



**NSHA CONTINUING CARE PROGRAMS & SERVICES**  
**AN OVERVIEW**  
Susan Stevens, Senior Director  
Spring Forums 2018



## **Susan Stevens, BSW, MEd, RSW** **Senior Director, Continuing Care**

Licensed social worker


Adjunct professor and part-time faculty at MSVU

Worked in 2 not-for profits, 2 government departments

22+ years in continuing care

- 19 years in government, 3 years in NSHA
- 11 years in policy/planning

My own experiences living with chronic pain since childhood, managing multiple health issues and having two back surgeries along with my family's experiences in continuing care drives my professional work.



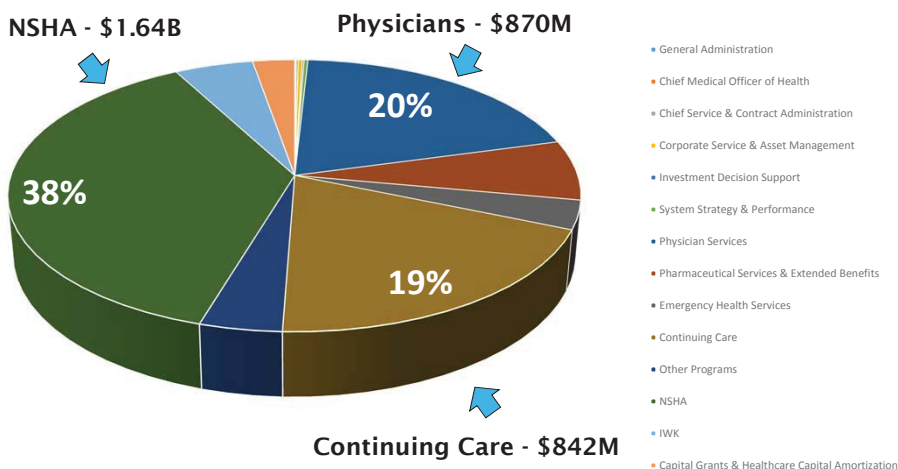
## My Hopes for Today

- To improve care, experience and outcomes for the many people we serve by working better together.
- To dismantle myths and assumptions that impede us.
- To better understand the health system continuum.
- To establish, build, rebuild/repair relationships.
- To produce a realistic and sustainable plan of action for what happens next.

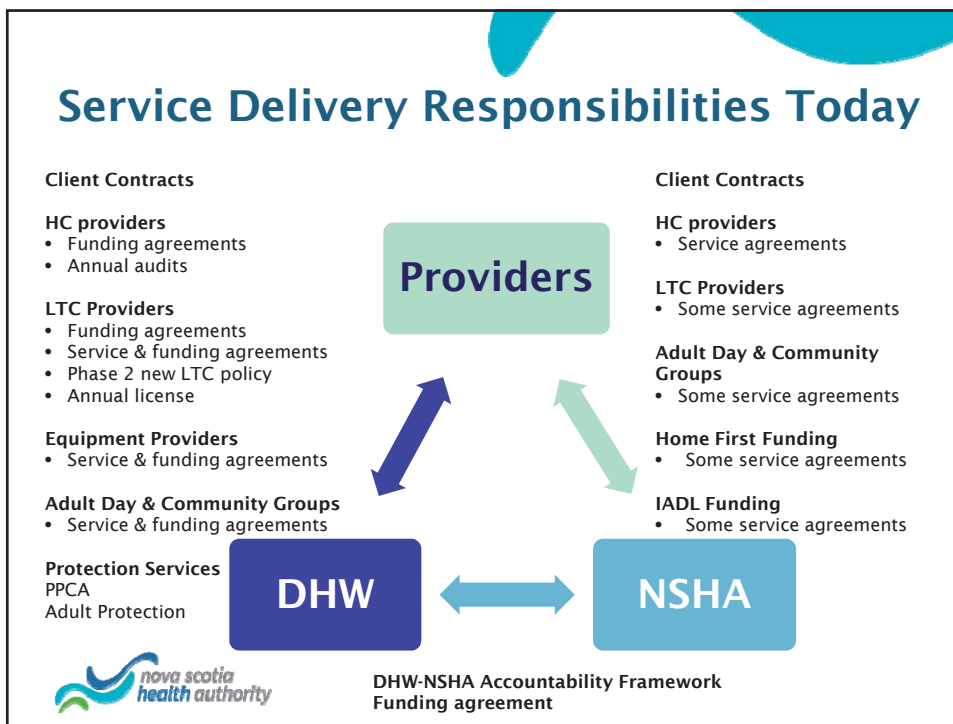
Home to Hospital to Home  
Client/Patient Story



