

PRIME

A Health Centre for Seniors

Keeping seniors healthy and living in their own homes

April 2017



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

What is PRIME?

- WRHA Long Term Care Strategy
- Designed for high risk seniors residing in the community
- Comprehensive, integrated and managed care program
- DLC - Opened 2009 MHC – Opened 2015



PRIME Goals

1. **Maintain seniors in the community**
2. **Enhance care coordination and service delivery for frail seniors**
3. **↓ Personal care home placement**
4. **↓ Hospital/Emergency use**



Whom does PRIME serve?

Community-dwelling seniors age 65+ who:

- Are not functioning well in the community
- Are at risk of requiring personal care home placement
- Wish to remain in the community
- Have multiple or complex health issues (physical, social, mental)
- Have high health care utilization which impacts their ability to stay at home
- Have accessed other services, which no longer meet their needs



PRIME

All Inclusive Services

- Case Management (including Home Care)
- Allied Health Services (OT, PT, SLP, Dietician)
- Medical care (including After Hours nursing)
- Personal care
- Socialization
- Recreation Therapy and Exercise
- Family Support



**Social
Worker**

**Health
Care
Aide**

**Occupational
Therapist**

Pharmacist

Dietitian

**Speech-Language
Pathologist**

Nurse

**Rehab
Assistant**

Case Manager

**Program
Manager**

**Recreation
Facilitator**

**Foot Care
Nurse**

Physician

Administration

Physiotherapist

Case Manager

- **Case Management**
 - From Referral to Discharge
 - Responsive partnership
 - Works closely with client, family, team, community
- **Home Care Case Coordination**
- **Professional role**
- - Nurse, Social Worker, Occupational Therapist



Primary Health Care

- **Transfer of care to PRIME Physician(s)**
- **Coordination of on-site & off-site appointments**
- **Medications distributed weekly**
- **Transfer of pharmacy**
- **After-hours nursing support**



After Hours Support

- **Nurse - Evenings and weekends**
Weekdays 4:30pm–8:00pm
Weekends & stats 9:00am–5:00pm
- **Provide telephone triage and do home visits when required**
- **Provincial Health Contact Centre**



Day Centre

- **Multidisciplinary team services**
- **Nursing assessment and care**
- **Personal care/ grooming/ some laundry**
- **Recreational and social activities**
- **Therapy and exercise**
- **Health promotion activities**
- **Healthy snacks and lunch provided**
- **Transportation provided**



Intake Process

1. Referral

- Referral form (found on Insite) can be sent directly to PRIME (DLC/MHC)
- Interdisciplinary team screen each referral for eligibility
- Referral is placed on a waitlist



Intake Process

2. Engagement

- Home visit with client and family
- Provide information on PRIME
- Discuss fee and expectations
- Offer 'Trial'



Intake Process

3. Trial

- Can attend PRIME up to 5 times during the trial
- Meet staff & participate in program
- Consider 'Enrollment'



Intake Process

4. Enrollment

- **Transfer of Physician, Home Care CC, Pharmacy**
- **Set up days of attendance with client and family**



(204) 833-1700 DLC or (204) 789-2400 MHC