

# Accelerating Integrated Care for Older People in the West

## Dr Michelle Canavan

### On behalf of Galway ICPOP Team

Sincere Thanks to GICOP Team, Steering and Working Groups, Department of Geriatric Medicine UHG, HSCP and Hospital Managers, PMO Office, CRF, CHW, ICPOP, Saolta and Sláintecare and Our Service Users

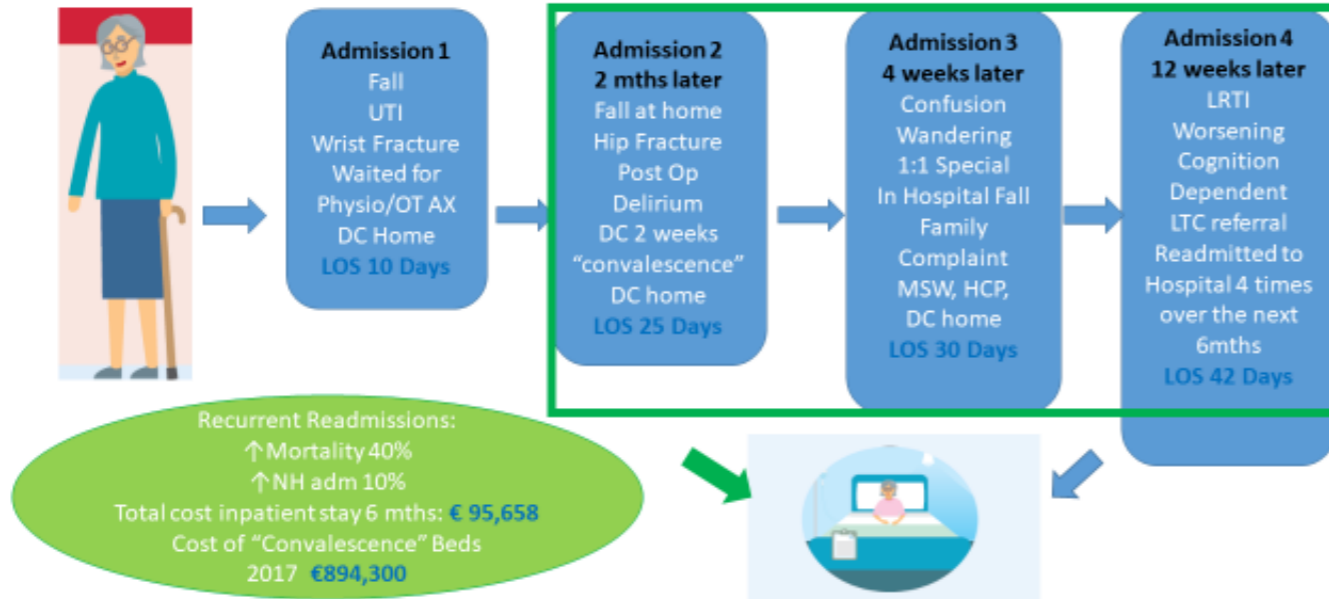


# Nora's Journey in Galway

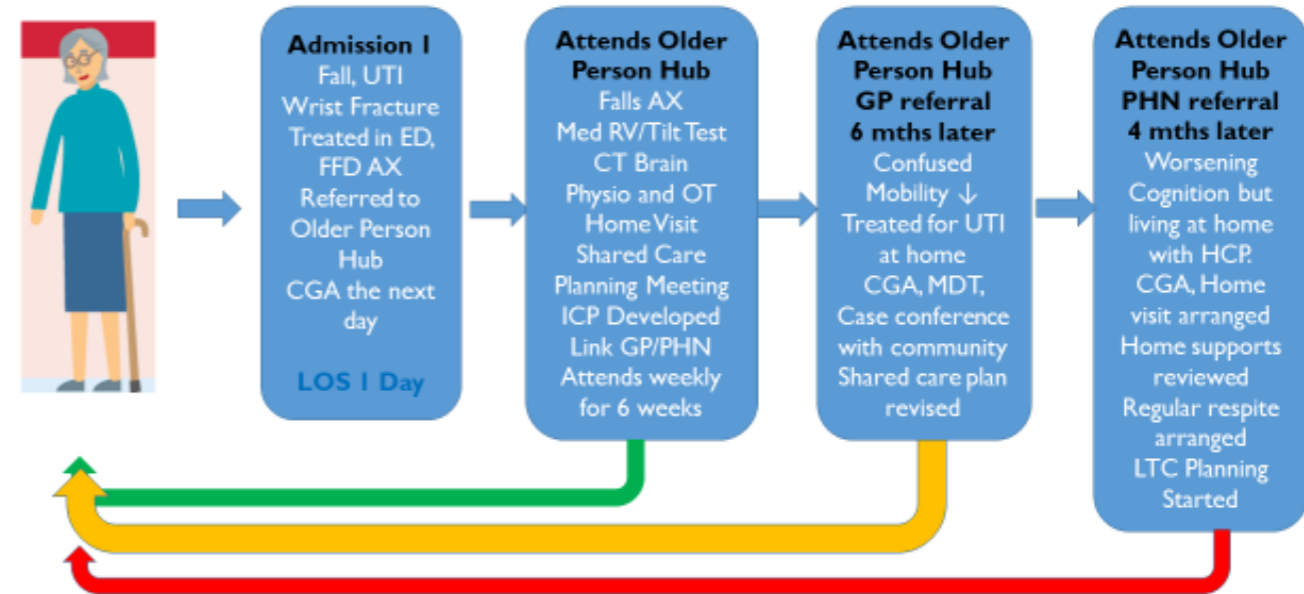


## Patient Journey

**GP/ Primary Care:**  
Different prescriptions, discharge letters, stressed families, lack of home supports, lack of access to community rehab, no Follow up, crisis calls



## How we can do it differently



# Galway Integrated Care for Older People (GICOP)

## Background:

Joint CHW/Saolta Governance Group established Mar 2019

Sláintecare Funding Sept 2019  
Euro 334,000 for staffing:

- Medical Registrar 0.5
- Grade IV Clerical
- Senior Occupational Therapist
- Senior Physiotherapist
- Medical Social Worker
- Case Manager
- Speech and Language Therapist
- \*\*\*Existing Consultant, ANP resource also used for service



Nora in  
Galway

## Overall Aims:

- To provide **comprehensive geriatric assessment for Older People** in Galway in the community setting
