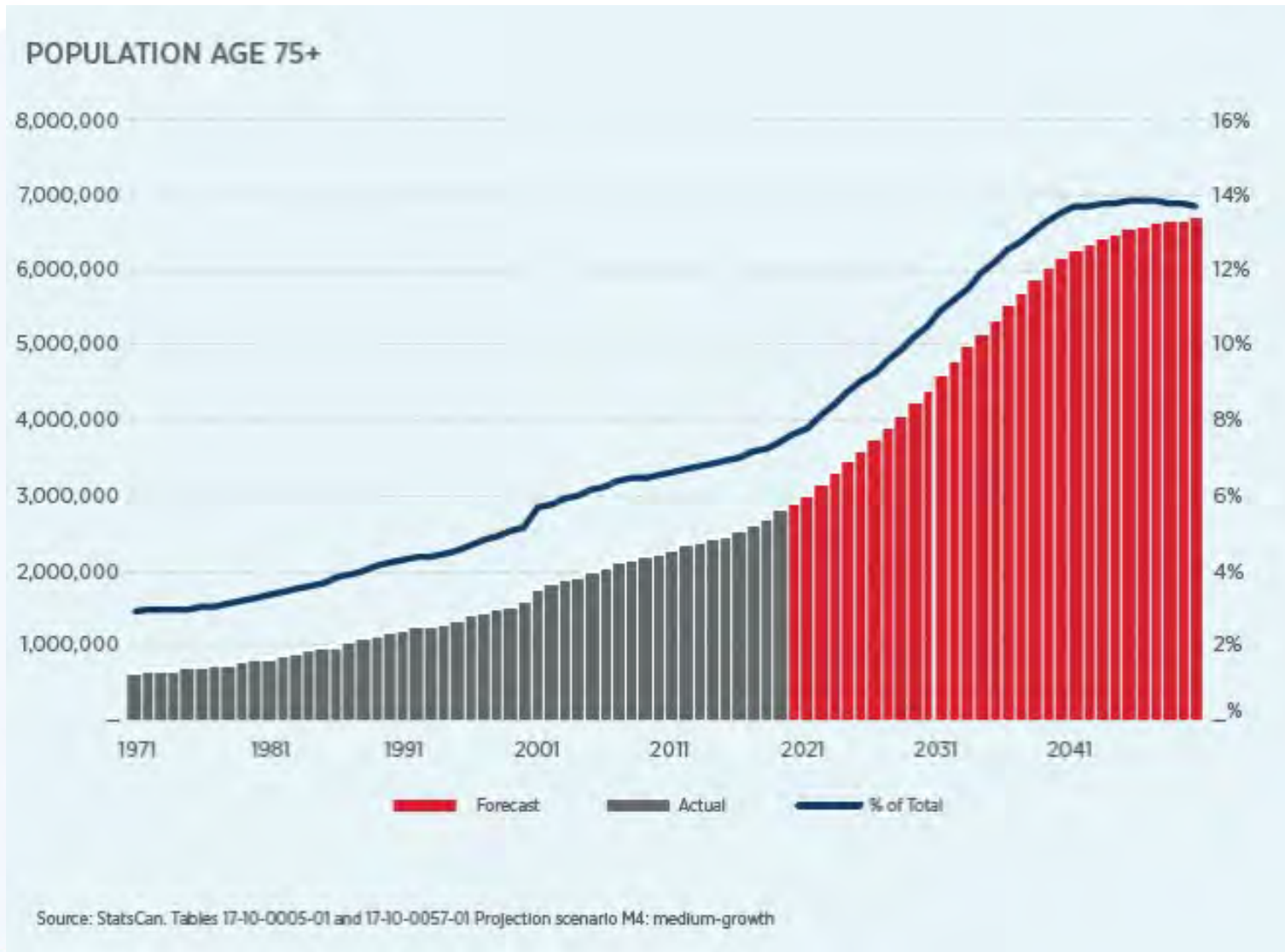
Margaret Sharman
Sept 17, 1922 – January 31, 2015



Ageing Gracefully – Current Situation

- Ontario Hospitals under capacity and underfunded
- Long Term Care necessary, insufficient, last resort
- Primary driver of health care patient load is # of people over age of 80 - doubling in next 20 years
- COVID-19 demonstrated all the weaknesses