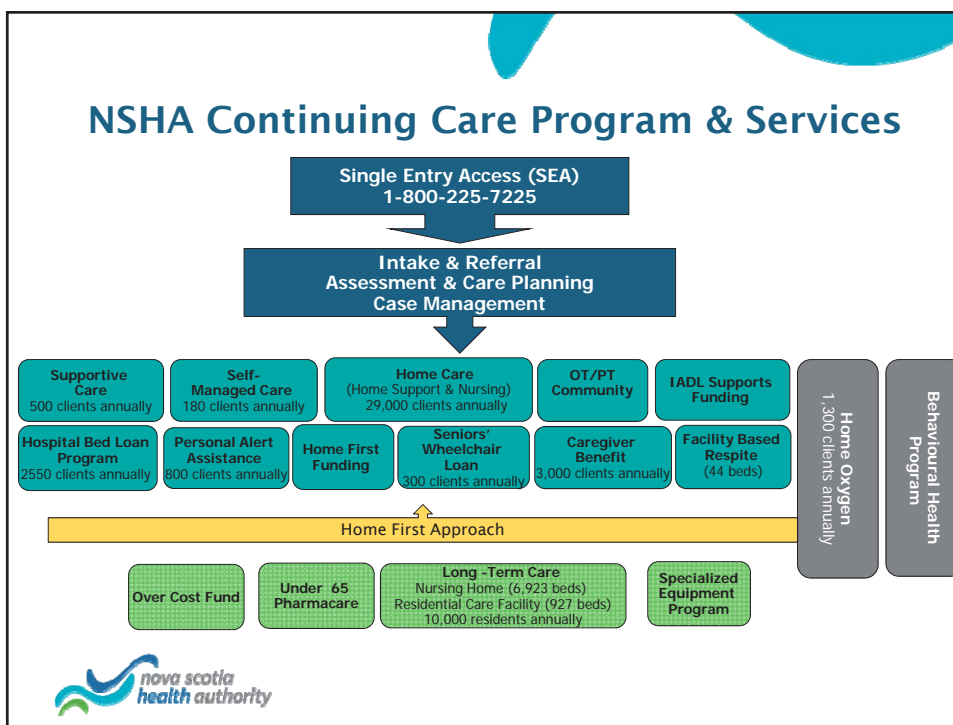
## Health & Wellness Budget 2018-19

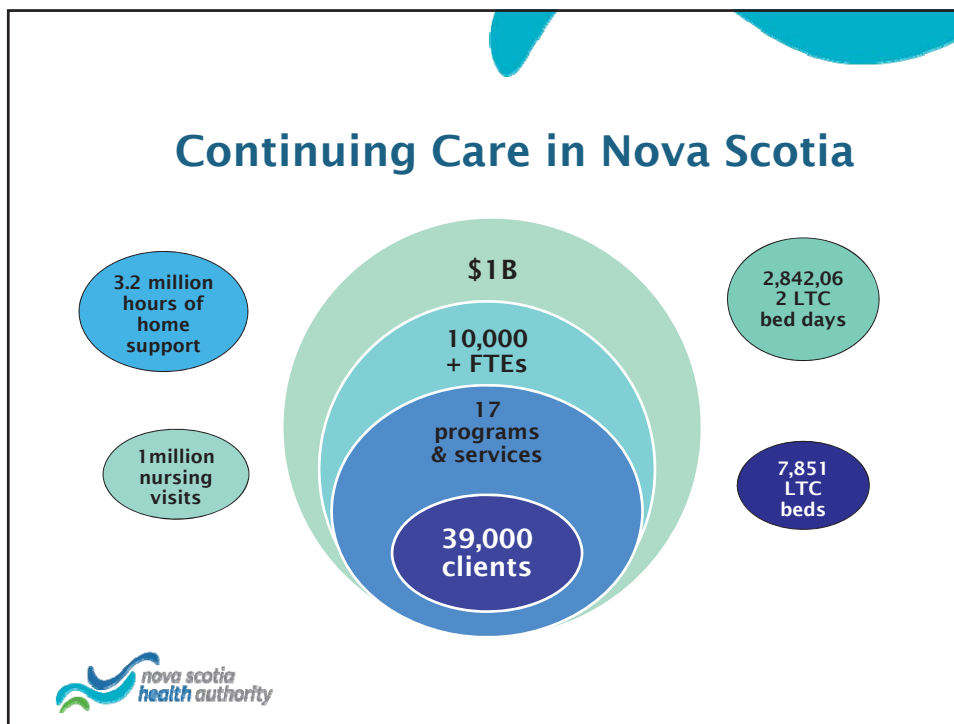


## Service Delivery Responsibilities Today




## NSHA Continuing Care Program & Services





## NS Continuing Care

 <p><b>Home Care</b></p> <ul style="list-style-type: none"> <li>• \$265M annually (net)</li> <li>• 29,067 clients</li> <li>• 3.2 million home support hours</li> <li>• 1 million nursing visits</li> <li>• 21 providers</li> <li>• 5 oxygen vendors, 2 equipment vendors</li> <li>• 8 adult day, IADL and Home First providers</li> </ul>	<p><b>Long Term Care</b></p> <ul style="list-style-type: none"> <li>• \$575M annually (net)</li> <li>• 7,851 beds serving 10,000 people                             <ul style="list-style-type: none"> <li>• 6,923 nursing home beds</li> <li>• 927 residential care facility beds</li> </ul> </li> <li>• 135 facilities</li> </ul>
 <p><b>Total</b></p> <ul style="list-style-type: none"> <li>• \$840M net, \$1B gross annually</li> <li>• ~40,000 clients &amp; residents</li> <li>• 162 service providers</li> <li>• 21,537 referrals</li> </ul>	