- To provide **an alternative to ED/Hospital Admission** for GPs with **rapid access to specialist geriatric medicine services** e.g. Falls, Memory, Complex Frailty pathways
- To provide **care as close as possible to older persons' home** in tandem with existing community services

# Referral Pathways and Assessment

**Referrals From:**  
 GP/Primary Care Teams  
 ED/MAU  
 Frailty at Front Door  
 Post Acute Inpatient Stay



**Criteria for Assessment:**  
 75 years or over  
 Living in Galway City or County  
 Needs assessment from >2 members of MDT Team  
 Frailty Score 4 – 6  
 Rockwood Frailty Scale



**Clinics:**  
 Older Person Hub (UHG)  
 Outreach Clinics Tuam, Loughrea Primary Care Centres\*  
 Home Visits\*



**Galway Integrated Care Pathway for Older People**  
 Email: [olderpersonhub.guh@hes.ie](mailto:olderpersonhub.guh@hes.ie)  
 Case manager/hub coordinator Tel: 0894665296

Addressograph

**Contact Details**  
 Client Name:  
 Address Incl Eircode:  
 Phone Number:  
 Date of Birth:  
 G.M.S No./LTI No./GP Card:

**Next of Kin/Carer/Contact Person's Details**  
 Name:  
 Phone Number:

**Care Contacts**  
 Consultant  
 GP Name and Phone  
 PHN Name and Phone  
 Other

**Referral Source**  
 GP  
 Geriatrician  
 Other OPD  
 ED/AMU  
 Inpatient  
 GIGOP team member  
 Self/Family Referral