"We need to scale up community capacity to reduce our reliance on hospitals. If our hospitals are full, it means we have failed to create the community supports people need." **Rob McIsaac,**
July 2021



CALL FOR ACTION:

Ageing population of older adults increases demand for health care services to the point of breaking as was demonstrated by Covid. Further, pandemic increases risk by 100% + over the next 20 years

CBC The National News Story January 7 2022

January 7th 2022 CBC The National aired the story about our PACE initiative in Burlington
[Program aims to keep seniors out of nursing homes | CBC.ca.](#)

Origin of the PACE Model

Inspiration from a US Model

- PACE is a federal and state program in the United States that provides **comprehensive, integrated and highly coordinated care to frail older adults who meet state eligibility criteria and are lower socio-economic status.**
- The programs employ a **comprehensive range of health care professionals** (physicians, nurses, physical therapists, social workers, etc.) to provide care – they are reimbursed on a fixed per member per month rate (or capitation payment) and, in return for this fixed payment, are responsible for providing all health services, even extending to meals and transportation, for that older adult population who are registered as a PACE member*
- The Burlington inspiration came from the idea that **one integrated team could meet all the health, wellness, social and housing needs of an older adults with lower socio-economic status.**
- No fragmented care delivery, no silos of care, and shared accountability => ***Also goal of Ontario Health Teams***

*National PACE Association, (2016). Upper Payment Limits and Medicaid Capitation Rates for Programs of All-Inclusive Care for the Elderly. Policy Brief

Ageing Gracefully – The Way Forward

Use Demonstrated, Successful Model

- Program of All-Inclusive Care (PACE) = 360-degree support services
- Operating in 30 US states
- Began over 30 years ago
- Funded by Medicare and Medicaid, available to participants eligible for nursing home care

Increase Community-Based Services

- Affordable
- Accessible
- Complete
- Emphasis on: Individual needs; Evolved support workforce; Partnering with community health care partners; Enhanced built environment (Region of Halton)

Ageing Gracefully – Sustainable & Better

Traditional Focus on Cost-Cutting is Not Viable

COVID Demonstrated how willing we are to spend in an emergency

- \$512.6B - Federal Cost pandemic-related expenses + Provincial spending + business and community member financial duress (summer 2021)
- Driven primarily by need to avoid incapacity of health care & LTC systems

PACE Canada can do a better job than US

- Already has Universal Healthcare
- Able to support people of all ages
- Integrated housing and PACE Hubs reduces pressure on both Hospitals and LTC by taking better care of people in the community, in their homes
- Spending money now produces significant sustainable jobs & economic activity in the community

PACE Burlington Journey



Burlington PACE

The Better Way to Care for Older Adults in their Community

- To offer care and support through *trusting relationships* and an *integrated approach* that proactively identifies and responds to physical, mental and social “flags” before individuals get into crisis where they require acute care resources
- To offer a community based *Transitional Care Program* which provides an enhanced care environment in periods of declining health (prior to hospitalization) and recovery (post hospitalization)



Mission:

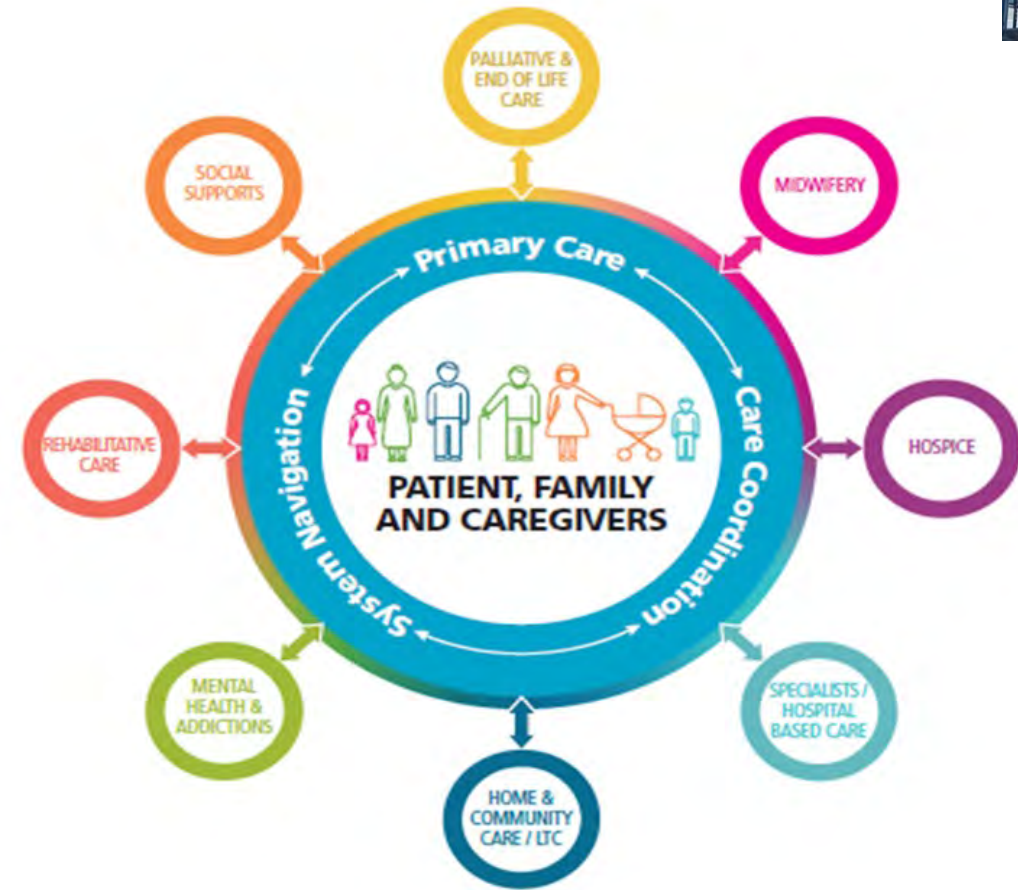
- PACE (Program of All-Inclusive Care for the Elderly) is a unique health plan and care provider, committed to keeping aging adults **and others** with challenging healthcare conditions in their home, by caring for their medical, physical and social needs. (draft, based on PACE S.E. Michigan)

Community Wellness Hub – 410 John St. Pilot



The PACE Community Wellness Hub is a **collaborative cross sector approach** to supporting **Burlington's older adults** in the communities **where they live**, with coordination and navigation delivered by providers they trust.

Keep people ageing in place with the comprehensive care and supports they need.



Introduction - Our Team & Purpose

12 Groups in LOI

- Consortium under the Burlington Ontario Health Team (OHT), endorsed by Halton Region and made up of local partnerships
- The team is responding to the community need for integrated healthcare and supportive housing services at a local level
- PACE Community Wellness Hub Model and future program evolution
- Supportive and affordable housing constraints in funding
- Create a path forward to make our vision a reality!



The New Approach

PACE Model supports fundamental and structural changes to how we care for older adults.

- **Addresses Infection Prevention and Control (IPAC) issues** with congregate living by maintaining people in their homes
- **Addresses staffing shortages** for PSW & Nursing by creating hub models with predictable work shifts, consistent staffing and location
- **Delivers comprehensive care by a dedicated interdisciplinary team and trusted coordinators** that promotes health & wellness versus reactive care responding to crisis
- **Infrastructure costs** to care for people in their homes is minimal, **Operational costs** are similar to institutionalization
- **Addresses inequities** by providing those without financial means quality care in their homes (e.g. Retirement Homes are unaffordable to most, 1/3 Ontarians can't afford the co-pay of LTC)
- PACE provides **support for caregivers** including adult day programming, respite, meals support, housekeeping, education and support
- *Is cheaper to deliver and it is what people want!*