## Priorities

New Long Term Care Placement Policy

New Home Support Contracts

Eliminating Home Support Waitlists

New Government Continuing Care Strategic Action Plan

Primary Care

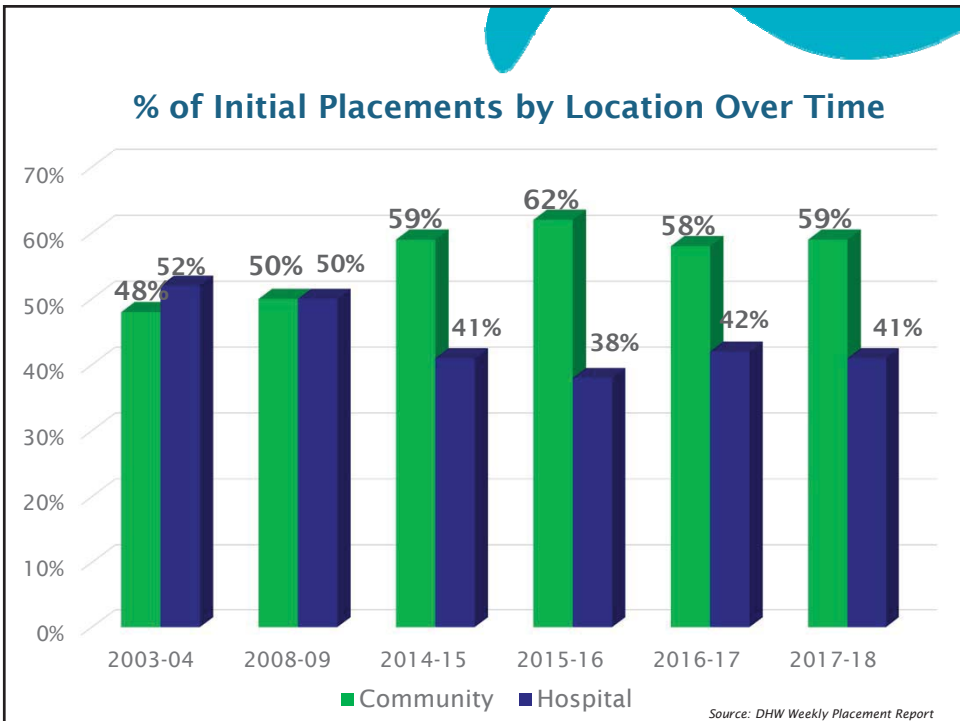
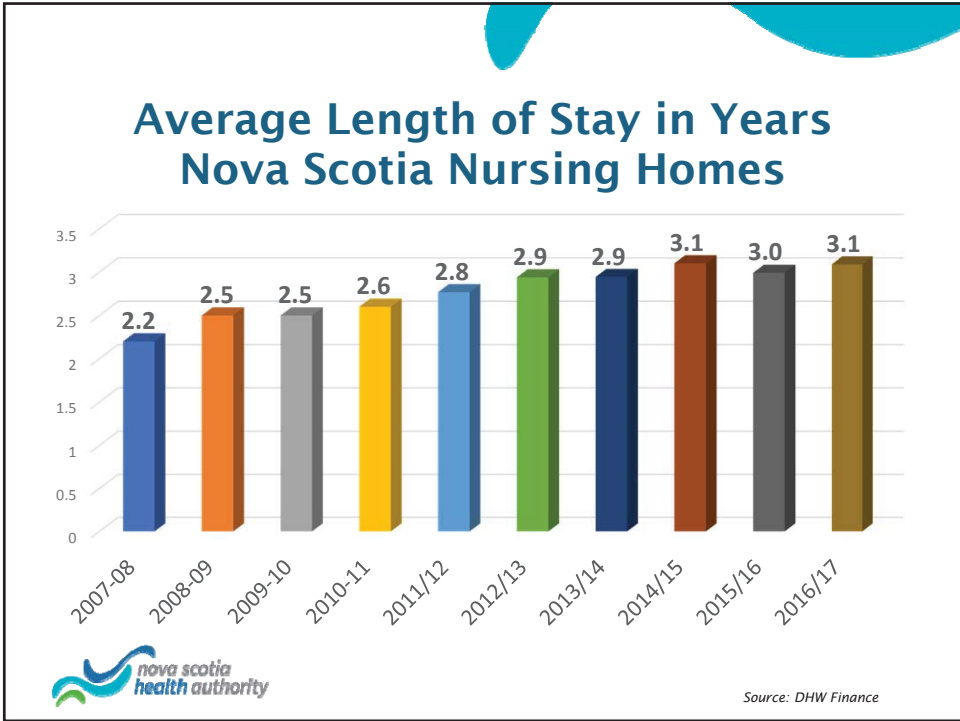
LTC Contracts

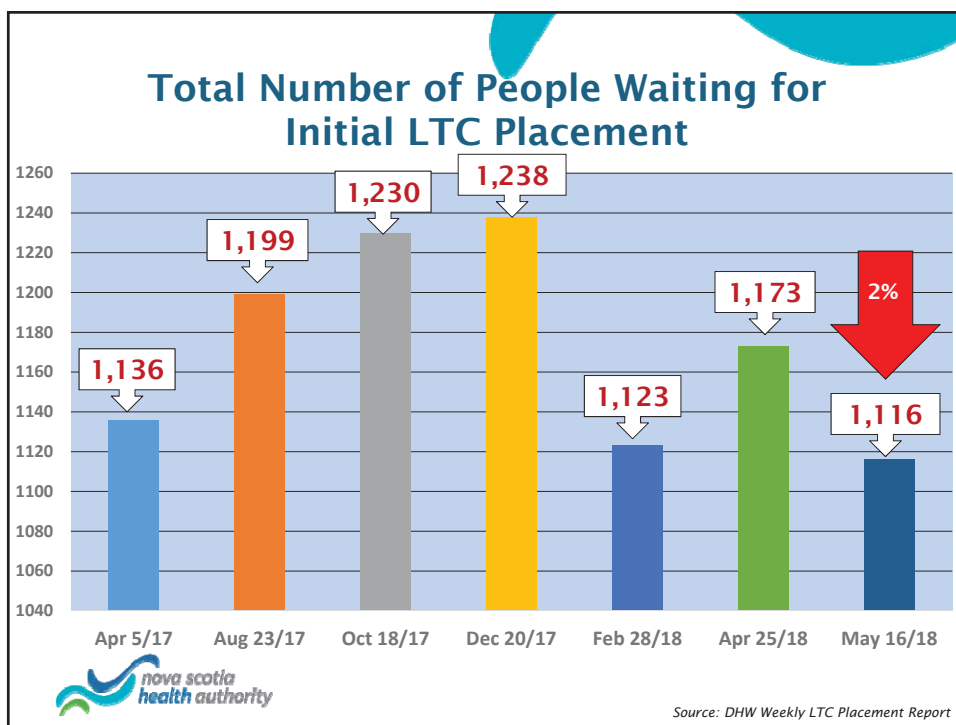
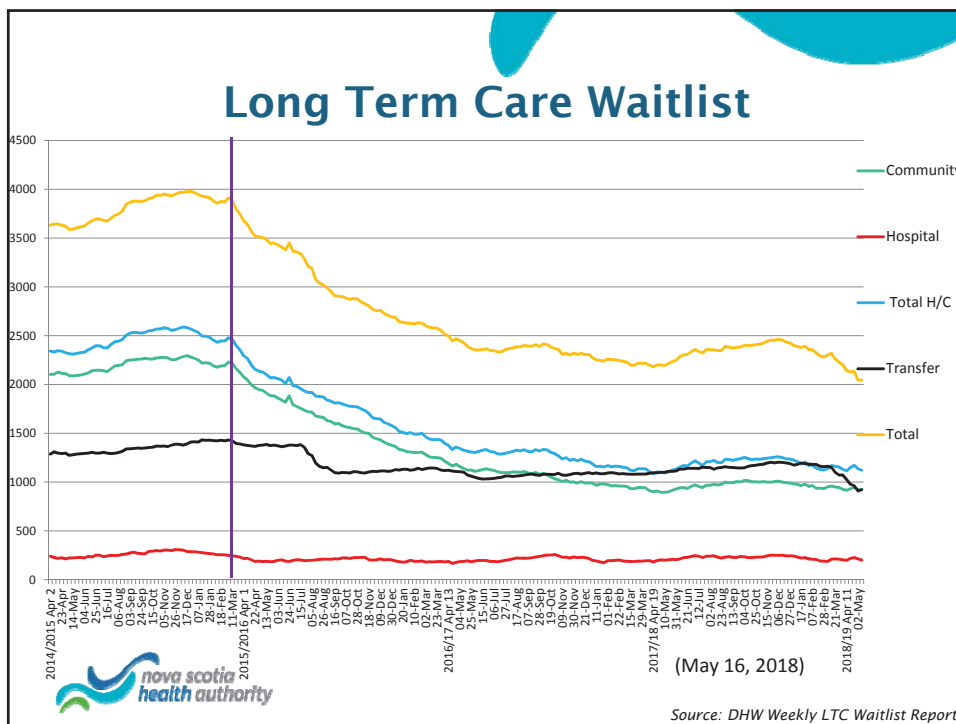
New models of care - responsive behaviours, convalescence