**Care Episodes**  
 Recent Hospital Admission  
 OPD Attendance  
 GIGOP team

**Logos:** HSE, Saolta, Galway University Hospitals

GIGOP

**COMPREHENSIVE GERIATRIC ASSESSMENT**



Care Pathway Developed  
 Linkage with relevant services in community  
 Kept on case load or dc back to primary care or consultant/ANP clinic  
 Frequent fliers to hospital on books

# Galway Integrated Care for Older People

## Outputs and Outcomes

1800 Older Adults Managed through Service

- Revised to 1500 due to COVID, 1755 interactions between Jan 20-May21
- 850 individual patients seen

Provision of a comprehensive geriatric assessment to 1800 patients

- Revised to 1500 due to COVID
- 1755 as of May 2021

Comprehensive Geriatric Assessment completed in <2 visits

- 100% of patients receive CGA in less than 2 visits (majority one visit)

Case management offered to older people in crisis

- Case Manager triage of cases and timely assessment arranged

Reduction in Hospital Bed Days

- 17 Crisis admissions averted Nov 2020-May 2021
- Approximate savings 323 bed days (Av LOS 19 days) Savings Euro 323,000

Single point of contact for timely access to services in the community to older people

- GICOP GP direct referral process, weekly triage of referrals
- Case Manager acts as direct contact for GPs, PHNs and dedicated email

Improved quality and patient experience of care

- Patient Experience survey in progress
- Very High Satisfaction levels with service, particularly outreach clinics

"The team were very friendly, courteous, helpful and always tried to put the patient at ease...Loughrea primary care centre is an excellent convenient location for patients in the Loughrea district"

"Excellent listening and attunement skills in relation to patient body language, respectful and compassionate appointments with a sense of "all the time in the world". Confident in management of appointment and patient focus providing trust in process for patient"

"As a family member, I felt we were being listened to and cared for in our older age and that we could ask for help in our own homes to cater for our needs as we get older"

"It was all good, especially being treated with a holistic approach. Since my diagnosis of Parkinson's disease almost 9 years ago this facility for older persons is the best place I have attended. I feel here I get the very best advice and care. I feel safe attending the service as I know I'm listened to and the excellent medical staff gave me 100%. I hope I can continue to attend the service"

## GICOP Service User Feedback

" The team involved were so caring, it's a wonderful opportunity to get checked out at my age (85), its nice to know that old people are on a special care programme"

" I felt I was being spoken to like a person and not a patient which made me feel more at ease. I could speak openly"

"I am sending a picture of Mam on her 80<sup>th</sup> Birthday. She had a great day & was the best she's been in 2 years so please take a bow team we really appreciate all ye have done"



Video used with permission from the couple (41 secs).

