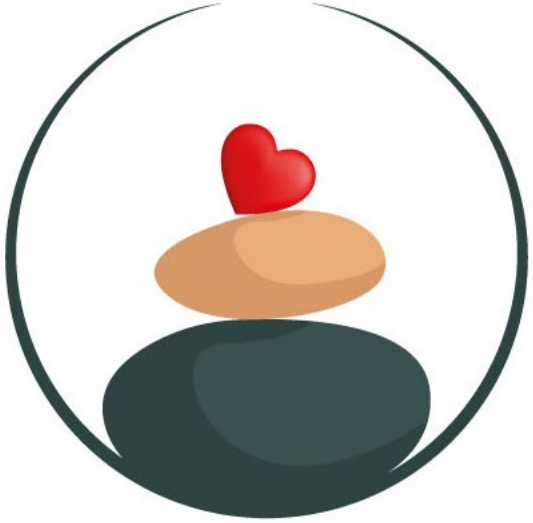
Do Later-Life Transitions Have to be This Hard?

So many needs, so little time…



CHAMPION FAMILY
CONSULTING

Led by: Heather Snyder
Moderator: Rufaida Mohammed
Q&A with: Anne Russell and Heather Snyder

UNIVERSITY OF TORONTO MISSISSAUGA

What we're Talking About

- Our case client, Mr. Kahn
- Levels of care in Ontario
- Healthcare teams and key contacts
- Various sources of funding to investigate
- Where patients and families can "push back", and how to do so effectively
- How to plan and advocate proactively

Who We are

Heather Snyder, MA(Ed), RPN – *Founder, Lead Consultant & Educator*

Anne Russell, RN – *Client & Care Coordinator*

U of T Alumnus

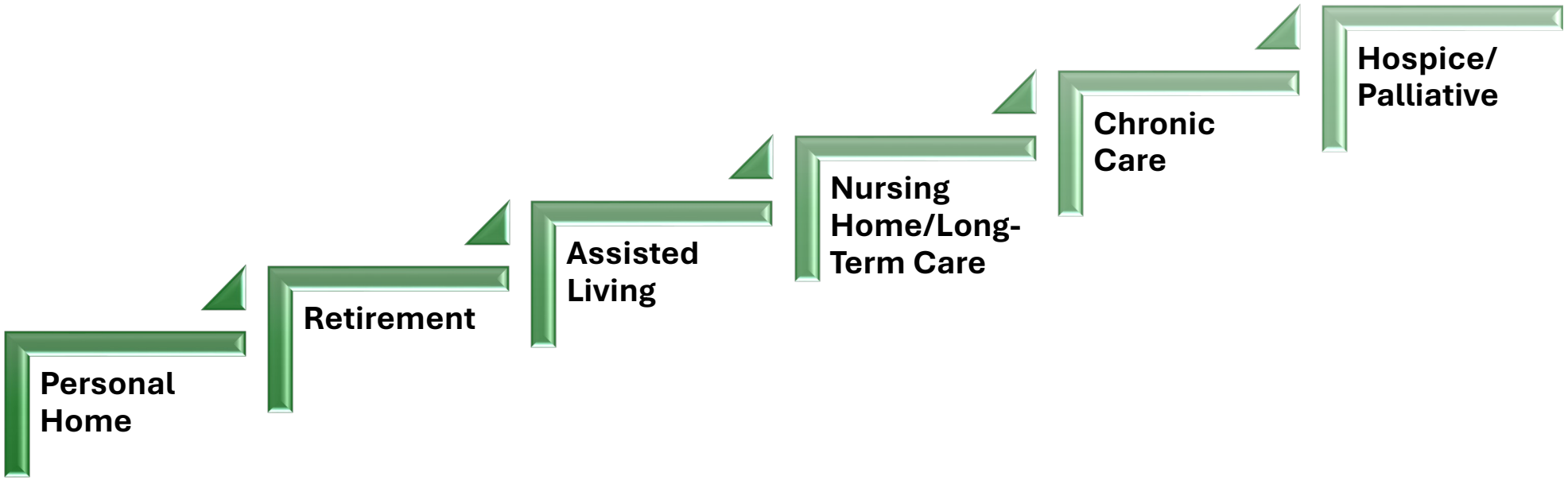
Case Client: Mr. Khan

- **78 years old**
- **Family:**
  - Wife, 77 years old
  - Two adult children
- **Primary diagnosis:**
  - Recent stroke
  - Early stages of dementia

First Things First

- What now?
- We need help…
- Home Care Program… CCAC… LHIN… HCCSS… Ontario Health atHome (OHH)… um, what?
- Waitlists for what, exactly?
- Interfamilial resources