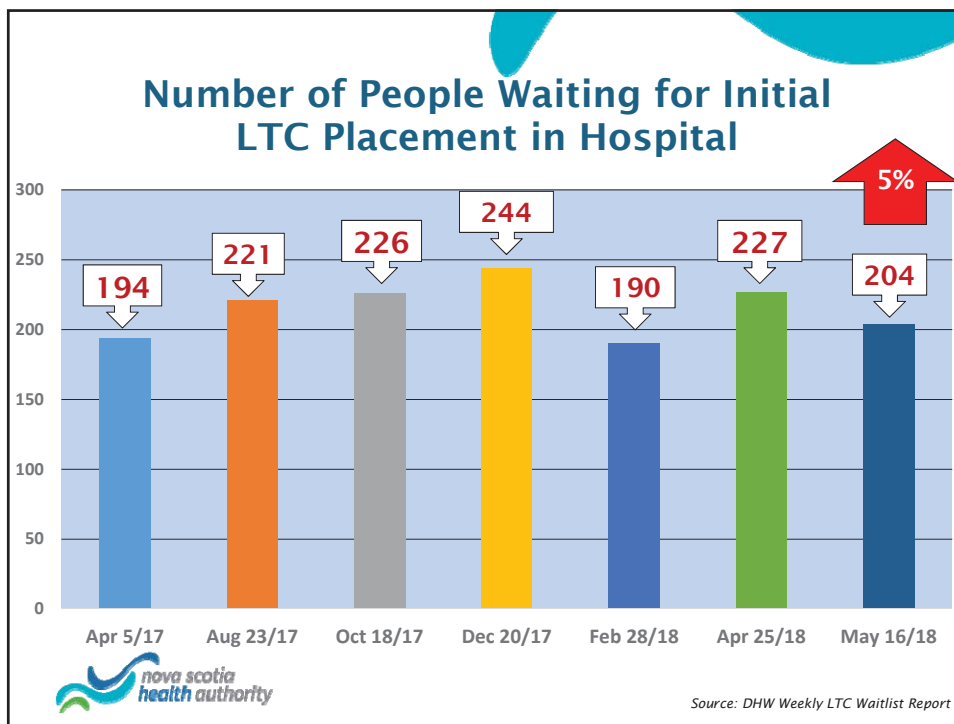
Research

- End of life care in long term care
- Responsive Behaviours
- Home Care Pathways
- Transitional Care from Hospital to Home
- Caring Near & Far-Remote Monitoring









