



Wellness through Environmental & System Design

European Healthcare
Design Congress

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Carefirst

Environmental Design

- Cultural Identity
- Catalyst & Beacon
- Connection To Nature
- Open & Welcoming
- Bright, Cheerful & Uplifting
- Intuitive Wayfinding
- Sustainable & Adaptable

System Design

- Holistic & Comprehensive
- Cultural Diversity
- Enhanced Access & Navigation
- Community Engagement & Partnership

Carefirst

SENIORS & COMMUNITY SERVICES ASSOCIATION

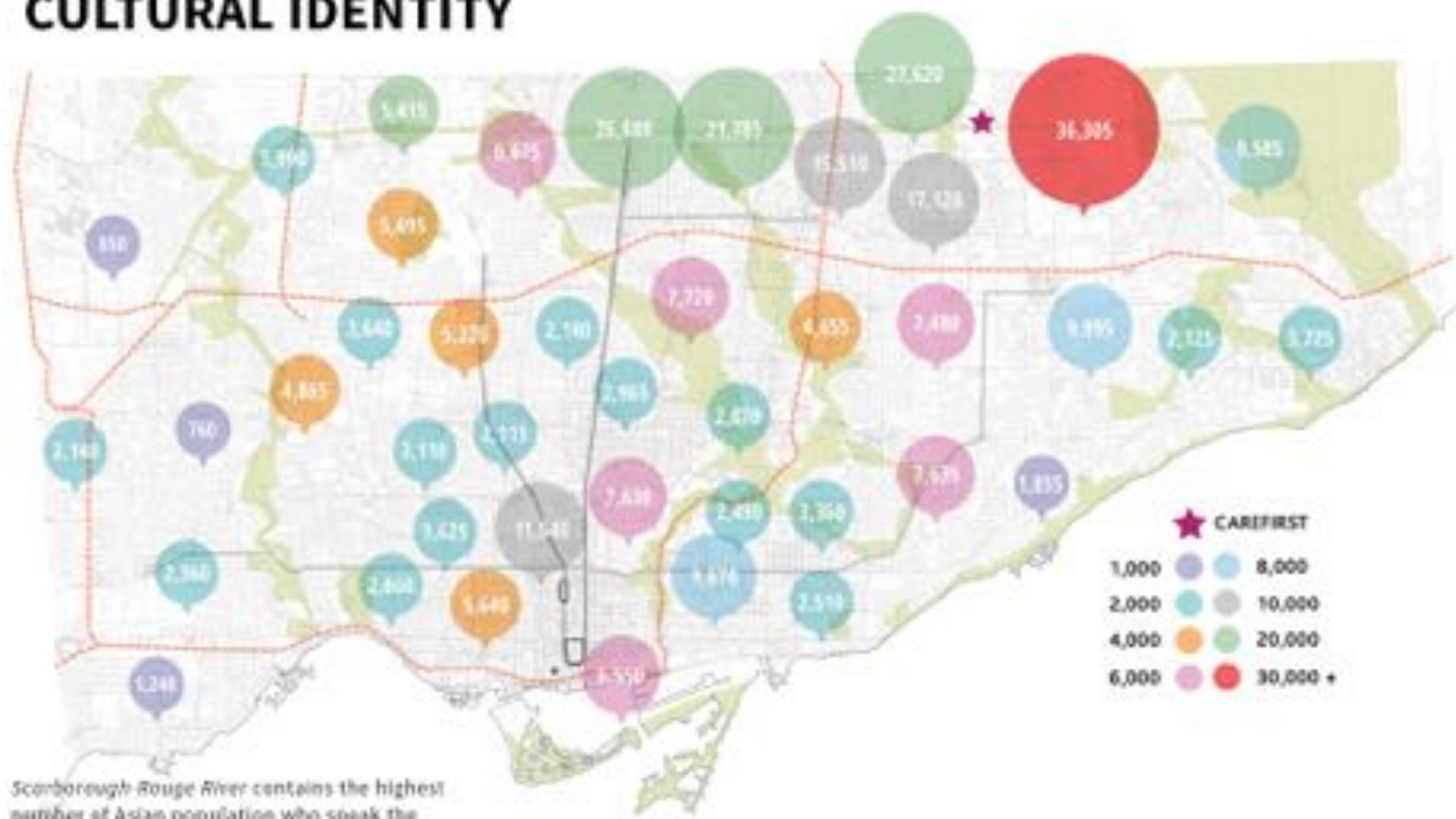


Environmental Design

Carefirst

WHERE IS COMMUNITY SERVICE BECOMING?

