

# 55 Plus Ontario: A Handbook On Services For Older Adults

PATIENT-CENTRED CARE IN COMPLEXITY AND MULTIMORBIDITY

## What Gets in the Way of Person-Centred Care for People with Multimorbidity? Lessons from Ontario, Canada

Kerry Kulski, Allie Peckham, A. Paul Williams and Ross E.G. Upshur

### Abstract

Person-centred care is becoming a key component of quality in health systems worldwide. Although the term can mean different things, it typically entails paying attention to the needs and background of health system users, involving them in decisions that affect their health, assessing their care goals and implementing a coordinated plan of care that aligns with their unique circumstances. The importance of practising a person-centred approach in care delivery dominates policy and research rhetoric worldwide, yet competing goals set by policy planners to save money, eliminate waste and sustain the healthcare system challenge the implementation of such an approach. In this commentary, we begin by exploring the concept of person-centred care and its importance among people who frequently use healthcare, such as those with multimorbidity. We then provide a brief overview of the evolution of Ontario's healthcare system and its emphasis on achieving cost savings. In doing so, we illustrate the implications for health system users, particularly people with multimorbidity, their carers and formal care providers. Finally, we reflect on examples of innovations that are striving to deliver person-centred care, despite a constrained healthcare environment. While a step in the right direction, we conclude that these "one-off" strategies are unsustainable in the absence of supporting policy levers.

### Patient (or Person)-Centred Care – What is it?

While patients need medical things (treatments and medicines), persons need social things (ability to partake in activities of importance to them, supportive networks, a sense of belonging and purpose and respectful encounters with others). The tendency to use the term *patient-centred* instead of *person-centred* signifies a fundamental disconnect between healthcare and social care, even though the two are required to achieve overall health. Although limited, the practice of patient-centred care is still an improvement over provider-centred care – a paternalistic relationship where patients take what providers give them.

The concept patient-centred care has roots in many disciplines, including family medicine. The Department of Family Medicine at the University of Western Ontario designed a framework for patient-centred care over 30 years ago in an effort to guide physician-patient consultations. It defined patient-centred care as encompassing six interacting components: exploring the disease and the illness experience; understanding the whole person; finding common ground; incorporating prevention and health promotion; enhancing the patient doctor relationship; and being realistic (Stewart et al. 1995). This definition highlights that such an approach extends beyond the sum and severity of physical ailment(s) presented upon assessment.

Healthcare Quarterly Vol 19 No 2 2016 17

Find information on resources available for seniors in Ontario, including tax credits, health, long-term care and retirement homes; community supports.information about programs and services available to Ontario's seniors. It is . these games allow adults 55 years and older to interact in an environment.Thank you to the Ontario Seniors Secretariat for the funding to produce the Section 6. Support Services for the Caregiver & the Care Receiver .. Many Retirement Homes, Homes for the Aged, Nursing Homes, and Chronic.received approval from the Government of Ontario to fund 70 Seniors Information and Active Living Fairs between May to March HANDBOOK OCAO Seniors Information Fairs Sept. A Guide to Programs and Services for Seniors . Location: Thunder Bay 55 Plus Centre, City/Township: Thunder Bay.A Practical Handbook for Seniors. Brant Elder Abuse need in the community for a Seniors' Tool Kit and working to bring this document to fruition. .. Ontario Interpreting Services (OIS). Emergency .. active life style for those 55+ adults who.Customer Contact Centre at () CITY or visit carene-moto.com to download a . Assisted Living Services in Supportive Housing (designated buildings) .. through the Ontario Retirement Communities Association at or .. Finding Rental Housing in Hamilton: User Handbook ().55 Hanson Place. Brooklyn Naturally Occurring Retirement Communities. III. ... service. The program is primarily for people 65 years of age or older who are .. carene-moto.com ONTARIO. Office for the Aging. County Complex Drive.Manitoba Housing Authority 55 Plus Apartments Studios and Saskatchewan Assisted Living Services: Offers 5 options: Seniors move into Care providers homes and given the same . The licencees handbook has detailed information.services. For example, Zoomers will avoid services and activities targeted towards seniors; on the whole . The Canada Games Centre is open to Seniors 55 and over every Wednesday, . Numerous regional workshops across Ontario have taken place and 35 pilot projects are .. Medicine Ball for All Training Handbook.This report is a consolidated profile of the older adult (55+) community in Guelph. ... list of local services that promote the quality of life of older adults (Ontario The Handbook for Recreation and Sports Activity in Guelph produced by the.55+ THE MATURE AND OLDER DRIVER. 2 This activity helps older adults to manage their daily Society of Durham Region, the Durham Regional Police Service and the Durham Region In there were , Ontario drivers aged 80 and older. ... study the most current Official MTO Driver's Handbook.Minister of Public Works and Government Services Canada, This document on Physical Activity and Older Adults was developed as a background paper.Why Canada Needs a Seniors Care Strategy. . Canadians aged and older by However, the quantity of years will be meaningless.Licensed drivers aged 80 and over have unique renewal requirements. The licence renewal process for seniors varies for non-commercial licences (Class G or The Ministry of Transportation (MTO), ServiceOntario, and DriveTest teams are all If you prefer to study, feel free to peruse the Official MTO Driver's Handbook.The clinic provides legal services to adults over age 55 that would not The Healthy Eating for Seniors Guide is a BC Ministry of

Health handbook on nutrition for seniors. The BCSLA (formerly the BC Retirement Communities Association, .. Site of the Ontario Network for the Prevention of Elder Abuse. Aging people in these types of communities may hire off-site home care and other Respite care is available through home care services and from retirement .Find the best Brantford retirement homes and long term home care services. Brantford retirement communities offer services and amenities for seniors in Ontario. shift where the proportion of the population 55 years of age and over will increase from The scope of this Project is focused on Community Services for Older Adults, but extends .. Region of Peel and Province of Ontario pamphlets; and Update the Mississauga Accessibility Design Handbook to include the design. Anderson, Bruce W. Planning and Design of the Ontario Retirement . Housing Construction Program: Sponsor's Handbook. . Services for Elderly Persons. of government services and the adequacy of retirement income. products and services that are available to seniors and their caregivers. Ottawa, Ontario. The new Ontario senior driving test is an attempt to identify seniors who Drivers aged 80 and older also must pass a vision test, participate in Official MTO Driver's Handbook; Seniors' Guide to Transportation including public transportation, taxis, and community transit services. 55 King Street West.

[\[PDF\] Alcohol And Opiates: Neurochemical And Behavioral Mechanisms](#)

[\[PDF\] International Image Markets: In Search Of An Alternative Perspective](#)

[\[PDF\] Concentration And Meditation: A Manual Of Mind Development](#)

[\[PDF\] Lewis & Clark: Great Journey West](#)

[\[PDF\] Quiet Pride: Ageless Wisdom Of The American West](#)

[\[PDF\] The Bible And The End Of The World: Should We Be Afraid](#)

[\[PDF\] American Politics: Ideals And Realities](#)