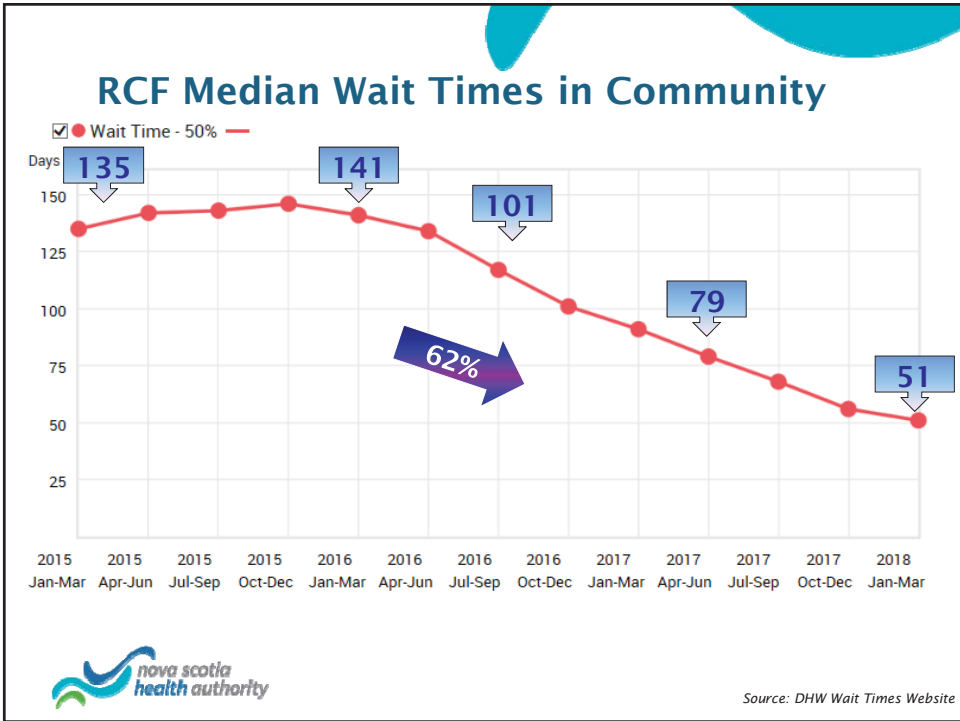
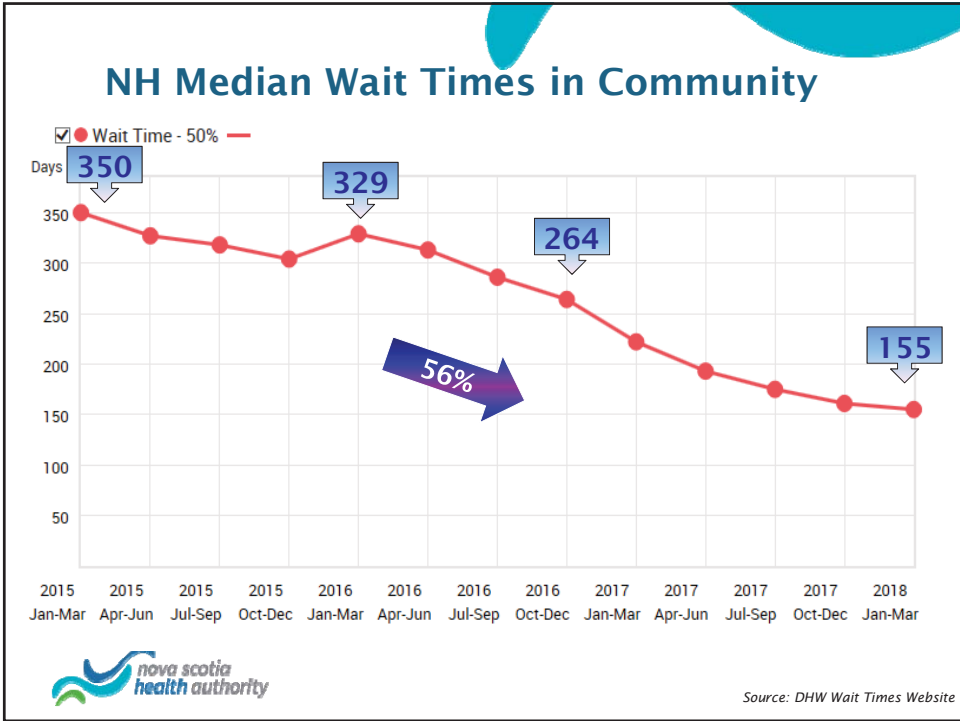
### LTC Wait List Highlights

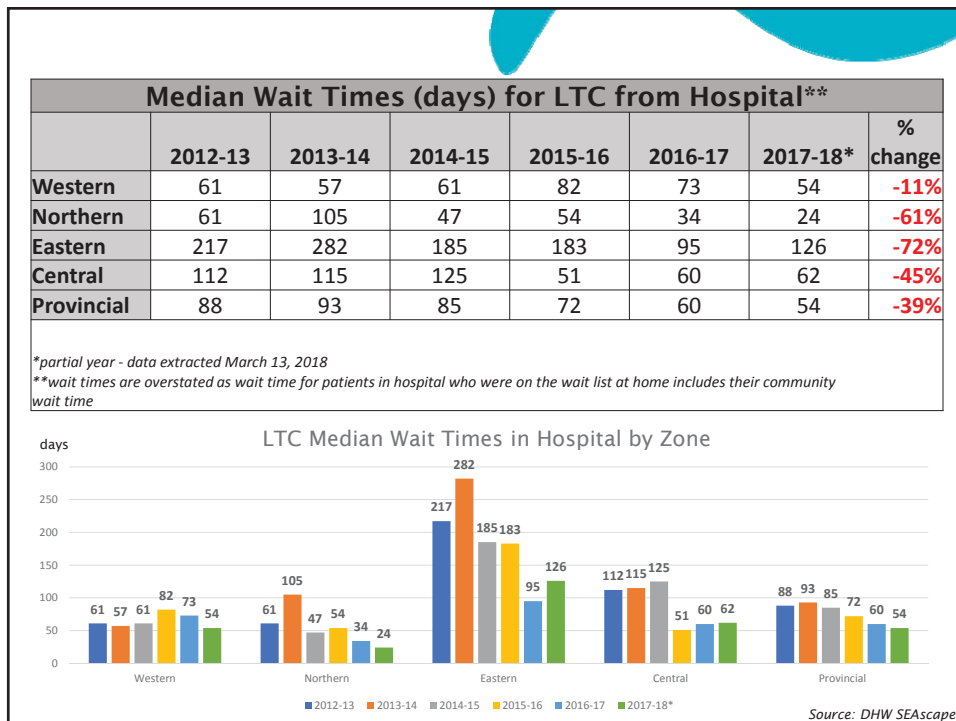
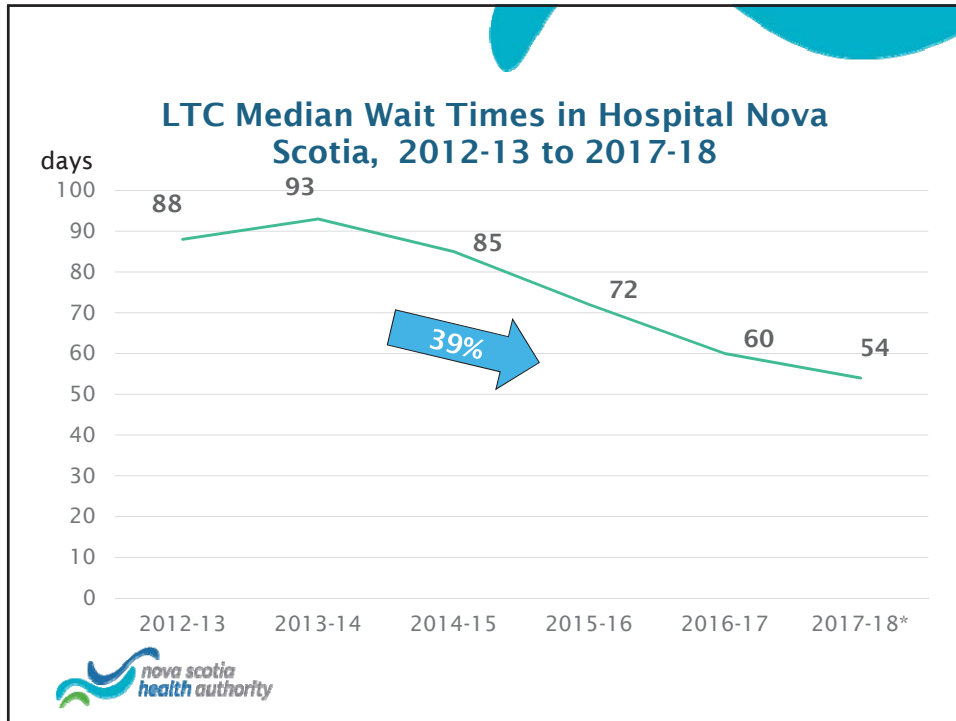
Situation	May 17, 2017	May 16, 2018
Waitlist in Community	470	323
Waitlist in Hospital	153	138
LTC Application Pending	480	655
Transfers	1111	924
<b>Total Waitlist</b>	<b>2214</b>	<b>2040</b>