CULTURAL IDENTITY

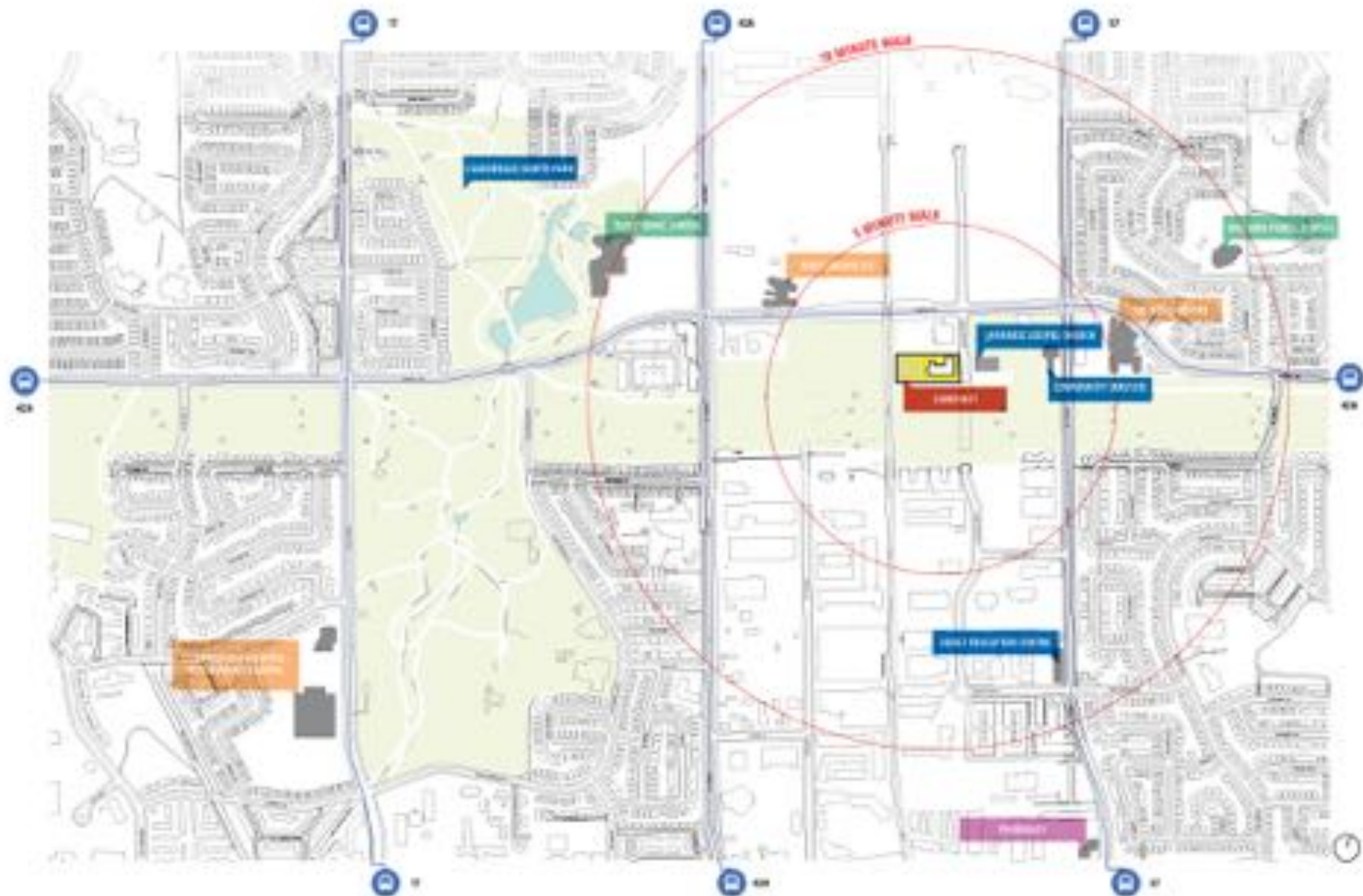


Scarborough Rouge River contains the highest number of Asian population who speak the dialects of Cantonese, Chinese n.o.s, Mandarin and Tagalog (Philippino/Filipino)

