



# Strategic Goals 2017-2020

## Year Three Outcomes: 2019-2020

**Strategic Issue Three:** Programs and Services for Older Adults

**Strategic Goal Three:** By March 31, 2020, Western Health will have enhanced programs and services to improve outcomes for older adults.

**Objective Year Three:** By March 31, 2020, Western Health will have implemented priority initiatives to enhance the delivery of programs and services for older adults.

Indicator: **Implemented priority initiatives to support achievement of performance outcomes.**

Work plan developed and monitored by the Regional Operations Working Group to support the following priority initiatives below.

Priority initiative (a)

To prevent or delay inappropriate admission to acute care for older adults.

**37%** ↓ in admissions for the target group



Collaborated with University of Waterloo for the **interRAI ED Screener** project at WMRH  
**400 ED Screeners completed**

**1799** clients supported through **HOME FIRST**

Priority initiative (b)

To ensure appropriate care and timely discharge of older adults in acute care.



**Estimated Date of Discharge**

processes implemented in all acute care facilities

**Standard Discharge Summary Form**

developed and implemented for all patients



**35%** ↓ in average length of stay for ALC patients  
Comparing 2017-2018 versus 2019-2020

Priority initiative (c)

To develop integrated service delivery models in priority areas of rehabilitative and palliative care.



Group exercise based fall prevention program piloted

**A toll-free palliative care support line** was introduced for patient, families, caregivers, and health providers



**63%** of clients receiving end of life supports through Home First died at home (2019-2020)