# Why it works?

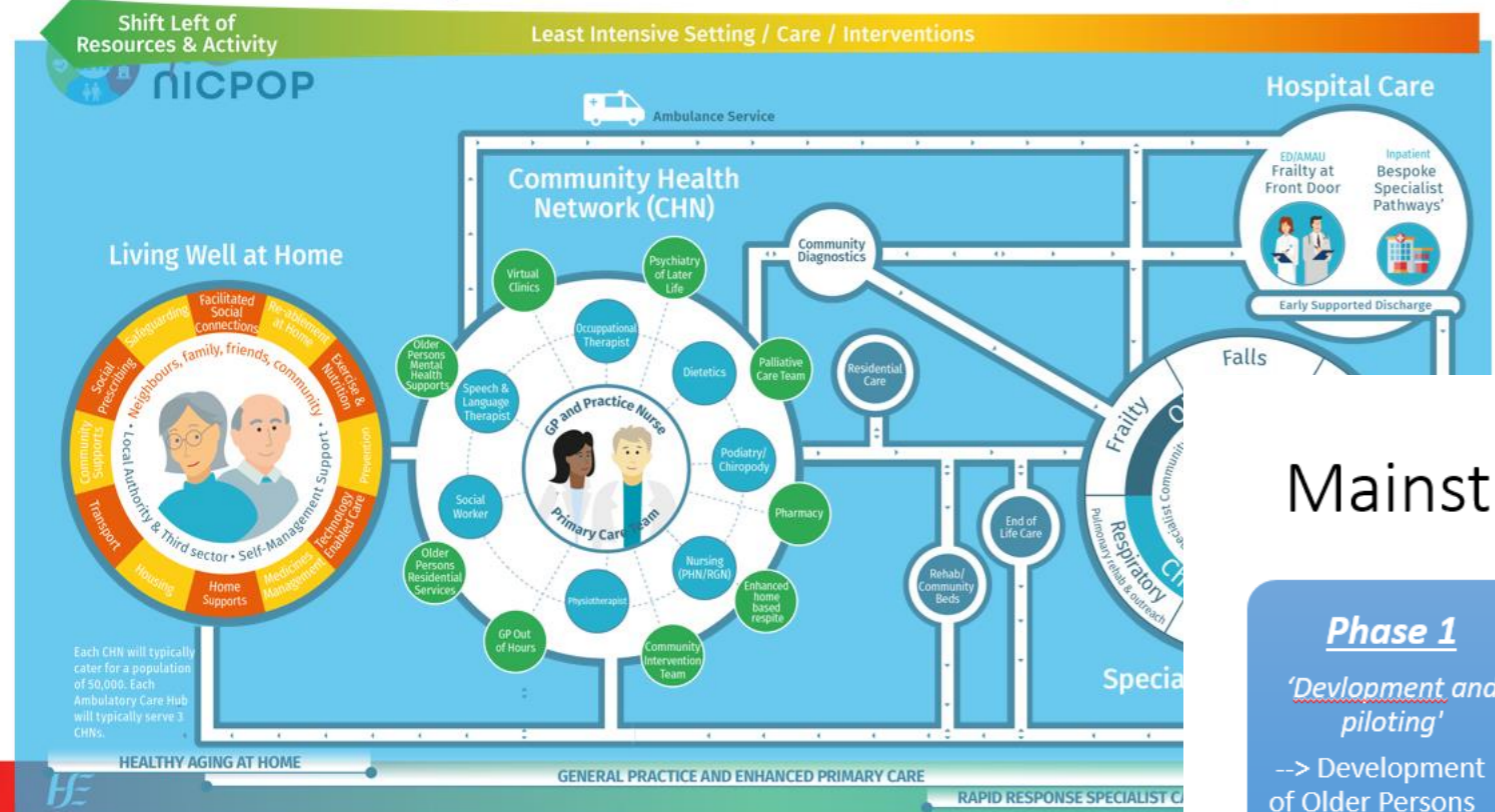
- The People!
- Single Point of Access for coordinated care
- Located in the community with rapid access to specialist geriatric services
- Focus on what's important to patient
- Liaison with local services
- Avoidance of Crisis point admissions to ED



“Not sure about name of the NH but knew he was in one, did not know what was happening in news, not interested in TV/newspapers, but chatted about the hurling and feels Galway not just good enough and Limerick won't be beaten again this year”



# Older Persons/Chronic Disease Service Model



## Mainstreaming and Further Development

**Phase 1**  
*'Development and piloting'*

- > Development of Older Persons Hub in GUH
- > Establish Core Team
- > Establish initial Clinics at Older Adult Hub UHG and spokes at Tuam and Loughrea

**Sláintecare Funding Existing Resource**



**Phase 2**  
*'Expansion of Model'*

- > Develop additional PCTs in Co Galway into the 'Spoke' network
- > Develop Spokes Oughterard, Clifden
- > Develop East Galway/Roscommon Team Hub and Spokes