*nova scotia health authority*

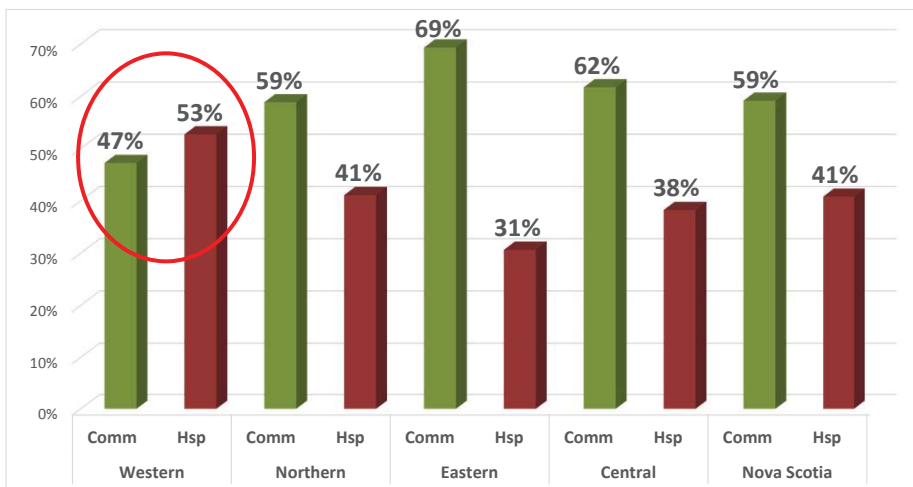
Source: DHW Weekly LTC Waitlist Report





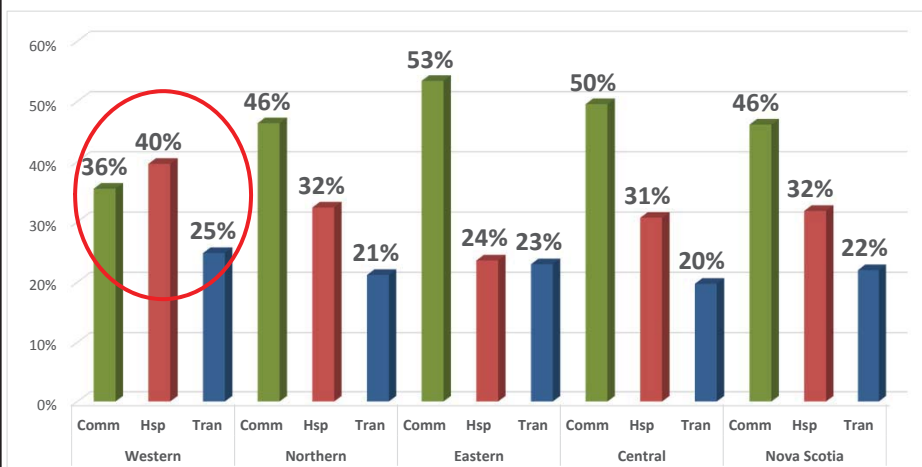


### % of Initial Placements by Situation 2017/18



Source: DHW Weekly Placement Report Mar 28/18

### % of Placements by Situation 2017/18



Source: DHW Weekly Placement Report Mar 28/18

## Total LTC Placements Comparison

Zone	Total LTC Client Comparison		
	2016/17	2017/18	% difference
Western	858	807	-6%
Northern	642	684	7%
Eastern	624	660	6%
Central	1,101	1,033	-6%
<b>Totals</b>	<b>3,225</b>	<b>3,184</b>	<b>-1%</b>



Source: DHW Weekly Placement Report May 30/18

## LTC Placement Comparison 2016-17 & 2017-18

Zone	Community		
	2016/17	2017/18	%
Western	329	289	89%
Northern	273	320	117%
Eastern	307	351	114%
Central	524	504	96%
<b>Totals</b>	<b>1433</b>	<b>1464</b>	<b>102%</b>