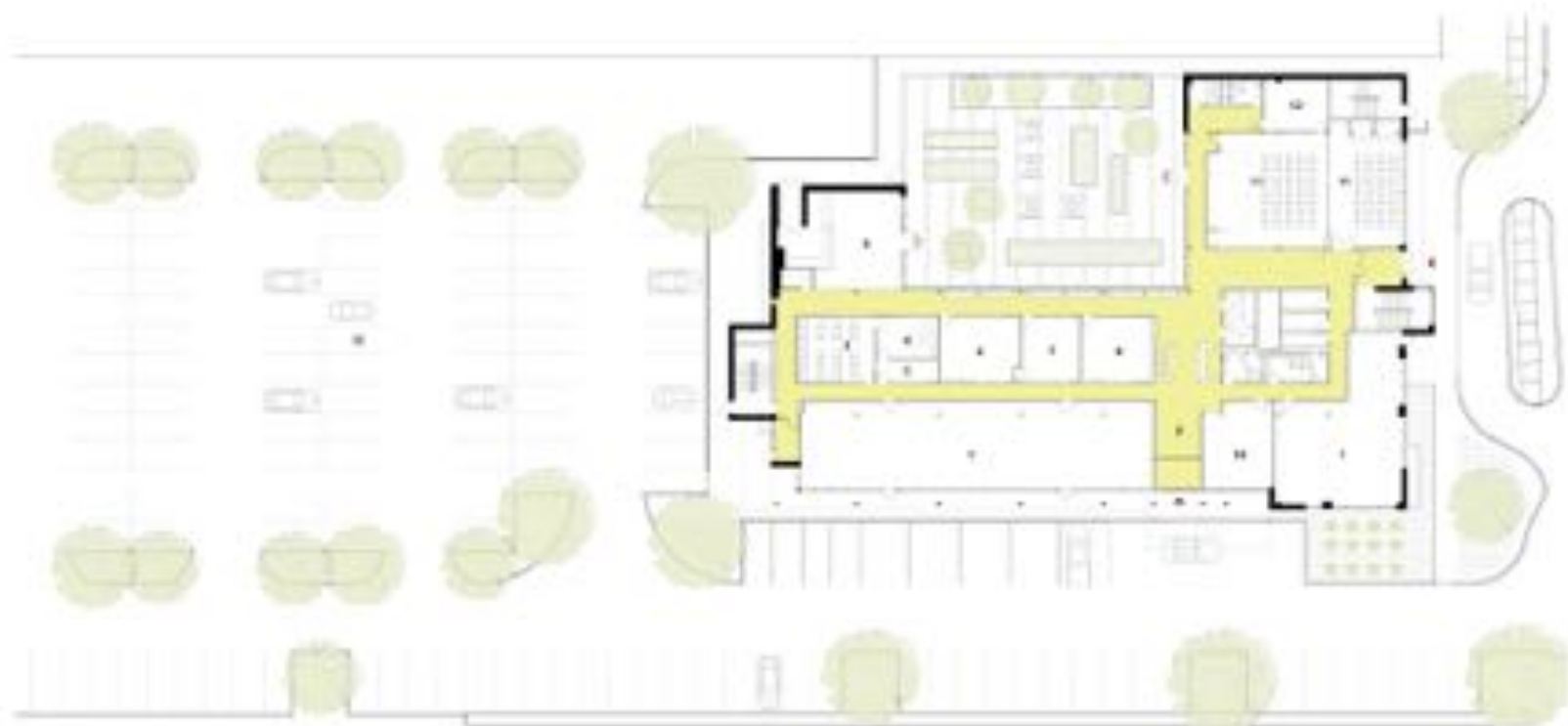
DEMOGRAPHIC MAPPING

CATALYST & BEACON





CONTEXT PLAN



- | | | |
|-----------------|---------------------------|-----------------|
| 1. Retail Space | 6. Lifestyle Coaching | 11. Event Space |
| 2. Reception | 7. Drop-in Library | 12. Music Room |
| 3. Classroom | 8. Computer Room | 13. Parking |
| 4. Teaching Lab | 9. Canteen | |
| 5. Offices | 10. Social Program Office | |



