

## **ADP Measurements**

What are we doing?

We are wanting to find out the reasons for why Adult Day Program participation rates are low across the Region. We are starting with a focus on the Carman program as this program has the most number of unfilled spaces. Our hope is to find out the reasons why participation is lacking and in turn find solutions to increase participation.

Why are we measuring?

We have some ideas as to why participation may be low, but in order to effectively resolve some of the issues, we need to have evidence to support our changes. Furthermore, there is also the potential through the data measured to discover problems or concerns with the current process that have not been identified.

Why does Home Care have to measure?

The Home Care Case Coordinators are key in the admittance of potential clients into the program. We would like to identify what the barriers are if/when a Case Coordinator approaches the subject of attending the program with client and family.

What information are we looking for?

We want to know what is keeping clients from participating in the program. This may be generated either from responses from the client/family or from Home Care Case Coordinators.

Some of the potential barriers we have identified are:

Client family refuse program due to:

- Poor perception of the program and stigma attached – “I don’t need that”
- Length of day
- Cost
- Caregiver guilt sending loved one to program

Home Care Case Coordinators did not suggest to client due to:

- Not enough time to encourage program to client/family

-Client managing well with existing social supports (SSGL, Meal Program, Senior Centre)

Following the measurements, we will be analyzing the data collected. This will hopefully provide some insight into what challenges are occurring with the program.

Once analyzed, we will be implementing some changes to the program. These changes will be dependent on the data measured. If we have an idea as to where there are problems, we will look at interventions to improve the participation of the program.

What will come out of this?

We are hoping for a few things based on our initial problem statement:

1. Consistency across the region with regards to:
  - standardized assessment tool of program capacity (staff to client ratio)
  - standardized assessment of clients. (currently varies)
  - clear guidelines
2. Advertisement and promotion of the program to assist with marketing to clients and families.
3. Assurance that program is located in the appropriate space and available to the targeted users.