**ECC Funding**



**Phase 3**  
*'Enhancement of Model'*

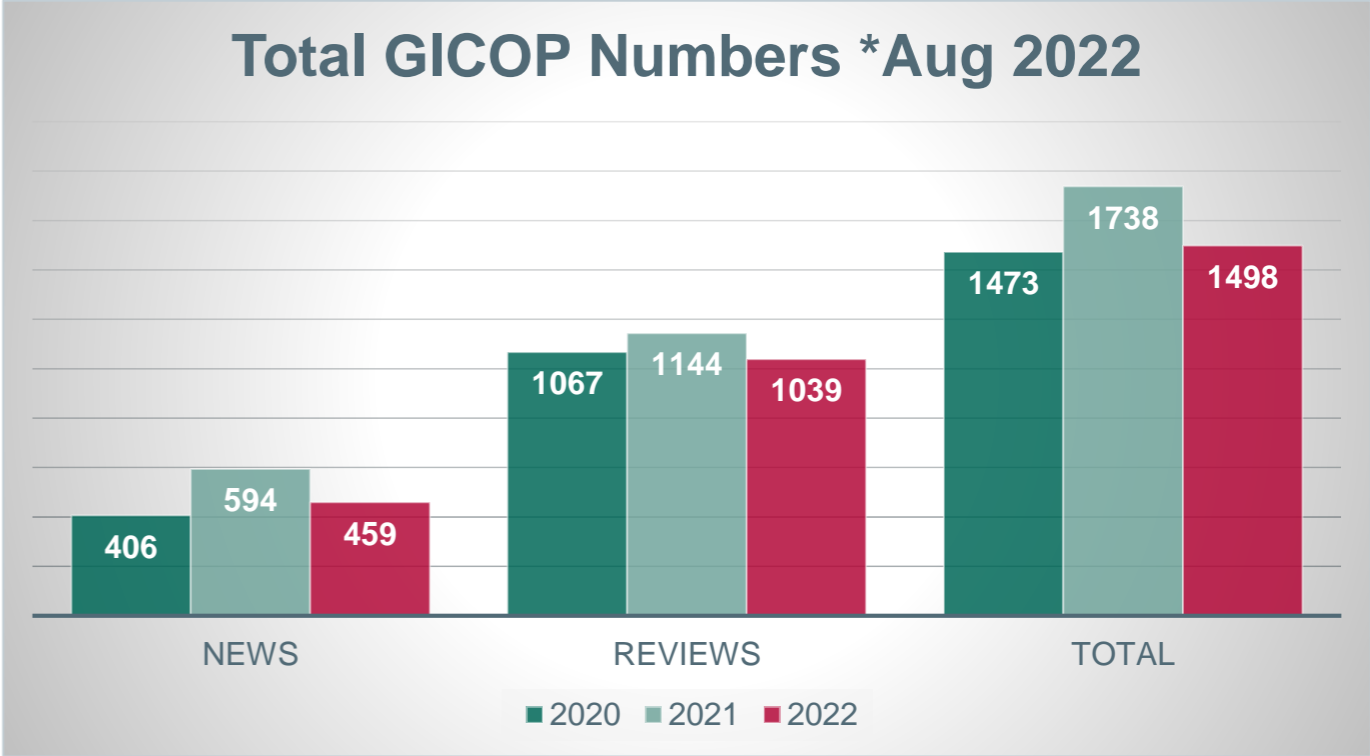
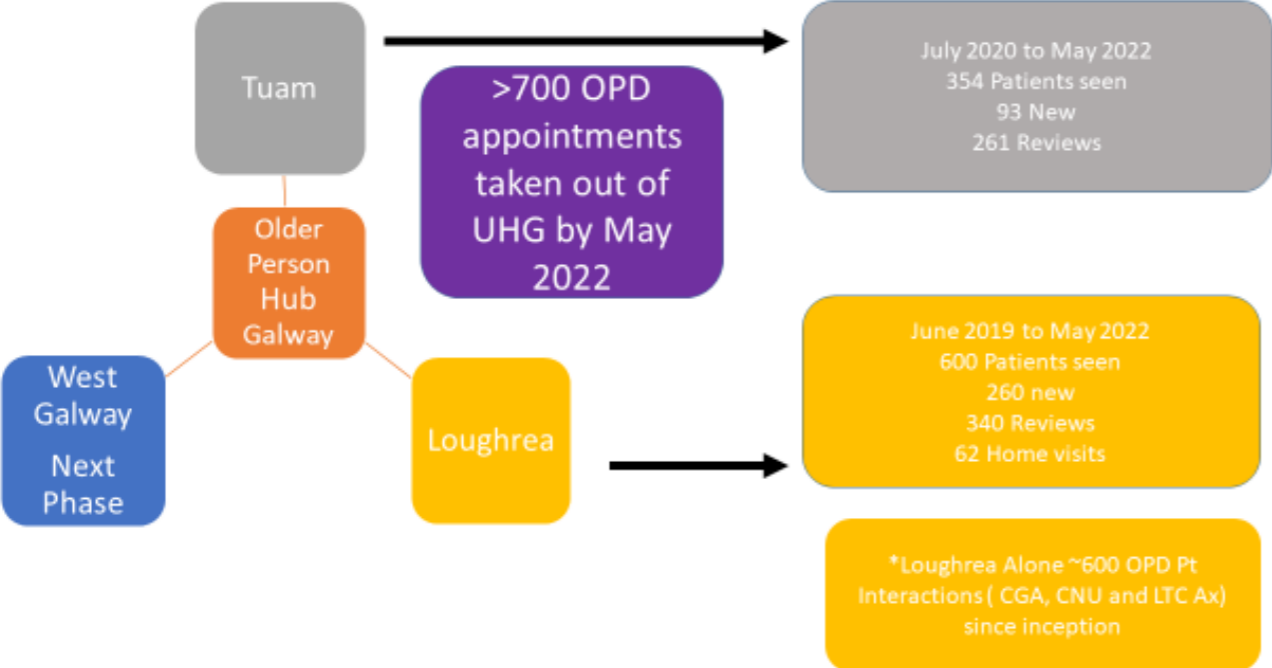
- > Development of Short Stay Model
- > Nursing Home Outreach
- > OPRAH Model
- > Further expansion and integration of the 'Hub and Spoke' Model.