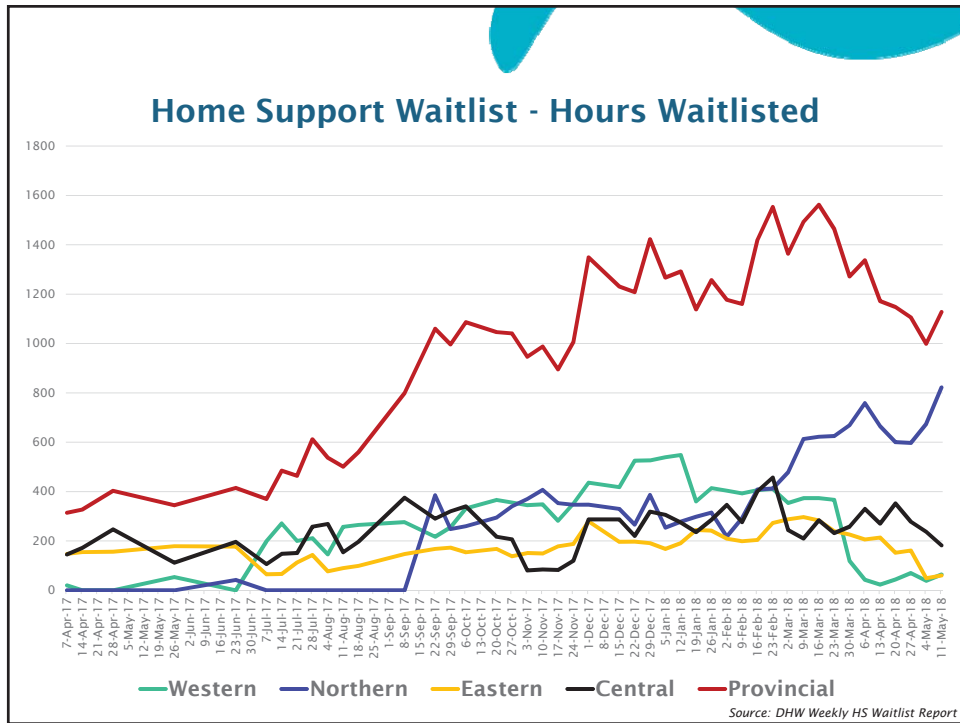
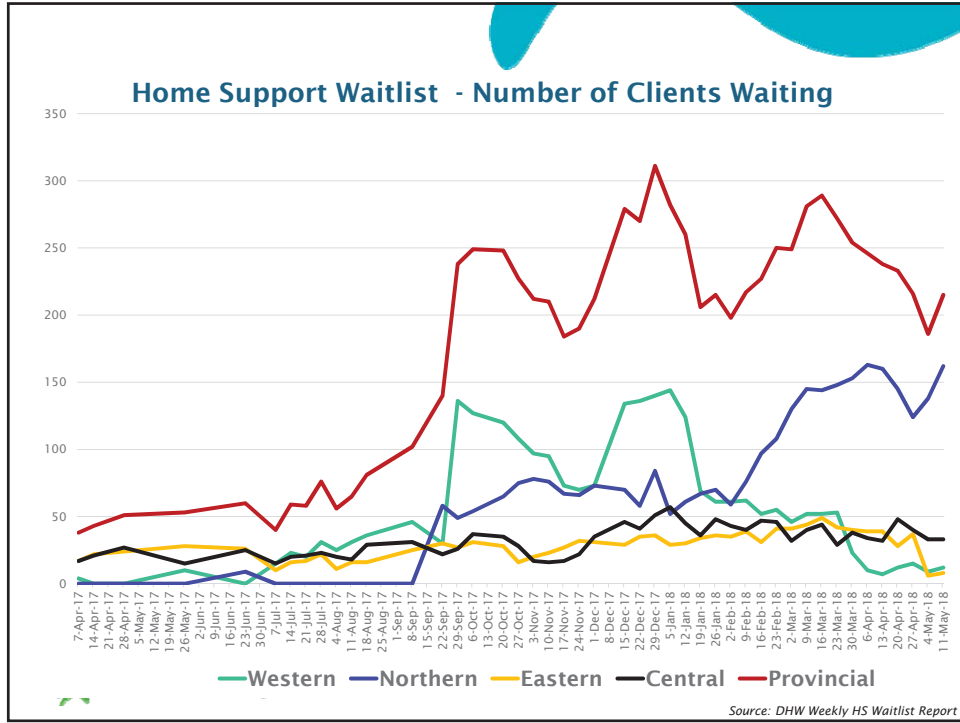
Zone	Hospital		
	2016/17	2017/18	%
Western	321	318	99%
Northern	204	219	107%
Eastern	184	158	86%
Central	304	321	106%
<b>Totals</b>	<b>1013</b>	<b>1016</b>	<b>100%</b>