Community Wellness Hub Partners

410 John Street Pilot – Multi-sectoral Partnership

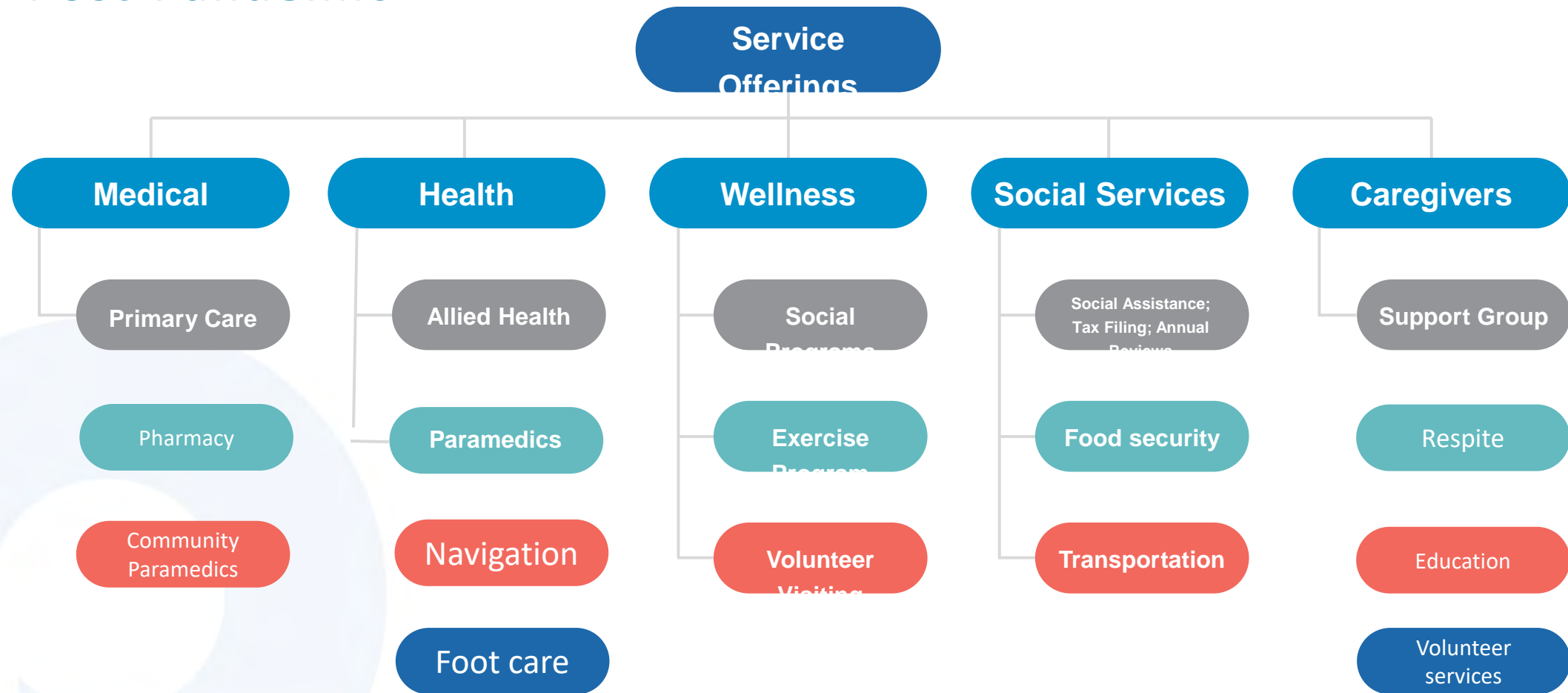
Integrating Services Across Fragmented Ministries



- Able Living - Thrive Group
- Acclaim Health and Community Services
- Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton
- Brant Arts Pharmacy
- Burlington Family Health Team
- Caroline Family Health Team
- Carpenter Hospice
- City of Burlington
- Community Living Burlington
- Home & Community Care Support Services
- Halton Community Housing Corporation
- Halton Region, Community Paramedicine
- Halton Region, Services for Seniors
- Joseph Brant Hospital
- March of Dimes Canada
- Summit Housing and Outreach Programs