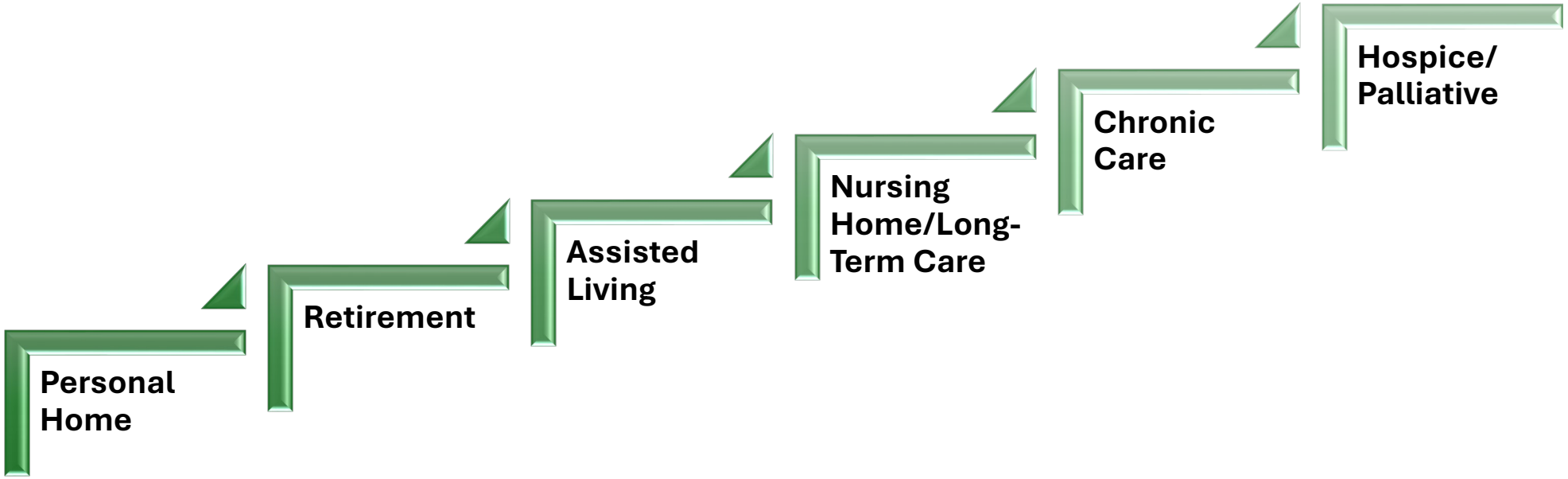
Levels of Care: Appropriate?



Which level is appropriate?

- Is the person medically stable?
- What were their capabilities prior to the downturn in health, and are they expected to get back to that?
- Is the person competent and capable of making decisions?
- What resources exist in the family/household?
- Have any physical or mental competency assessments been done?

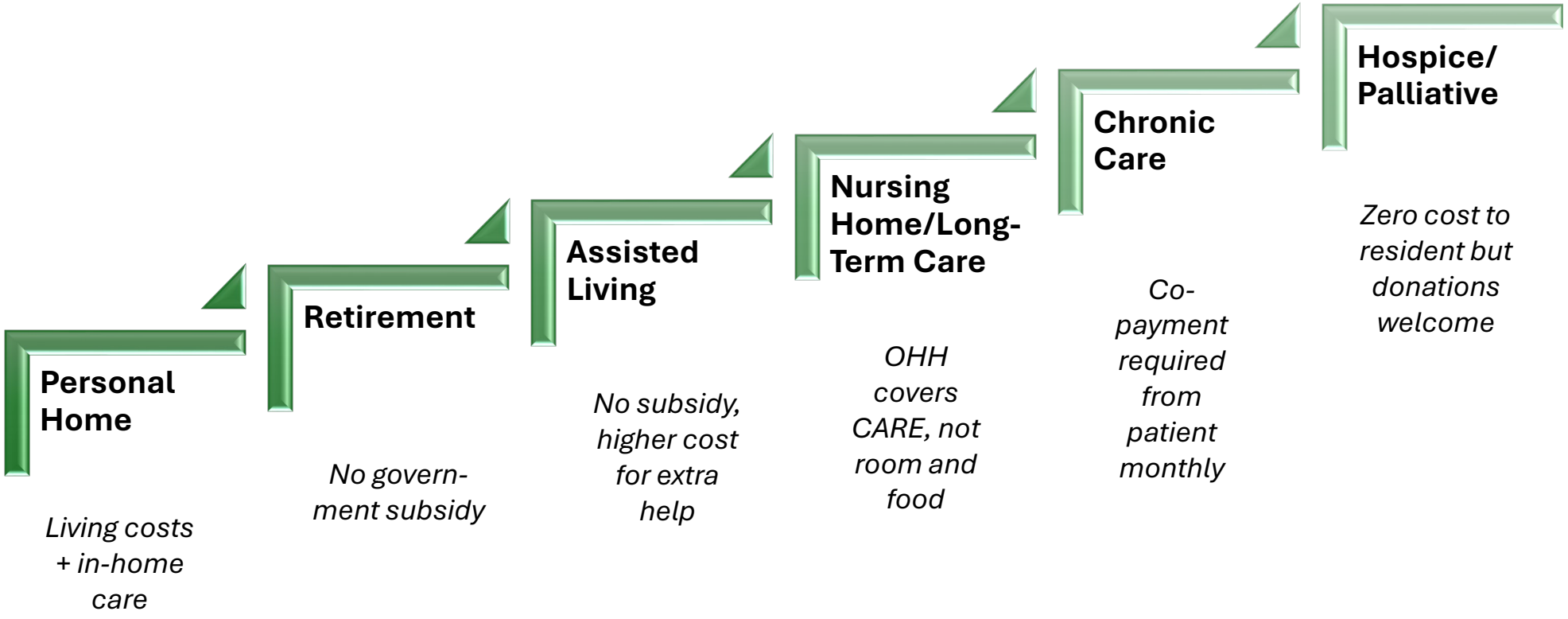
Levels of Care: Available?



