

# Toronto Grace Health Centre

*CARE COMPASSION COMMUNITY*

## ***FAST FACTS***

Toronto Grace Health Centre is a 119 bed facility owned and operated by The Salvation Army located in the heart of downtown Toronto. Toronto Grace is renowned for our compassion, clinical excellence and person – centered care. Through understanding and appreciating the complexity of day-to-day life, Toronto Grace provides person-centered care for individuals with multifaceted chronic diseases who require Complex Continuing Care, Slow Paced Rehabilitation and Palliative Care

### Programs

Our **Complex Continuing Care** serves persons with complex and multiple chronic diseases, functional disabilities that require a wide range of therapeutic services and clinical specialties. The CCC program provides medical management, skilled registered nursing care as well as therapy, recreation and spiritual services. The program offers assessments of the individual in a restorative reactivation and preventative approach with comprehensive services that supports individuals at the Grace to enjoy their community, family and friends.

**Slow-Paced Rehabilitation** provides care to persons who require a longer period in rehabilitation to make the most of their recovery. Our dedicated team of rehabilitation experts includes Physiotherapists, Occupational Therapists, Nurses, and Speech Language Pathologist. Therapy treatment rooms are located on each unit to support an integrated therapy plan and rehabilitation. Persons accepted into slow-paced rehabilitation look forward to returning home and/or back into the community.

These programs are provided in three specialized programs:

- **Neuromuscular Program – 34 bed unit**
- **Complex Systems Program – 34 bed unit**
- **Transitional Care Program – 32 bed unit**

**Palliative Care** is a 19 bed unit that provides comprehensive end-of-life care to support the person and family in their last 3 months of their end of life journey. Our holistic approach to care includes a skilled interdisciplinary team to meet the individual's physical, psychosocial, spiritual and cultural needs. For persons in the community who wish to remain at home for as long as possible a back-up application can be completed and activated if needed.



## Programs and Services

The hospital provides program-wide services including:

### Respiratory Care

- Tracheotomy care
- Respiratory therapy

### Wound Management

- Vacuum Closure Therapy (VAC)
- Specialized equipment e.g. mattresses

### Medication administration

- Intravenous
- Inhalation

### Continence Care

- Ostomy care
- Continence retraining

### Pain Management

- self management
- multiple modalities

### Nutritional Care

- Swallowing program
- Tube feeding

### Functional Restoration and Reconditioning

- Balance and walking retraining
- Activities of daily living retraining

### Cognitive Stimulation

- Sensory stimulation program
- Recreation activation

### Specialized Care

- Ophthalmology visits
- Bereavement program and follow-up

### Quality of Life

- Life History, memory program
- Pet therapy

### Discharge Planning

- Integrated planning with homecare coordinator on site.

### Spiritual Care

- Religious multi-faith support
- Pastoral care counseling

## Key Program Activities 2008/09

In 2008/09 Toronto Grace Health Centre served:

- 283 admissions from hospitals and community/home.
- 117 discharges into the community (e.g. home, long-term care, supportive housing)
- 50% of SPR patients discharged into their home/community
- 3,145 outpatient chiropody clinic visits
- 2,190 community palliative care outreach visits

<b>All Hospital Referrals From Local Health Integrated Networks (LHINs)</b>		
Referrals from within TCLHIN hospitals	189	81%
Referrals from other LHINS	43	19%

<b>All Admissions by Referral Source</b>		
Hospitals	232	85%
CCAC/home community	51	15%
Total Admissions	283	

# The Grace's Community

Toronto Grace Health Centre is located in the Toronto Central Local Health Integration Network

- 18 hospitals on 26 sites
- 6 Rehabilitation and Complex Continuing Care facilities providing:
  - 36 differing inpatient rehab programs
  - 109 outpatient hospital based rehab programs
- A total of 178 palliative care beds allocated:
  - 110 in CCC/Rehab facilities
  - 68 in acute care
- 2 Community Care Access Centres (formerly Homecare)
- 18 Community Health Centres
- 124 Community Support Agencies
- 39 Long term care facilities
- 98 Community Mental Health and Addiction Agencies

## Aging Population

TC LHIN has the same number of people living in its borders as Manitoba has in the entire province

- 1,436,800

Population growth

- Toronto Central LHIN – 0.9%
- Ontario – 1.5%

65+ population TC LHIN

- 2005 – 13.3%,
- 2015 – 14.5% = growth of 1.2

## Determinants of Health

### Homelessness

- 4% of TC LHIN homeless +61 years old.
- Those +65 have been homeless over 12 years.

### Aboriginal

- ~23,000 aboriginal people live in TC LHIN with ~1,600 over the age of 65.

### Education

- 32% of seniors in Toronto have < grade 9 education.
- 13-17% of +65 do not read/speak English.

### Income

- ~25% of seniors in TC LHIN are low income.
- Many seniors do not receive senior benefits. The highest rate not receiving benefits are: females, disabled/cognitively impaired, low income

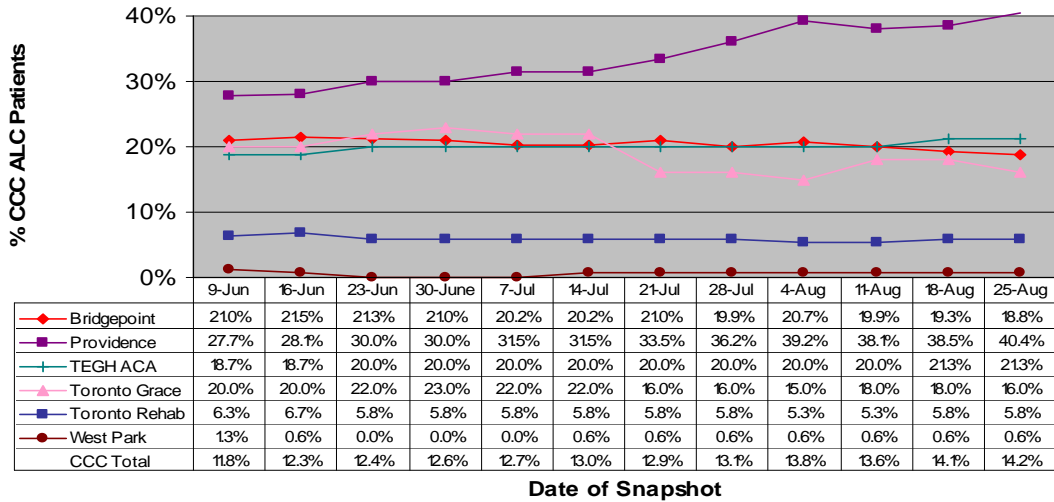
### Transgendered/Gay/Lesbian/Bisexual/Transsexual (TGLBT)

- >10% of TC LHIN population is TGLBT.

## Acute Care Impact – Alternate Level of Care (ALC) Issue

Defined by the Ministry as – “When a patient is occupying a bed in a hospital and does not require the intensity of resources/services provided in this care setting, the patient must be designated ALC at that time by the physician or her/his delegate. The ALC wait period starts at the time of designation and ends at the time of discharge/transfer to a discharge destination (or when the patient’s needs or condition changes and the designation of ALC no longer apply).”

**Rehab/CCC Hospitals - % CCC ALC Patient Snapshot**  
 # of CCC ALC patients/ (Staffed CCC Beds)



## What Clinical Populations are waiting for Admission?

Largest population groups waiting for rehab/CCC in Toronto acute hospitals are:

- Geriatric/general - 25%
- Orthopedics - 23%
- Neurology/strokes - 10%

These clinical populations are all served by TGHC Programs.

