



# 2010

## JOURNEY WITH US

### Community Plan





## THE JOURNEY

Join United Way of Northeast Florida and Life: Act 2, Bridging Elder Care Networks (BECN), on our journey to achieve a five year detailed strategic plan that will assist seniors, caregivers and families by the implementation of a system redesign plan that will communicate effectively, share electronic systems, enhance services to older persons and better serve their communities. Residents of all ages will be informed about 2-1-1 referral service for non-emergency services and a connection to the "Elder Helpline." Older persons will benefit from personnel better trained in geriatrics. Older persons will have shorter in-patient stays at hospitals as a result of better

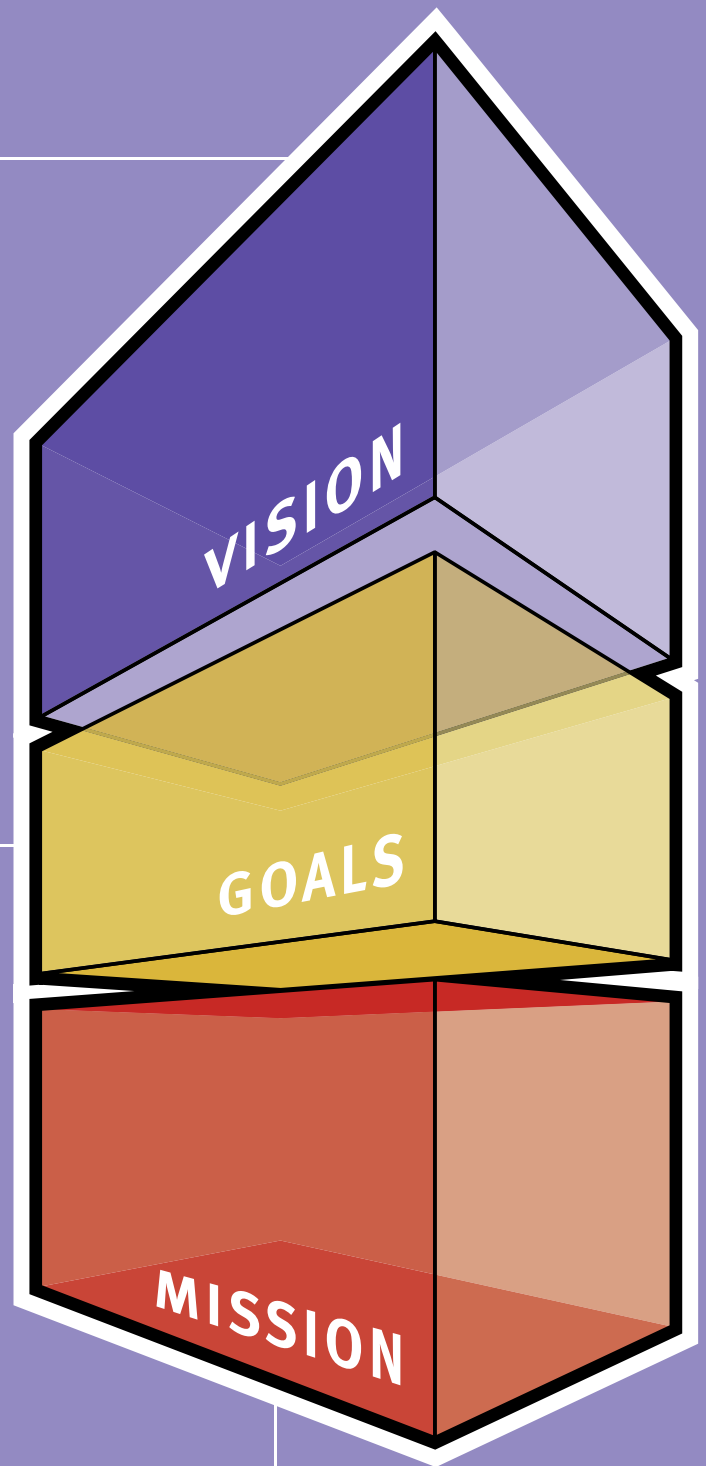
coordination and improved linkages between health and long-term care service systems and more successful post-hospital outcomes as a result of improved discharge planning and accessible post-transitional services.

