

## What is SGS?

Focused on frail seniors and their caregivers, an integrated Specialized Geriatric Services (SGS) program is a comprehensive, coordinated system of hospital and community-based health and mental health services that diagnose, treat and rehabilitate frail seniors. These services are provided by interdisciplinary teams with expertise in care of the elderly across the continuum of care. Specialized Geriatric Services are inclusive of both Geriatric Medicine services and Geriatric Psychiatry services.

## Welcome SGS Staff and Support

Sandra Easson-Bruno, North Simcoe Muskoka SGS Director, is pleased to welcome two experienced staff to the SGS team.

With the retirement of Valerie Powell, Annalee King became part of the SGS leadership team as Manager, Behavior Support Services assuming responsibility for the overall management and day-to-day operations of the Behaviour Support Services, now a component of SGS.

Annalee brings extensive experience in management, knowledge and passion for geriatric care, most recently as Team Leader for Central Intake at Waypoint Centre for Mental Health Care. Annalee joined Waypoint in 2001 as an RN with the Horizon Program for Geriatric Psychiatry. She also spent 10 years as Intake Coordinator with Horizon and was responsible for coordinating referrals to inpatient, outreach, day clinic and the Behavioral Intervention Response Team.

Moving from her role as the North Simcoe Muskoka Regional Clinical Nurse Specialist Seniors Health, Tamara Nowak-Lennard was the successful candidate for the permanent position with SGS as Regional Clinical Manager and Clinical Nurse Specialist.

In the last two years Tamara has established a project charter for the NSM Senior Friendly Hospital Strategy Task Force and worked with regional hospitals to endorse and move forward with the goals and objectives of this charter. She has also been working with the NSM LHIN Alternate Level of Care planning committee, Behaviour Task Force and Rehab Working Group to complete patient surveys and data review to better understand the opportunities for improved and integrated care for this population.

She has management experience in Complex Continuing Care and Rehabilitation Services providing invaluable insight into inter-professional collaboration and teams.

Monica Gabriel has also been seconded from the NSM CCAC to work with, and at the direction of Sandra Easson-Bruno for twenty-four to twenty-eight days between April 8, 2016 and July 22, 2016 assisting in the development of the NSM SGS Central Access design project.



Lorna Tomlinson from Wendat in Midland with Val Powell at her retirement celebration.

## **Clinical Design supported by working group**

Thank you to the 30 members of our newly established Clinical Design Working Group. We were pleased to have such a great response to the expression of interest process. Meetings are underway to identify the key components and resources required within the basket of services for frail seniors and their caregivers at the local/sub-geographic level and at the centralized/regional level. The final design will be used to support SGS program planning and implementation.

## **New logo and look for SGS**

A tree is reminiscent of both new growth and a lasting presence. This and the many other characteristics of wind-swept pine and fir trees symbolic to our North Simcoe Muskoka region made using a tree on a strong rock formation a natural fit for the SGS logo. The logo also includes colours from the two leadership partners, Waypoint and the North Simcoe Muskoka LHIN, with the multiple branches of a tree symbolizing the strength of all the many partners, as well as the support and safety SGS will provide to seniors and their caregivers in the future.

## **NSM Behaviour Task Force update**

The Behaviour Task Force has been making progress on a number of recommendations from the Expert Panel report completed in November 2015 looking at how to better support patients in Alternate Level of Care (ALC) beds with behaviours, and transitioning them from hospital. The Behaviour Task Force is co-chaired by Sherri Huckstep, NSM LHIN

To learn more about the Specialized Geriatrics Services program see the North Simcoe Muskoka Local Health Integration Network's Seniors Care Strategy website page at <http://www.nsmhlin.on.ca/goalsandachievements/Seniors%20Care%20Strategy.aspx>

and Deborah Duncan-Randal from Waypoint. The membership is wide ranging and includes hospitals, long term care representatives, police and community services. The team is working on: establishing a regional table to support the management of complex cases; identifying appropriate opportunities for re-design and investment; developing and implementing best practices; simplifying access and improving communications.

## **System Capacity Building**

VON, Orillia Soldiers Memorial Hospital and SGS offered a variety of education events in March to support capacity building. This included Gentle Persuasive Approach (GPA) and P.I.E.C.E.S.™ (Physical, Intellectual, and Emotional health, maximize Capabilities, social and physical Environment, and Social self) training. VON hosted a one-day conference through the Assess and Restore initiative focused on a variety of different geriatric syndromes. SGS hosted a dinner education event focusing on the assessment of capacity with Dr Carole Cohen from Sunnybrook and Judith Wahl from the Advocacy Centre for the Elderly.

Thank you to everyone who supported staff to attend. We were pleased to have the following attendance:

- GPA Training – 28 GPA Coaches trained, 165 individual staff trained
- P.I.E.C.E.S.™ Training – 44 staff trained
- Assess & Restore event – 91 attendees
- Assessment of Capacity event – 117 attendees, including 18 physicians and 10 NPs