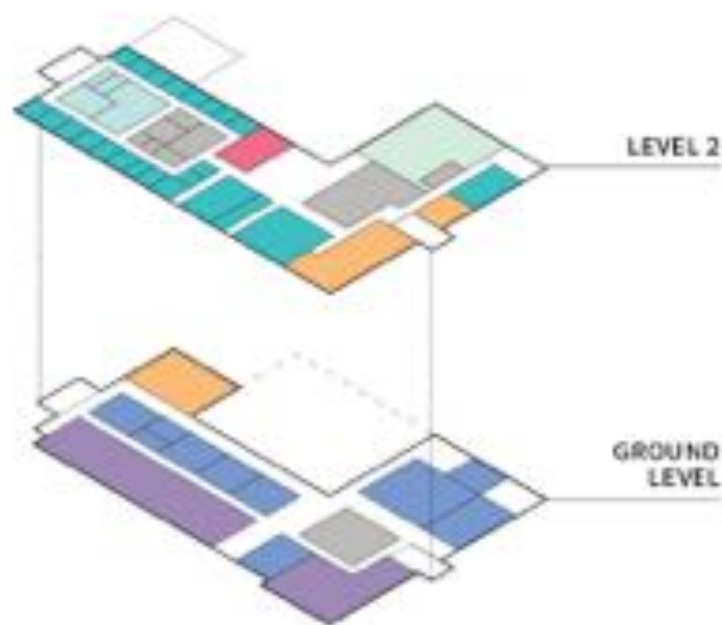
BUILDING FLOOR PLANS

Ground Plan



- Retail Space
- Reception
- Classrooms
- Teaching Lab
- Offices
- Lifestyle Coaching
- Social Program Office
- Drop-in Library
- Computer Room
- Canteen
- Event Space
- Music Room

