



Breaking News. . .Specialized Geriatric Services

Welcome to the RGPc Newsletter. Breaking News brings you current information related to Specialized Geriatric Services (SGS) while offering our Regions a venue for sharing news, events and initiatives with others. If you have news that you would like to share across RGPc please email jhorvat@stpetes.ca

Special points of interest:

- Highlight on Haldimand and Norfolk
- Article Review
- RGPc Update
- Additional News
- Recommended Reading List

Issue 4

November/December Newsletter 2004

Highlight on Haldimand and Norfolk

New Psychogeriatric Resource Consultant Partnership in Haldimand and Norfolk

In their ongoing mission to support people with Alzheimer Disease and related dementias, cognitive deficits, and mental illness, Diana Hand-saeme, Psychogeriatric Resource Consultant, and Katherine Rankin, Public Education Coordinator, with the Alzheimer Society of HN are now sharing the Psychogeriatric Resource Consultant position for Haldimand and Norfolk Counties.

Diana will continue to provide consultative support on a part-time basis to local long term care facilities and community support agencies, assist and advise staff in the development of care plans and assessment tools and meet client and staff needs in crisis situations.

Katherine's skills as an educator and facilitator will enhance local knowledge and skills through in-service education and training opportunities on specific issues. Both Diana and Katherine will continue to participate on the Dementia Network of Haldimand Norfolk in addition to a variety of local committees.

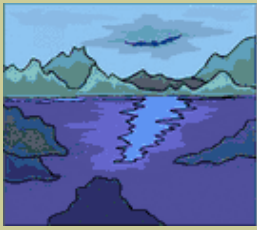
Balanced Scorecard: A Strategic Planning Method for Health Care Organisations

Christopher Carew, Executive Director of the Grand River District Health



Council presented the Balanced Scorecard (BSC), a strategic planning method well suited to health care organizations and networks, to the Dementia Network of Haldimand and Norfolk on November 25th, 2004. Developed in the 1990's, the BSC is an approach to strategic management that provides organizations with a clear prescription on what to measure in order to achieve optimal results. Many organizations within the health care field have adopted the approach over the past decade and it has proven to be very useful in translating strategy into action and helping organizations and networks in achieving their goals.

A balanced scorecard takes four perspectives: Customer, Financial, Learning and Growing and Internal Business Processes and uses these as the basis for developing a strategy and translating it into action. Unlike traditional strategic planning methodologies commonly used in health care, organizations adopting the BSC methods have demonstrated between 30% and 50% success rates in achieving meaningful and measurable improvements.



Nominating someone for an award is an excellent way to honour outstanding contributions while promoting geriatrics as a critical part of our health care system.

*Choose from
5 Categories:*

*Clinicians, Teams
Organizations
Students
Executives*

RGPC Update

RGPC and St. Peter's Family of Services are pleased to announce that plans for the 2005 Geriatric Service Recognition Awards are underway. The 2005 event boasts 5 award categories: clinician, team, organisation, student and executive. Nominating someone for an award is an excellent way to honour outstanding contributions in the field while promoting geriatrics as a critical part of our health care system. Nomination forms are available online and will be accepted until January

15th 2005.

As promised, RGPC is honouring its commitment to sharing the event with its communities. Niagara will be hosting the 2005 rewards banquet at the Niagara Fallsview Casino and Resort. Stay tuned for more details.

**For Nomination
Forms Visit the
RGPC website**

www.rgpc.ca



Additional News

Halton Geriatric Mental Health Outreach Program

The Halton Geriatric Mental Health Outreach Program is an integrative shared service model of community outreach program providing specialized services to older adults with complex mental health needs. Effective November 19th, the Halton team centralized their office into one new location. Their new office address and contact information is as follows:

5230 South Service Rd.
Burlington, ON L7L 5K2
905.681.8233 or
866.429.7677

RGPC's Education Consultant

Effective January 2005, Jenifer Horvat will be returning to her position as Education Consultant for the RGPC. Rhonda Barron leaves the role following a one year term but will continue to remain involved with the RGPC in a research capacity.

***We wish everyone a
Peaceful and Joyous
Holiday Season!***



Article Review

A recent article in the Canadian Journal of Psychiatry provides a framework for defining best practices for outreach services as they relate to shared care, education, and program and systems development. The framework was informed by an analysis of the literature on needs and characteristics of older persons with mental illnesses, existing geriatric mental health outreach services, and relevant theoretical developments. The use of best practices across a range of health and social services, combined with an effective process that facilitates the exchange of knowledge between sectors, are an important mechanism by which shared care, education, and program and systems development can be achieved. Direction for service provision is based upon the needs of an aging population, definitions for principal functions for specialty services within mental health reform, and

the realities of individual communities. The article highlights the following recommendations to inform best practice as it relates to geriatric mental health outreach:

- Mental health reform embodies key ideological shifts concerning what constitutes a system of quality, responsive health care. In particular, its directives aim at achieving community-based service delivery by developing specialty geriatric mental health outreach services.
- Until recently, these services focused on direct clinical services. Over the last decade, however, there has been increasing emphasis on shared care, education, and program and systems development as having principal roles in outreach care.
- A framework for defining best practices in specialty geriatric mental health outreach services pro-

vides practitioners with current knowledge pertaining to their key responsibilities in shared care, education, and program and systems development.

