Value-Based Elder Care: Designing and Aligning Systems of Care for Older Adults

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AGENDA

- Welcome and Introductions.
- Workshop objectives
- Personhood
- Mary Sinclair
- Designing and Aligning Systems of Care
- Values
Workshop Objectives

- To highlight research which identifies the characteristics of the relationship between caregiver and client that support self-determination and ageing in place.

- To discuss organizational and system level values, policies and incentives that provide the foundation for a person-centred, integrated care model.

- Examine ways to create a system wide culture that supports clients effectively and achieves organizational and system efficiency.
Foundational Concept: Discovering Personhood

- Roles
- Relationships
- Life-experiences

- Skills, strengths
- Abilities
- Accomplishments

- Values, Preferences, interests, fears, hopes and dreams
Questions

1. What is the impact on the client when s/he interacts with the “system”?

2. What barriers do the users face when they are trying to access and use the system?

3. Why is personhood important to understand in terms of how we design a system?
What’s visible? What lies below the surface?

Observable: physical and social environments
How older people are treated

Individual, organizational or system mental models, evidence-based practice, professional or individual norms and beliefs
Personal, professional, organizational, system-level values
Funding models, policies, rules, social architecture, system-connections, competing priorities
Power relations
Working in silos
Boundary spanning issues
Access Issues

System-directed vs Client-directed

What is the impact when “need” is narrowly defined by system gatekeepers?

Effect on self-determination and autonomy
Systems

- Mary Sinclair Segment 02 [http://youtu.be/s0ro-xFUyQg](http://youtu.be/s0ro-xFUyQg)
Questions

- What are the features of a system that would better meet Mary’s needs?
- How would a system that supported **client-directed care** compare to one that takes a **client-centered approach**?
I'm working on the safety net

Great! I'm working on the bridge
Designing and Aligning Systems of Care

Context or Environment

Espoused Values

Purpose: Aging in place

Behaviours – Enacted Values

Organizational policy, process, cultural artifacts

Shared mental models

e.g. norms, evidence & beliefs about cause and effect, personal views on aging...

Rules, policies, funding rules, decision-making authority, boundary spanning mechanisms, eligibility criteria

Outcomes:
For clients;
For society;
for system
Designing and Aligning Systems of Care

Context or Environment

Purpose: Aging in place

Values: Philosophical commitment to aging in place and client-centered care, personhood, and relationship-centred approach.

Assumptions: Belief in benefits of systems of care, Commitments to psycho-social model of care, and evidence-based decision-making.

Structures: Single funding envelope, Highly coordinated or single administrative structure, On-going system level case management, Single or coordinated entry systems, Integrated information systems, Incentive systems for evidence based management, Boundary spanning linkage mechanisms (i.e. with hospitals, primary care, other social and human services, and across professions) and Client directed care.

Behaviours: Enacted Values mitigated by structures.

Outcomes: For clients; For society; for system

Adapted from Hollander and Prince (2008)
### Outcomes

<table>
<thead>
<tr>
<th>Client: Improved client satisfaction and outcomes</th>
<th>Health Care System: Downward substitution i.e. Right Care, Right Time, Right Place</th>
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<tr>
<td>- Improved quality of life</td>
<td>- Appropriate utilization of resources</td>
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<td>- Access to the right service at the right time</td>
<td>- Efficient and cost effective health system as service gaps and duplication are reduced</td>
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<td>- Reduced caregiver burden</td>
<td>- Optimized system flow for clients/ patients/staff by integrating services through formal linkages to other service sectors and the community</td>
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<td>- Increased satisfaction and confidence with care and services</td>
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<td>- Sense of empowerment</td>
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<td>- More likely to be able to age-in-place</td>
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**Public support improves as reflected in client satisfaction surveys**
Values

- Mary Sinclair Segment 03 [http://youtu.be/3tEf2lPwSis](http://youtu.be/3tEf2lPwSis)
Question

- What values are important in a person-centred system?
References


- Partnerships in Dementia Care Alliance (current study) PIs Sherry Dupuis and Carrie McAiney https://uwaterloo.ca/partnerships-in-dementia-care/