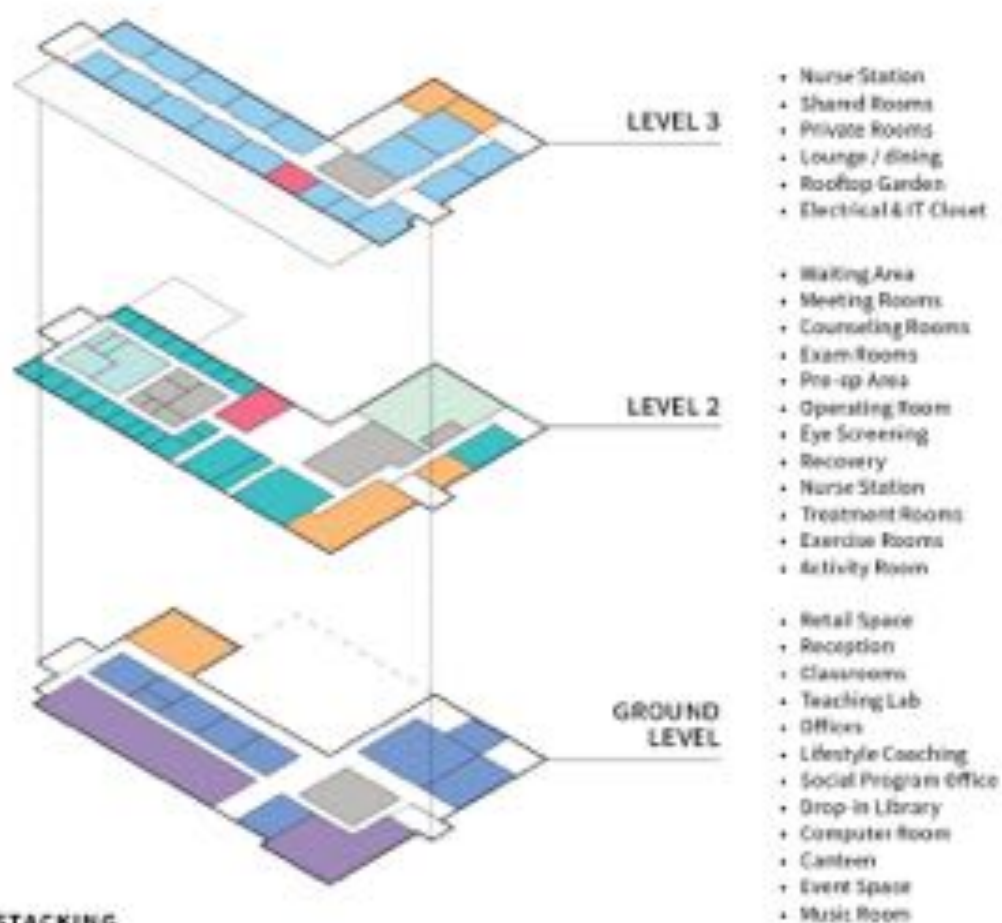
INTEGRATED PROGRAM STACKING



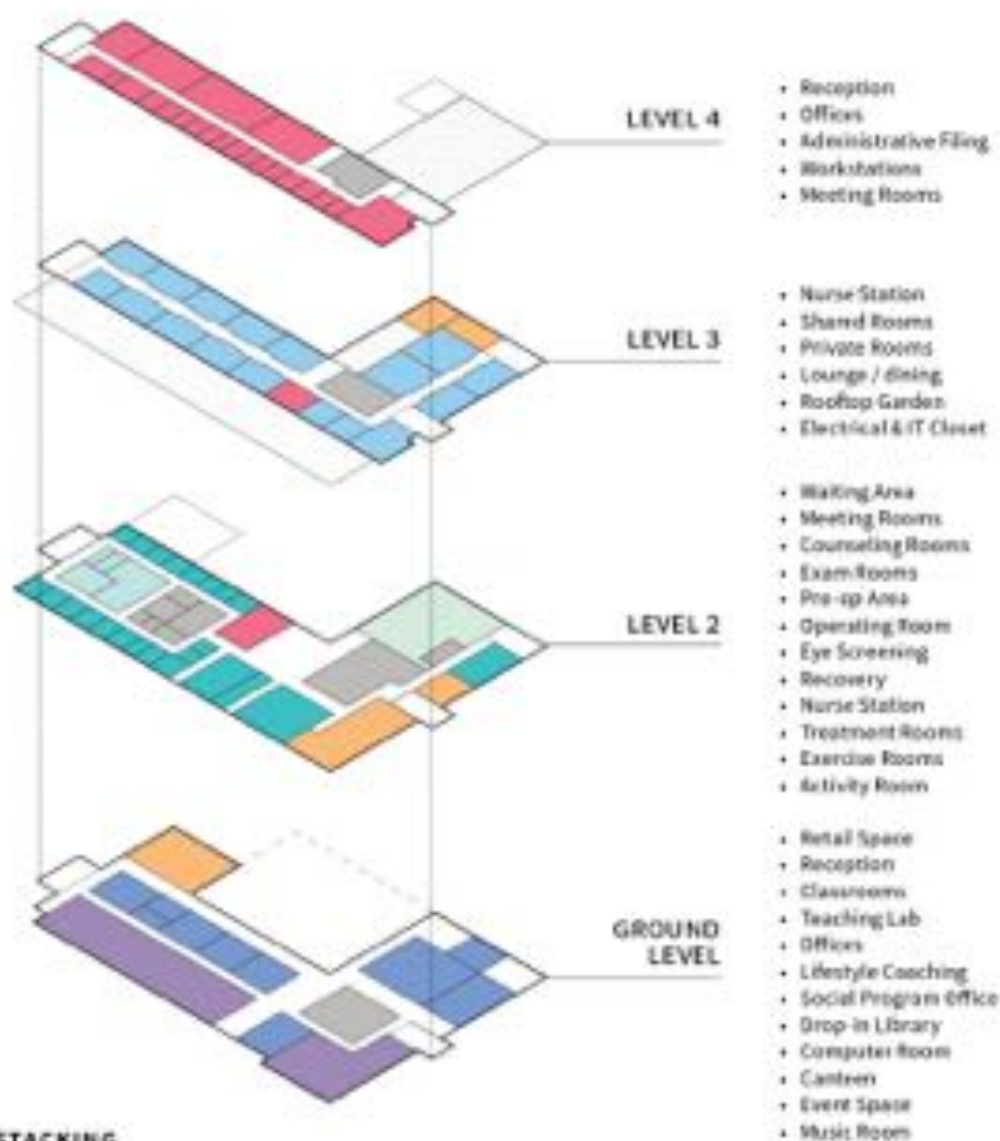
- Waiting Area
- Meeting Rooms
- Counseling Rooms
- Exam Rooms
- Pre-op Area
- Operating Room
- Eye Screening
- Recovery
- Nurse Station
- Treatment Rooms
- Exercise Rooms
- Activity Room

- Retail Space
- Reception
- Classrooms
- Teaching Lab
- Offices
- Lifestyle Coaching
- Social Program Office
- Drop-in Library
- Computer Room
- Canteen
- Event Space
- Music Room