* 360-degree support

Burlington PACE Seniors Community Hub Pilot – Vision of Services Post-Pandemic

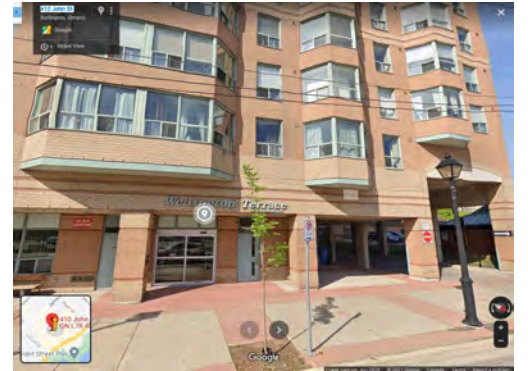


Provision of services from a combination of providers, volunteers and peers

Burlington PACE Seniors Community Hub Pilot Key Stats

410 John Street

- **120 Units:** 140 tenants; assisted housing, high users of healthcare, higher marginalization index
- **Wellness Community Hub launch:** December 2019 -> COVID-19 March 2020 = 4 months of full operations
- **Integration work** - streamlined providers in the building
- **Implemented interdisciplinary meetings and Coordinated Care Planning**
- **Registered Hub Members:** 47 (approx. 1/3 of the building's tenants) and growing
- **Coordinated Care Plans:** 53% of members have a plan
- **Proactive System Navigation:** % of members with at least 1 referral = 98% (42/43)



Adaptation: COVID-19

410 John Street

COVID-19 Overcoming Challenges:

- Common spaces temporarily closed – not available for in-person hub programs
- Pivot to virtual service delivery and overcoming identified barriers to participation:
 - Access to technology
 - Access to internet
 - Internet literacy

Pandemic Pivot:

- Grocery deliver and food security programming introduced
- Daily wellness checks and monthly virtual wellness clinics
- Regular virtual social events (virtual coffee meetings, crafts, music trivia, game nights, etc.)
- Vaccine Clinics on-site through Halton Public Health
- Implementation of digital screens and free Wi-Fi in lobby
- Digitization of hub services to members – Spring 2021
- Investment in loaner tablets and remote Wi-Fi for in tenant units – Spring 2021
- Investment in education on technology, how to use Zoom, etc. – Spring 2021
- Education on cyber crime and online security in partnership with Halton Regional Police Service

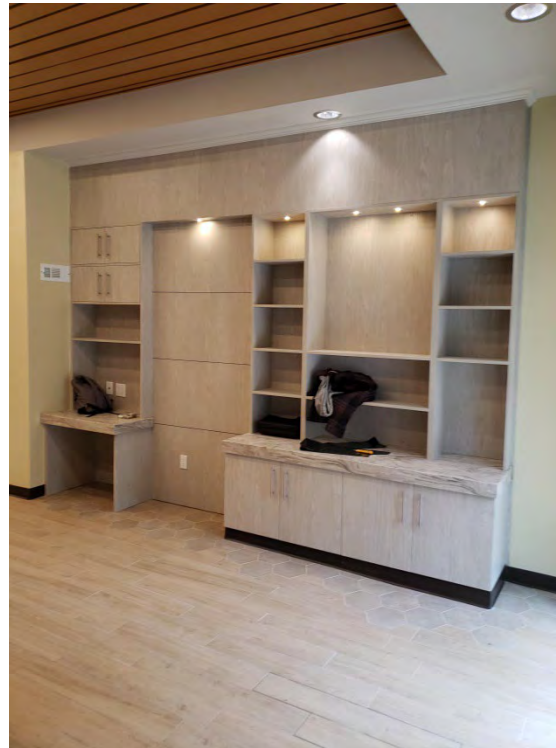


Capital Improvements at 410 John Street

- 2021 HCHC Budget included \$800K to complete ground floor renovations to house a permanent PACE model.
- Additional \$100K received from the Province to support Accessibility Upgrades.
- Capital work is now complete.