- Mechanisms for knowledge exchange should be incorporated into all aspects of program delivery.

Sullivan, Mary Pat. Linda Kessler, Kenneth Le Clair, Paul Stolee, Whitney Berta. 2004. Defining Best Practices for Specialty Geriatric Mental Health Outreach Services: Lessons for Implementing Mental Health Reform. *Can J Psychiatry*. 49(7).

Geriatric Employment Opportunity (2 positions)

Unit Profile:

The Rehabilitation & Orthopedic Program Provides a full range of day hospital, outpatient and inpatient care at the Henderson, General and Chedoke sites. Rehabilitation/Seniors Consultation services to acute units are present at MUMC, Henderson and General sites.

Position Summary:

As a member of a multidisciplinary team, the Clinical Nurse Specialist (CNS) will have a range of competencies and knowledge that will provide a broad repertoire of effective solutions for meeting the needs of adults and older adults with complex health care needs

Scheduled Working Hours:

Monday to Friday; Days

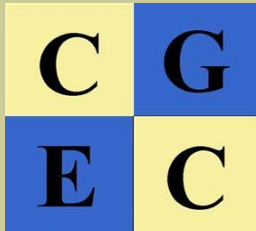
Qualifications:

1. Current Certificate of Registration with the College of Nurses of Ontario
2. Master of Nursing required
3. Recent (within 2 years) geriatric experience preferred
4. Recent (within 2 years) clinical experience in emergency nursing preferred
5. Demonstrated ability for independent action, initiative, problem solving, organization and prioritization.
6. Demonstrated leadership, critical thinking, interpersonal and communication skills
7. Demonstrated ability to work in a consultative role with the members of the multidisciplinary team and to

9. Demonstrated skills in development, implementation and evaluation of the role
10. Eligible for faculty appointment

For more information, visit the HHS website:
www.hamiltonhealthsciences.ca





2004 Holiday Reading List

Compliments of Shannon Buckley, Long Term Care Resource Centre

Kane, R. L. (2004). Using resident reports of quality of life to distinguish among nursing homes. *Gerontologist, 44, 624-*

Fries, B. E. (2004). Is telephone screening feasible? Accuracy and cost effectiveness of identifying people medically eligible for home and community-based services. *Gerontologist, 44, 680-*

Chalmers, J. (2004). Evidence-based protocol: oral hygiene care for functionally dependent and cognitively impaired older adults. *Journal of Gerontological Nursing, 30(11), 5-*

Bennett, J.A. (2004). Unrecognized chronic dehydration in older adults: examining prevalence rate and risk factors. *Journal of Gerontological Nursing, 30(11), 22-*

Hupcey, J. E. (2004). Expectation for care: older adults' satisfaction with and trust in health care providers. *Journal of Gerontological Nursing, 30(11), 37-*

Hobbs, B. K. (2004). Reducing the incidence of pressure ulcers: implementation of a turn-team nursing program. *Journal of Gerontological Nursing, 30(11), 46-*

Janssen, M. (2004). The effects of leisure education on quality of life in older adults. *Therapeutic Recreation Journal, 38, 275-*

Hodges, J.S. (2004). Supporting the transition of one man with autism from work to retirement. *Therapeutic Recreation Journal, 38, 301-*

Gerson (2004). Enhancing self-care in community dwelling older persons. *Geriatric Nursing, 25, 272-*

Cunningham, M. (2004). Old is a three letter word. *Geriatric Nursing, 25, 277-*

Schirm, V. (2004). Development of a healthy bladder education program for older adults. *Geriatric Nursing, 25, 301-*

Mexey, M. (2004). Nurses Improving Care to Health System Elders (NICHE): implementation of best practice models. *Journal of Nursing Administration, 34, 451-*

Hatcher, I. (2004). Patient safety – an intravenous medication safety system: preventing high-risk medication errors at the point of care. *Journal of Nursing Administration, 34, 437-*

Predny, M. L. (2004). Horticulture therapy activities for preschool children, elderly adults, and intergenerational groups. *Activities, Adaptation and Aging, 28(3), 1-*

Fernandez, R. D. (2004). Focus on streamlined documentation. *Nursing Management, 35(10), 25-*

Hader, C. F. (2004). Your hand in pain management. *Nursing Management, 35(10), 21-*