INTEGRATED PROGRAM STACKING

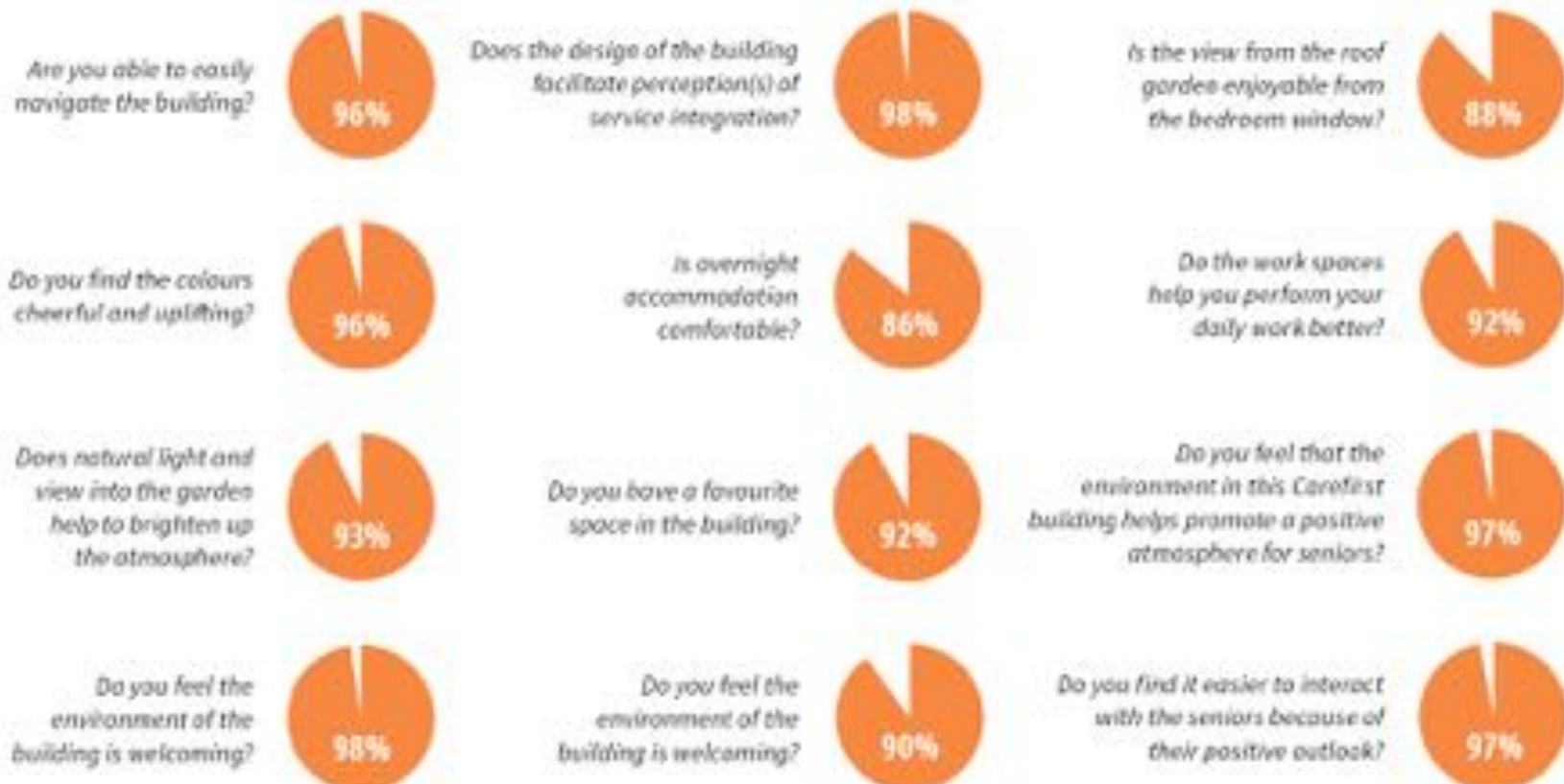


INTEGRATED PROGRAM STACKING



INTEGRATED PROGRAM STACKING

“CUSTOMER SATISFACTION” VALIDATION



CONNECTION TO NATURE





OPEN & WELCOMING





BRIGHT, CHEERFUL & UPLIFTING







Station

INTUITIVE WAYFINDING





SUSTAINABLE & ADAPTABLE





System Design

Carefirst

WISCONSIN & ILLINOIS COMMUNITY SERVICES ASSOCIATION

HISTORY

ESTABLISHED IN 1976

Carefirst Seniors and Community Services Association

- Serves **13,000** clients/year.
- **40** year old, non-profit, charity, community-based support services provider.
- Partly Government Funded, United Ways, client service fees, and fund-raising.
- Serves diverse community across Greater Toronto Area and surrounding areas.
- Provides a continuum of community services: Wellness Education, Home-Care, Adult Day Program, Meals-On-Wheels, Assisted Living, and Transportation etc.

HOLISTIC & COMPREHENSIVE

ESTABLISHED IN 2007

Carefirst Family Health Team / Specialist Clinics

- Non-profit, charity, community-based, **100%** Government funded.
- Team-based practice with family physicians and other Inter-disciplinary Health.
- Professionals, e.g. RNs, Social Workers, Dietitians, and Physiotherapists.
- Specialist Clinics: Cardiology, Endocrinology, Nephrology, Eye Exam, and Allergy.
- Serves **10,000** patients at **2** geographic sites (Richmond Hill/Scarborough).
- Primary Healthcare and Chronic Disease Management Program: e.g. Diabetes Education Program, Self-Management Programs and COPD Maintenance Program.