**Galway/Roscommon Integrated Care GRICOP**

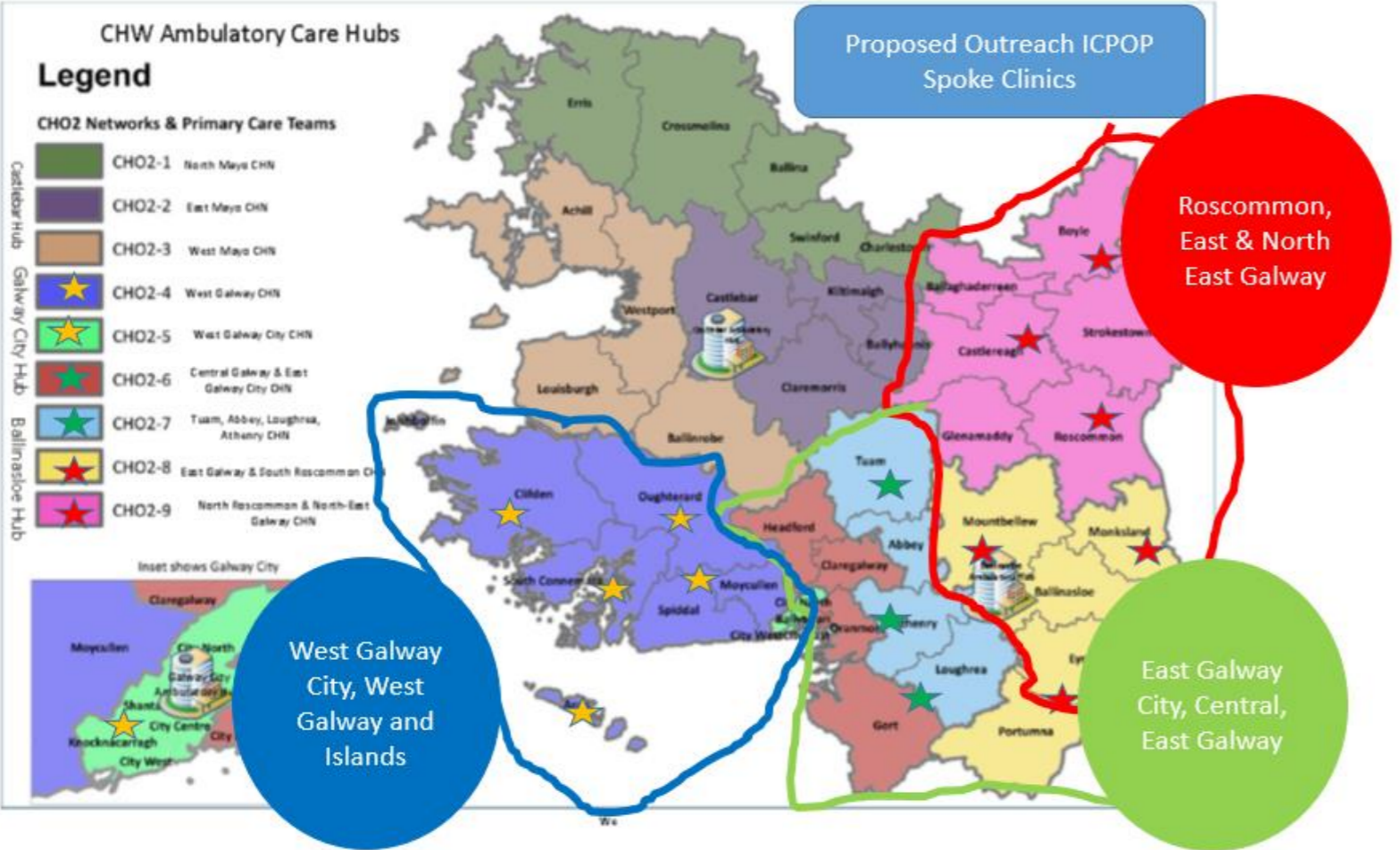


# Building On Success of Hub and Spoke Model

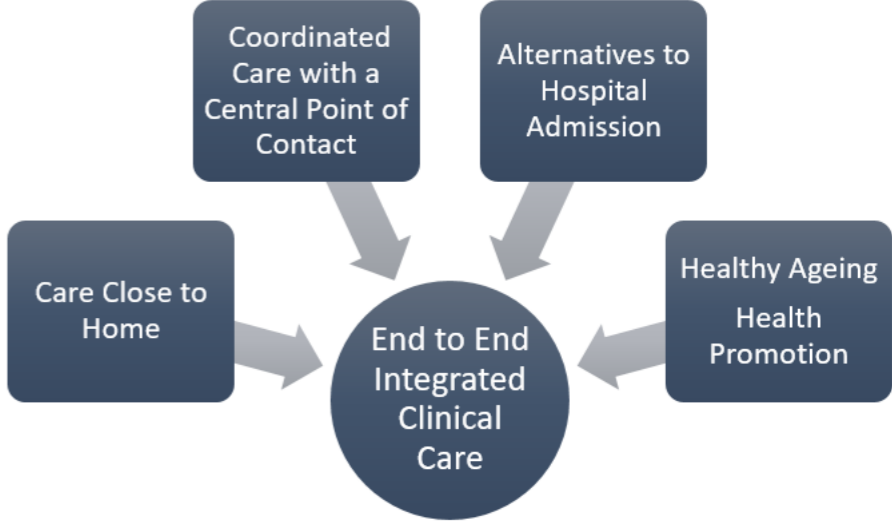
## Hub And Spoke Outreach Clinic Model



# The Future



## Optimal Model of Healthcare for Older Adults





# Thank You

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