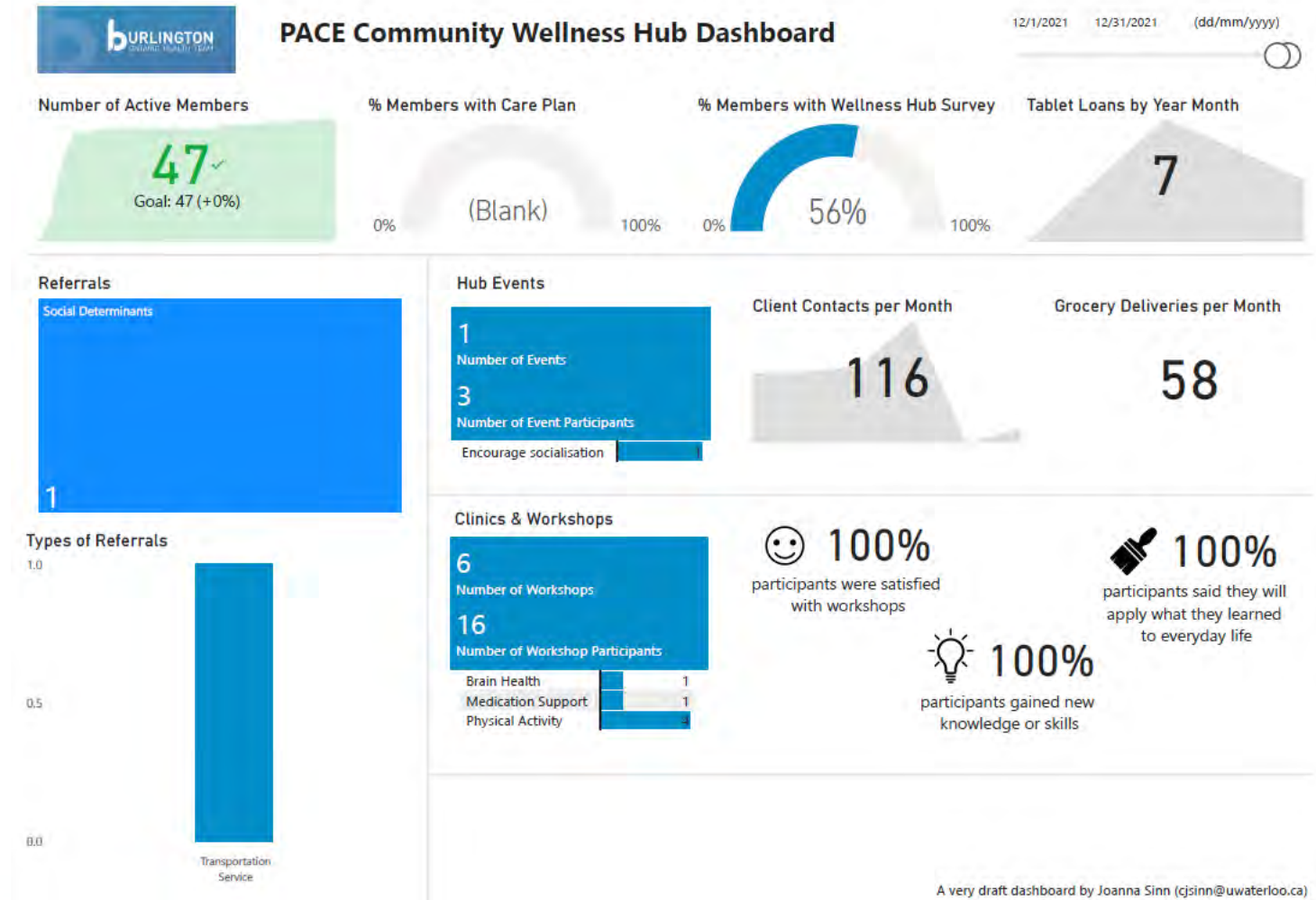
410 John Street after renovations June 2022



Burlington PACE Measurement & Evaluation Framework

DRAFT- DASHBOARD

- Quadruple Aim: Examines the impact of the pilot on client outcomes, client experience, provider experience and value to the health and social service systems.
- Measurement & Evaluation is in the early stages.
- Examples of some initial evaluation results:
 - 100% of participants felt that their overall health and well-being was better receiving co-ordinated support rather than individual agency-by-agency support.
 - 100% of participants gained new knowledge or skills



Why is your work in the Community Wellness Hub so important?

- Aging in place is paramount: Live longer, enriched lives in their home.
- Coordinated service model that is more accessible and responsive to resident needs
- Upstream, proactive focus will address developing needs and concerns the resident and Hub participants can identify together



Shared Vision

Accessibility
Removing barriers

**More efficient /
better ways of working**

Holistic approach

Health promotion
Upstream services

Relationships
Social component
Gathering space

Collaboration
Partnership

One-stop shop continuum of care
Wraparound services

Whole community
Inclusive
Life course approach

Aging in place
Healthy aging

Client-centred
Individual goals

Thinking differently
Innovating

**Focus on vulnerable
populations**

Resident Feedback

“I am a long-time tenant here at 410 John st. I am also a member of the Community Wellness Hub. I have been on with the Wellness Hub for over 2 years now.