**TOTAL CARE
MANAGEMENT**

Overview of Carefirst's
Integrated Basket of Services

Adult Day Program

Home Care Services

Community Support Services
(transportation, security checks, friendly visits)

Chronic Disease Management
& Prevention Program

Specialist Clinics
Podiatry Service

Elder Abuse Prevention
Chiropractic Reassessment Services

Community Outreach,
Exercise & Falls Prevention

Wellness Education
& Health Promotion

Meals-On-Wheels Service

Volunteer Development
& Coordination

Short Stay / Transitional Care
Started November 2015

Pharmacy / Dental Office /
Diagnostic Service (TBA)

Virtual Education &
Health Management Centre

ENHANCED ACCESS & NAVIGATION

Issues of Ontario Health System

- **Canada Ranks 5th:** Most expensive OECD* countries in terms of per capita health care expenditures.
- **50%** of Ontario budget spent on health care in 2015 and **97%** by 2037*
- **An Aging Population:** Growing incidence of chronic disease and needs for long-term care.
- **5%** high flyers (mostly high risk seniors/complex care patients) consumed **50%** of Ontario Health Care budget.*
- Health system fragmented and sectors work in *"silos."*
- Access to Care - *"Right time, right place, right people."*

ENHANCED ACCESS & NAVIGATION

CAREFIRST ONE-STOP MULTI-SERVICES CENTRE

To provide one-stop, easy access to “wrap-around and integrated care”



HOW DOES INTEGRATED CARE WORK?



One-Stop Multi-Service Center
Home-based & center-based
are coordinated and provided
through the teams.

Comprehensive
Full range of long-term, medical
care, community / social support
services to the clients.

“Coordinated” and “Managed Care”
To the target population for
continuum of care.

Inter-Disciplinary Team-Based Approach
Center of care delivery.