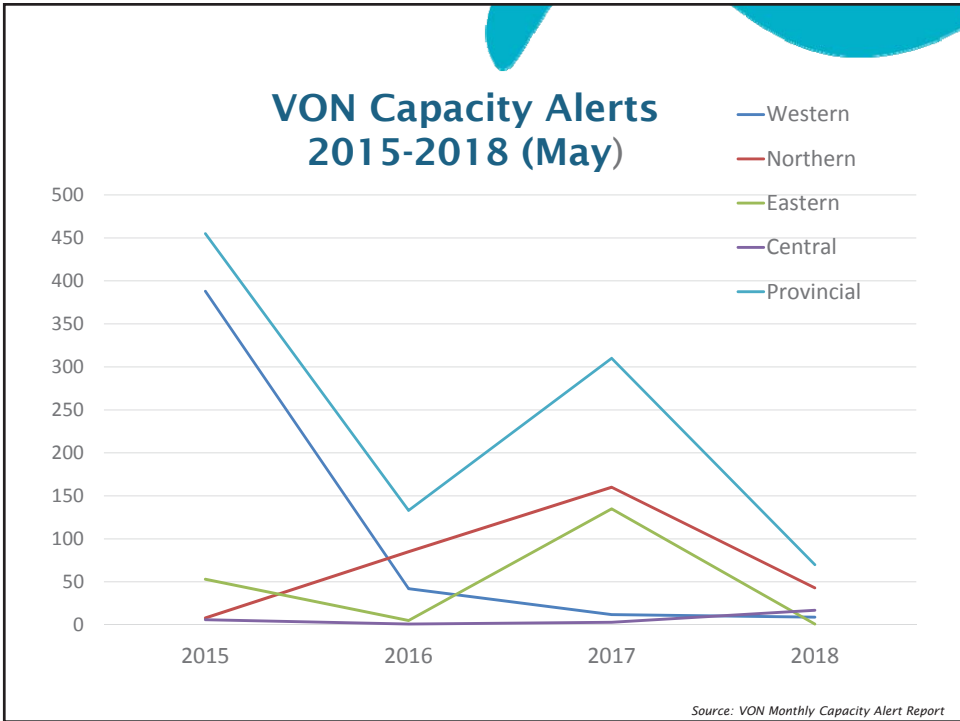
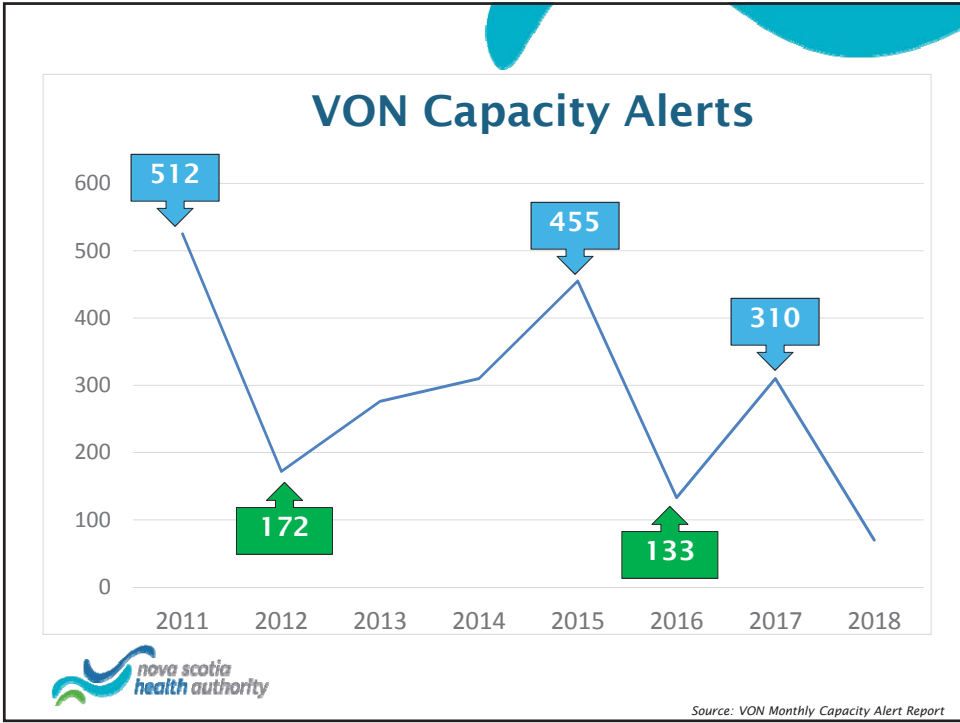
Zone	Transfers		
	2016/17	2017/18	%
Western	212	200	94%
Northern	167	145	87%
Eastern	147	151	102%
Central	307	208	68%
<b>Totals</b>	<b>833</b>	<b>704</b>	<b>85%</b>

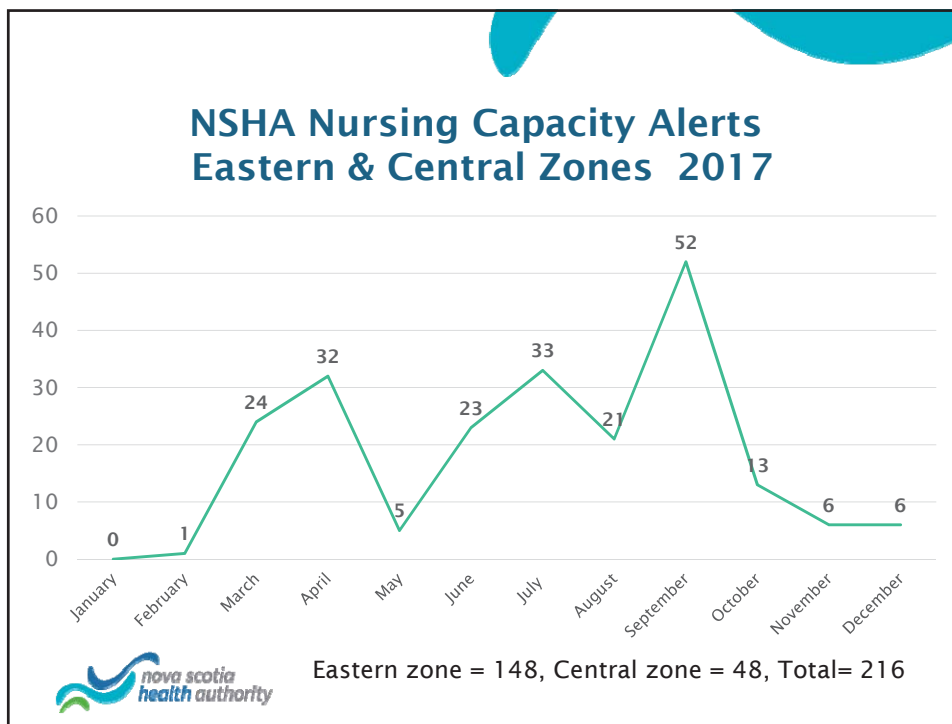
**Western** - fewer community placements  
**Northern** - more community & hospital placements  
**Eastern** - fewer hospital placements, more community  
**Central** - more hospital placements, far fewer transfers



Source: DHW Weekly Placement Report







## Our Focus

- Improving access to home care and long term care!
- Improving person/family centred care
- Improving relationships & transitions
- Improving productivity and quality through accountability

Continuing Care	Leadership Contact Information
Provincial Office	Susan Stevens, Senior Director <b>susan.stevens@nshealth.ca</b> , 902-491-5885  Darla Bailey, Admin Assistant <b>darla.bailey@nshealth.ca</b> , 902-487-0811
Service Delivery Support	Glenda Keenan, Director <b>glenda.keenan@nshealth.ca</b> , 902-487-0478
Western Operations & Intake	Bob Jenkins, Director, Western Zone <b>bob.jenkins@nshealth.ca</b> , 902-742-0589
Northern Operations & Placement	Mark Scales, Director, Northern Zone <b>mark.scales@nshealth.ca</b> , 902-893-0368
Eastern Operations & Home Care Nursing	Michele Higdon, Director, Eastern Zone <b>michele.higdon@nshealth.ca</b> , 902-563-3701
Central Operations & Behavioural Health	Wendy McVeigh, Director, Central Zone <b>wendy.mcveigh@nshealth.ca</b> , 902-487-0605