I can say that as a visually impaired person I find the assistance of the Wellness Hub a huge asset. I can access the help I need in the building I live in. I have used the wellness hub for assistance with reading and sorting my mail, for help getting a new family physician, for help with appointment assistance and much more.

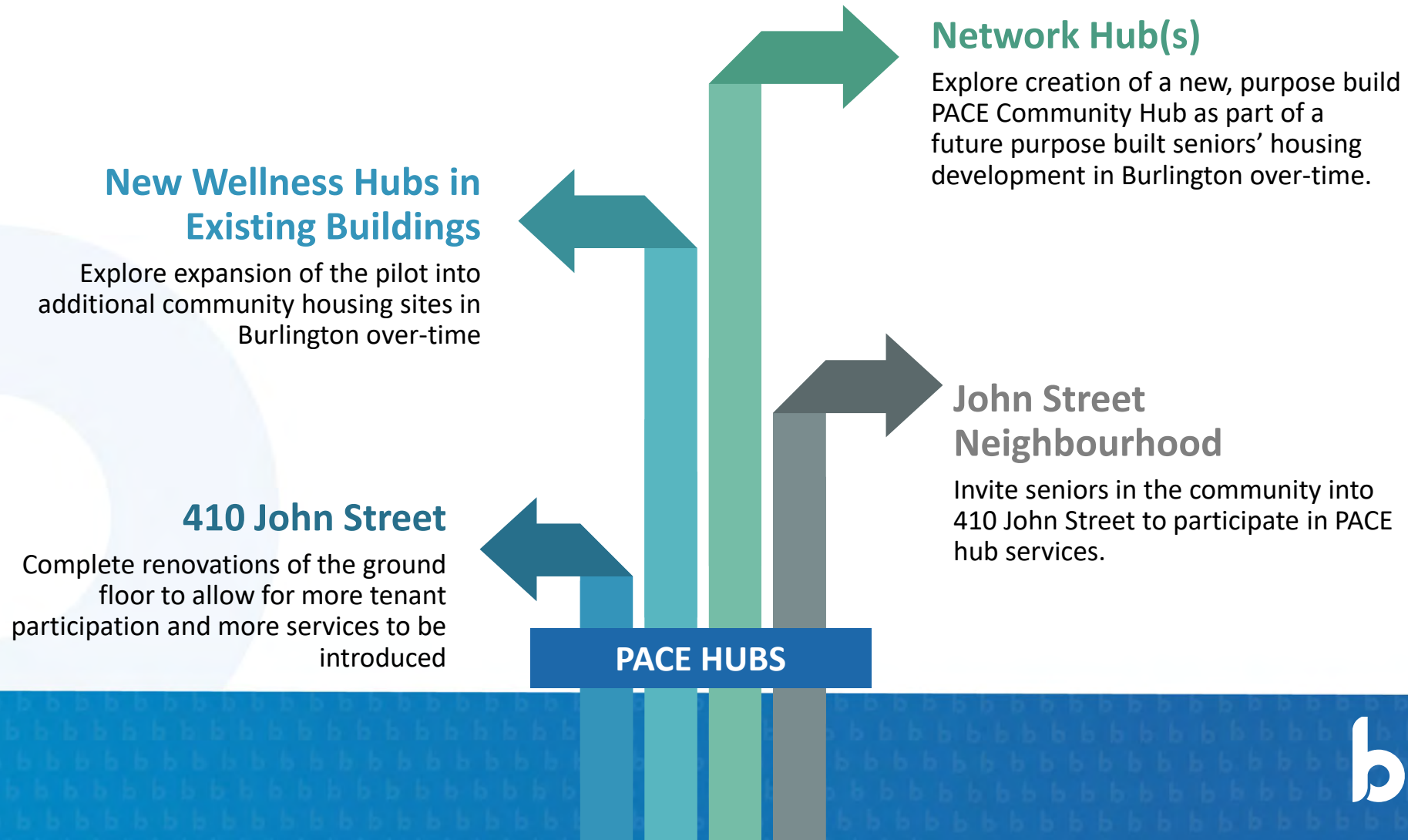
I also thoroughly enjoy the social aspect of the program. The exercise program is fabulous, and many tenants join in. We have monthly activities such as Bingo, trivia, social teas and arts and crafts which many tenants join in and enjoy. It's nice to gather in a social group again. This makes me feel included and not alone”.