Which option is available?

- Are you/is the patient in crisis?
- Geographically, how many options are there?
- Where are all personal/familial resources located?
- Do you have to go through OHH case management prior to making a change/move?
- What is subject to waitlists and red tape, and what's not?

Levels of Care: Affordable?



Which option is affordable?

- How much does each level cost?
- Which levels are subsidized, and which are not?
- Can spouses move too, and at what rate?
- Are there live-in dependents in the home that need to be considered and factored into decision making?
- Are there insurances or sources of funding that are earmarked for this purpose?

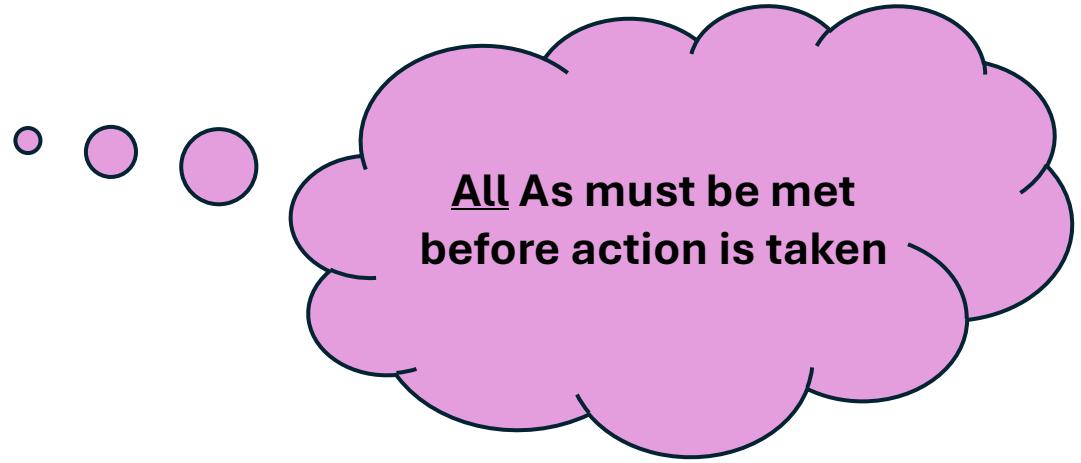
Alternative Funding Sources

- Veterans Affairs
- RIFs and TFSAs
- Greenshield (Ford Motor Company, etc...)
- Union and Pension Insurances
- Spousal Supplements
- Caregiver Benefits (EI)
- Reverse Mortgage
- Long-Term Care Insurance

Proactive vs. Reactive Planning: Anne's 4 As©

Before any decision, the ideal next step must be:

- Appropriate
- Available
- Affordable
- Acceptable



Your Healthcare Teams/Key Contacts:

- Primary Care (GP, Family Health Team)
- Ontario supports (OHH)
- Specialties
  - Oncology
  - Occupational Therapy
  - Physiotherapy
  - Geriatric team
  - Palliative team
  - Rehab
- Residence/Facility teams

How to "Sell" Your Case to the Top

- How do you get the best care from your team(s)?
- If you want to gather honey, don't kick over the beehive
- Live in the now: know how staff and capital shortages affect you
- Be (a big) part of the care team

The times, they are a-changin'…

How to Steer the Critical Path & Core Objective

- The healthcare team needs your help; they're not mind readers
- Regulations and red tape around hospital discharge
- What comes next? Are you ready?
- The magic of the advocate's factual objectivity
    - "Help me understand..."

So many needs, so little time…

Key Takeaways:

- Hope for the best, plan for the worst

- Approach everything proactively - not reactively - whenever possible

- Pretend you're not the "customer" – be the client they WANT to help

- Be your own advocate - no news is not necessarily good news; you might have slipped through the cracks

- Follow up, follow up, follow up… then follow up some more

Looking Ahead to Session Two…

The Sandwich Generation—Biting Off More Than They Can Chew?
Tuesday, Dec. 3, 2024, 12-1pm

- Importance and influence of Powers of Attorney (POA)
- Substitute Decision Makers (SDM) and the corresponding hierarchy
- Initiating and navigating difficult family discussions
- Clarification of the Do-Not-Resuscitate (DNR) order
- Pre-crisis tips and tricks

As questions arise...

- You may have questions between now and Session Two

- Email admin@championfamilyconsulting.com and we will incorporate as many answers as possible into upcoming session content (sessions two and three)

- If you still have questions after Session Three, CFC offers one-on-one consultation services and advocacy support.

Thank you!

All questions and comments are welcome.

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