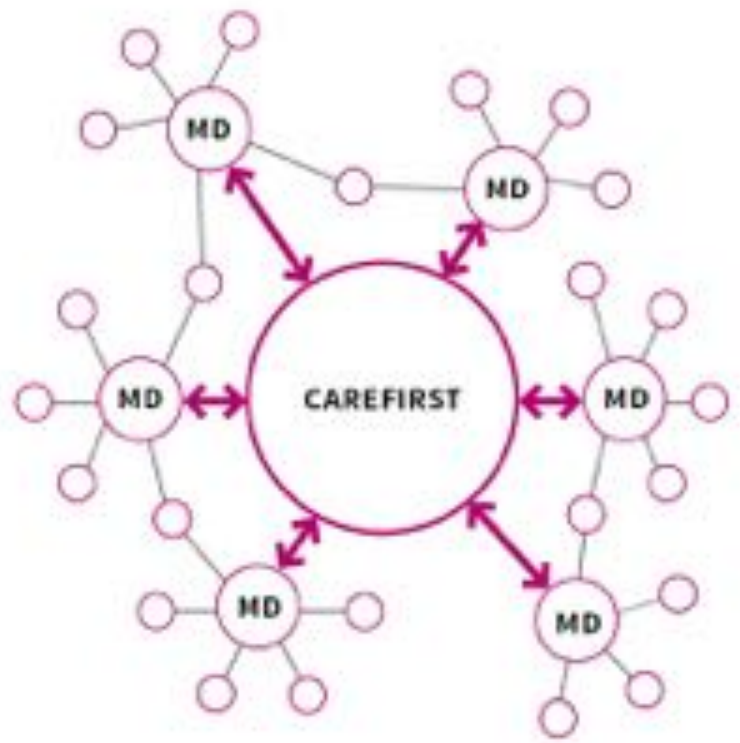
COMMUNITY ENGAGEMENT & PARTNERSHIP

HUB AND SPOKE MODEL

Supporting other sole practice Physicians



Traditional

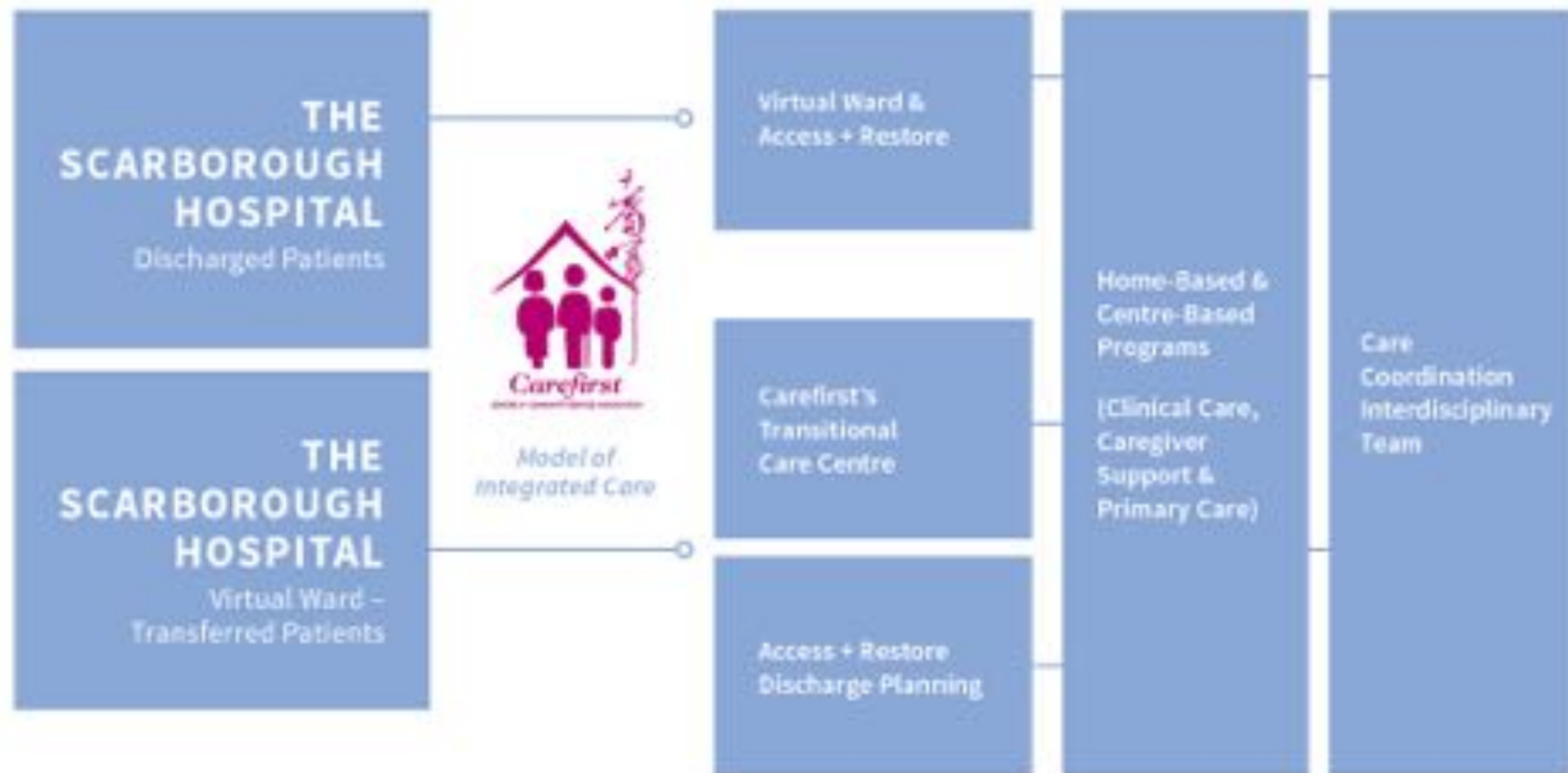


New

COMMUNITY ENGAGEMENT & PARTNERSHIP

ENHANCING INTEGRATED CARE SYSTEM

Collaboration with the Hospitals



SPREADING BEST PRACTICE OF INTEGRATED CARE



*Carefirst One-Stop
Multi-Services Centre
– Best Practice of
Integrated Care*

*Showcase
a solution to
the existing
“Fragmented,”
“Inaccessible” &
“Cost Inefficient”
Health System*

- 1 Promote Population Health**
Fulfill Carefirst's Mission – Enhanced seniors and individuals with special needs independent living in the community through a range of social, healthcare, and other related services in a holistic approach.
- 2 Increase Healthcare System's Cost Efficiency**
Foster “integrated care” – e.g. Transitional care link to primary care and community service for discharge planning » Address the bed blockage issue and reduce hospital emergency issue.
- 3 Enhance Patient / Client's Experience**
Improved accessibility through one-stop access to a continuum of services.

**Care
Always
Comes First**

There is no place
like home!

