



Working Together for the Very Best Care



New Program Making a Difference for Seniors

A collaborative pilot project to support the most vulnerable seniors in the region is making a difference – and bringing health care partners together to ensure better care. Now the program is being expanded.

It's called 'Rural Assess and Restore Community Program'. Carleton Place & District Memorial Hospital (CPDMH) and Almonte General Hospital (AGH) are pleased to be part of this unique program and are joined by a 20-member regional and local team including Mills Corporation, Champlain Community Care Access Centre, Lanark Community Health Centre, Carefor and the Regional Geriatric Program of Eastern Ontario.

This pilot program ensures the right service, at the right time, in the right place, delivered by the right person. Seniors with complex needs who come to the CPDMH and AGH emergency departments are screened and assessed by a Geriatric Emergency Nurse (GEM) who then puts supports in place to help them. Everything from in-home supports such as Meals on Wheels to intensive rehabilitation support at the AGH Day Hospital can be arranged.



Thank you for getting me into this program. All of the staff are excellent and helpful.

Keep up the good work and when you get old (if ever), may you have the same care as I did.

- Grateful Patients

"Identifying and putting that care in place right away can have a big impact," explains Mark Gormley, Geriatric Emergency Management (GEM) Nurse and Outreach Assessor at CPDMH and AGH. "Doing so ensures better care and helps reduce future hospital visits and readmissions."

Assess and Restore has been in place for about 18 months and the results are impressive. To date, 348 patients have been supported through Assess and Restore. In the first year of the pilot project, the number of seniors waiting in CPDMH for alternate levels of care was reduced by 29%. Admissions at time of initial visit dropped from 11.4% to 3.2% as a result of plans put in place by the GEM nurse. The program scores high in satisfaction rates among patients, physicians and staff. There is also improved coordination of service and transitions in care.

"It's a win-win," sums up Peggy Wallace, AGH's Director of Occupational Therapy and Day Hospital. "We are excited to now have the GEM nurse working in Almonte and to continue the important community partnerships that support the program."