

## Project Details

<b>Organization</b>	Southern Health-Santé Sud	<b>Facility</b>	Carman Adult Day Program
<b>Project Name</b>	Movers and Shakers Carman Adult Day Program Project	<b>Project Facilitator/Belt Level</b>	Cailin Gagnon, Green Belt
<b>Project Sponsor</b>	Heidi Wiebe Mary Heard (Project Mentor)	<b>Project Team</b>	Annie Peters, Valerie Hildebrand, Betty Park, Maureen Dyck
<b>Project Start Date</b>	October 25, 2016	<b>Project End Date</b>	January 30, 2018

## Problem Statement

The Carman ADP has non utilized spaces by the intended recipients resulting in missed socialization and respite opportunities by those who could benefit.

There is a lack of referrals due to inadequate advertisement, education and promotion of the program.

There is poor understanding by the target population and their caregivers of the intention and benefit of ADP resulting in customers thinking that ADP is irrelevant and not geared to their needs.

## Current State Analysis - What's the Data Story?

The Carman Adult Day Program has low utilization rates.

### Compare Population to Spaces Available and Utilization

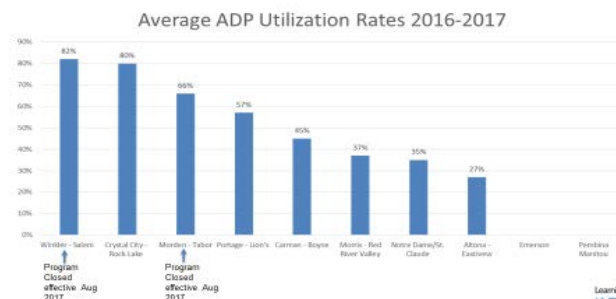
Region	Spaces funded per week (avg)*	Pop. 70+**	Percentage:	Utilization for 2016-2017
Winkler	22	1321	2%	82%
RM Louise	14	303	5%	80%
Morden	39	1149	3%	66%
Portage	15	1814	1%	57%
<b>Carman</b>	<b>131</b>	<b>724</b>	<b>18%</b>	<b>45%</b>
Morris	9	241	4%	37%
Notre Dame/St. Claude	26	305	9%	35%
Altona	15	653	2%	27%
Emerson Franklin	9	307	3%	0%
RM Pembina	15	300	5%	0%

\*Spaces funded per week = the maximum spaces available to population if individuals attend program once per week. Numbers were derived by taking total spaces for year and dividing by 52(weeks)

\*\* Population 70+ data from 2016. Reports provided by Manager, Planning and Evaluation



### Retrospective Data



## Project Aim

By September 2017, the Carman ADP Utilization rates should hit 60%

## Implementation Plan

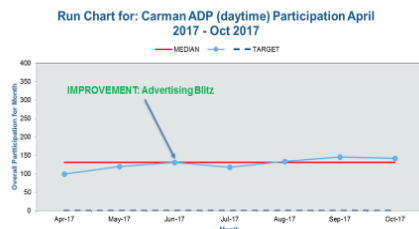
	PDSA – Brief Description	Implementation Date
1	Advertising blitz to educate residents and service providers on ADP.	May 1, 2017
2	A standardized process for intake of clients will be developed. The Functional Assessment Form will also be reviewed to ensure it is reflective for present day clients.	June 5, 2017
3	Staff to client ratio will be re-evaluated to determine if the current ratios fit with client's needs.	July 4, 2017

## Controls Utilized

<input type="checkbox"/> Fundamental Change	Ratios for staff to client have been altered to reflect present day care needs
<input type="checkbox"/> Error Proofing	The Functional Assessment form has been altered slightly to alert HCCCs if potential participant may have needs above what ADP can handle. If a participant scores in the red for certain categories, it is suggested the HCCC discuss participant further with the ADP Coordinator before stating participant would be accepted into program.
<input type="checkbox"/> Standard Work	Standard work was developed for advertising the calendar of events monthly to the public. As well, standard work was created within the guidelines to ensure all ADPs across the Region are following a similar process for registering and assessing new participants into the program.
<input type="checkbox"/> Continue to Measure	We will continue to measure the ADP utilization rates on a monthly basis.
<input type="checkbox"/> Policy & Procedure	Guidelines for ADP have been developed and are currently pending approval.

## Outcomes – Qualitative and Quantitative Outcomes

### Improvement

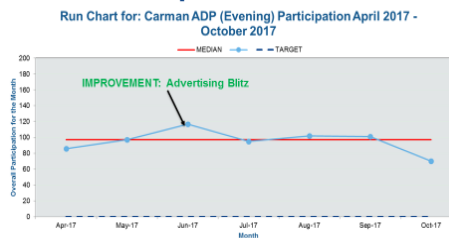


Note: Program could potentially accommodate up to 396 participants for the month with original 3:18 ratio

1002018



### Improvement



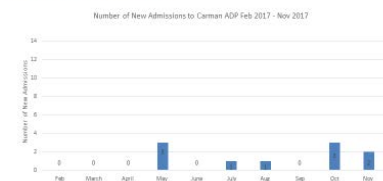
Note: Program could potentially accommodate up to 198 participants for the month with original 2:9 ratio

1002018



### Improvement

Results from Advertising Blitz:



Pre - Advertising Post – Advertising Initiatives



The data obtained as a result of this project will allow us to do more intentional regional Adult Day Program planning in 2018 and into 2019.