A wellness hub resident

Future Evolution - Scale & Spread Overtime

Burlington Ontario Health Team Steering Committee Direction

Based on evaluation results, direction provided to explore scale and spread of the model in Burlington:





COVID-19 Tragedy Can Never Happen Again

New Approach to Caring for Older Adults is Necessary

- 25,000 COVID-19 deaths in Canada, 17,000 occurred in congregate settings
- Polling in Ontario indicates 70% of older people and 60% of the general public have reconsidered whether they ever want to go into a LTC Home
- Polls tell us people want to remain in the community, yet policy and funding direct people to institutions
- Increased demand on unpaid caregivers during pandemic; 7.8 million provide care to Canadians
- “97% of people would do everything humanly possible to stay in their homes
(Dr. Samir Sinha, Director Geriatrics, Sinai Health System and UHN, Empire Club of Canada Panel Presentation, 2021)
- Infrastructure costs to build new LTC Home beds and renovate existing LTC to standards estimated in Ontario to be \$12-16 Billion
- More assisted & supported living options & cheaper options are needed to account for current need, growing aging demographic, decreasing number of unpaid caregivers over the next 30 years, etc.

Future Evolution – PACE Scale & Spread Overtime: The Next Frontier: 1m to 2m Person Capacity

Not-for-Profit Network Hub(s)

One example already exists:

Centres d'Accueil Héritage (CAH)

<http://www.caheritage.org/>

For-Profit Network Hub(s)

Work with developers to create many PACE centres across Canada: Emshih:

<https://emshih.com/>; BGI Group:

www.bgigroup.ca +++

Local Government 410 John Street +

Increase tenant participation and more services to be introduced

Local Government John Street Neighbourhood

Invite seniors in the community into 410 John Street to participate in PACE hub services

PACE HUBS

What Can You Do?

Actually? Everything.....

- ✓ **Speak to everyone who might be interested/influential**
- ✓ **Ask the Social Services Commissioner of your Regional Municipality to learn about PACE and to direct you to local officials who they can involve**
- ✓ **Involve local philanthropists/landowners**
- ✓ **Ask for meetings**
- ✓ **Ask people to watch the CBC The National**
- ✓ **Send people links to all the resources on the next page**
- ✓ **Organize a presentation by me; invite me to speak to influencers**



Margaret Sharman and the beginning of Program of All-inclusive Care for the Elderly (PACE)

- It began with my Mom's aging journey, which led to creating the PACE Burlington story <https://local-news.ca/2021/12/17/pilot-program-launched-in-burlington-aims-to-help-seniors/>
- January 7th 2022 CBC The National aired the story about our PACE initiative in Burlington [Program aims to keep seniors out of nursing homes | CBC.ca.](#)
- There is a another slightly more recent interview on Halton's Your TV [Pilot Project Aims to Support Seniors in their own Homes - YouTube](#)

Paul Sharman is a cost and performance management specialist. As a consultant for over 30 years, he has facilitated change initiatives in organizations around the world such as the US Army, DuPont, AT&T and Toyota Motor Credit Corp. He is sought after as a thought leader in the field of Enterprise Performance Management.

Paul led the New Jersey based global Institute of Management Accountants (IMA) as its President and CEO. He was named as one of the “Top 100 Most Influential People” in the US accounting world in 2005, 2006 and 2007 by “Accounting Today”.

He served as Editor-in-Chief of the Thomson Reuters publication *Cost Management for ten years*. 100 of his articles have been published in professional journals around the world.

Paul serves as Ward 5 Councillor on the City of Burlington and Halton Region Councils. He was first elected on October 25, 2010, again in 2014 and most recently in 2018. He is running for re-election in the Municipal Election on October 24, 2022.

Paul is a Fellow Chartered Management Accountant (FCMA).

- ✓ Seasoned business professional with significant executive and consulting experience
- ✓ Diverse background in both for-profit and not-for-profit organizations
- ✓ Specialist in business turnarounds, performance improvement and management, cost management, strategy development and implementation
- ✓ Experienced facilitator and project team leader
- ✓ Accomplished author, communicator and public speaker
- ✓ Has trained 1000's of professionals around the world on how to improve organization performance

Thank you for your interest!

Questions?