## COMMUNITY MAP

Beginning in May of 2006 and based in Life: Act 2's overall vision, we commit to achieving the seven goals you see to the right and strategies for achieving those goals on the back page. This is a community driven strategic plan based on one and one half years of information gathering from the five county regions of Baker, Clay, Duval, Nassau, and St. Johns in Northeast Florida.

Northeast Florida will be a place where all citizens are knowledgeable about the issues and concerns facing older adults in our community and seniors are perceived as valuable, contributing members.

- Decrease the number of days older adults stay in a hospital due to the unavailability of, or ineligibility for, long-term care or independent living support services
- Increase the percentage of professionals and paraprofessionals working with older adults who possess post high school education and knowledge in geriatrics and gerontology
- Increase the knowledge of the community as a whole, but particularly older adults and/or their caregivers, on how to access health and long-term care information and services
- Build the capacity for hospital-specific system changes that will improve the delivery of health services to older adult patients
- Conduct an ongoing evaluation of the Advocacy and Transitional Care Management (ATCM) System
- Build the capacity of the Bridging Elder Care Partnership (BECN)
- Obtain resources sufficient for sustaining the activities of the Bridging Elder Care Networks Partnership



To develop and implement an accessible, efficient and integrated health care and long-term care system for seniors in Northeast Florida

*“There is a highly cohesive set of opinions in Northeast Florida about the barriers elders face in receiving streamlined services and care. There is also a high degree of agreement on what interventions must take place to enable the elders of Northeast Florida to easily access and obtain these services. It will not be an easy task to overcome these barriers, but the partnerships are already formed and the commitment among these partners is solid. With careful execution the goals and objectives of this strategic plan will be met.”*

*Community Report, 2005*

<b>GOAL</b>	Decrease the number of days older adults unnecessarily stay in a hospital
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Implement an Advocacy and Transitional Care Management (ATCM) system</li> <li>• Hire Elder Care Advocates</li> <li>• Procure long-term care providers and hospitals as partners</li> <li>• Recruit and train volunteers to assist seniors</li> <li>• Orient long-term care providers to ATCM</li> </ul>
<b>GOAL</b>	Increase the percentage of professionals and paraprofessionals working with older adults in the knowledge of geriatrics and gerontology
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Advocate for additional aging-related education hours</li> <li>• Partner with Geriatric Education Centers and Universities</li> <li>• Increase the number of CEUs in aging related topics</li> </ul>
<b>GOAL</b>	Increase the knowledge of the community and older adults and caregivers on how to access health and long-term care information
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Implement a print oriented public information campaign</li> <li>• Implement a TV/radio oriented campaign</li> <li>• Evaluate the public information campaign</li> </ul>
<b>GOAL</b>	Build the capacity for hospital specific system change that will improve the delivery of health services to older adults
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Implement hospital self-improvement plans with an emphasis on support, advocacy, resource development, and technical assistance</li> <li>• Promote and share best practices about enhancements within Northeast Florida hospital systems.</li> </ul>
<b>GOAL</b>	Conduct an ongoing evaluation of the Advocacy Transitional Care Management System
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Develop a measurement tool to annually evaluate new system</li> </ul>
<b>GOAL</b>	Build the capacity of the Bridging Elder Care Networks Partnership
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Continue to seek technical assistance from Community Partnerships for Older Adults</li> <li>• Seek out, receive and respond to consultation and additional training</li> </ul>
<b>GOAL</b>	Obtain resources sufficient for activity sustainability of the BECN Partnership
<b>STRATEGY</b>	<ul style="list-style-type: none"> <li>• Procure local and private funding over the next five years</li> <li>• Procure state and federal funding</li> <li>• Procure in-kind resources</li> </ul>