



Towards an integrated **CBSS sector** in Alberta

Healthy Aging Summit 2023

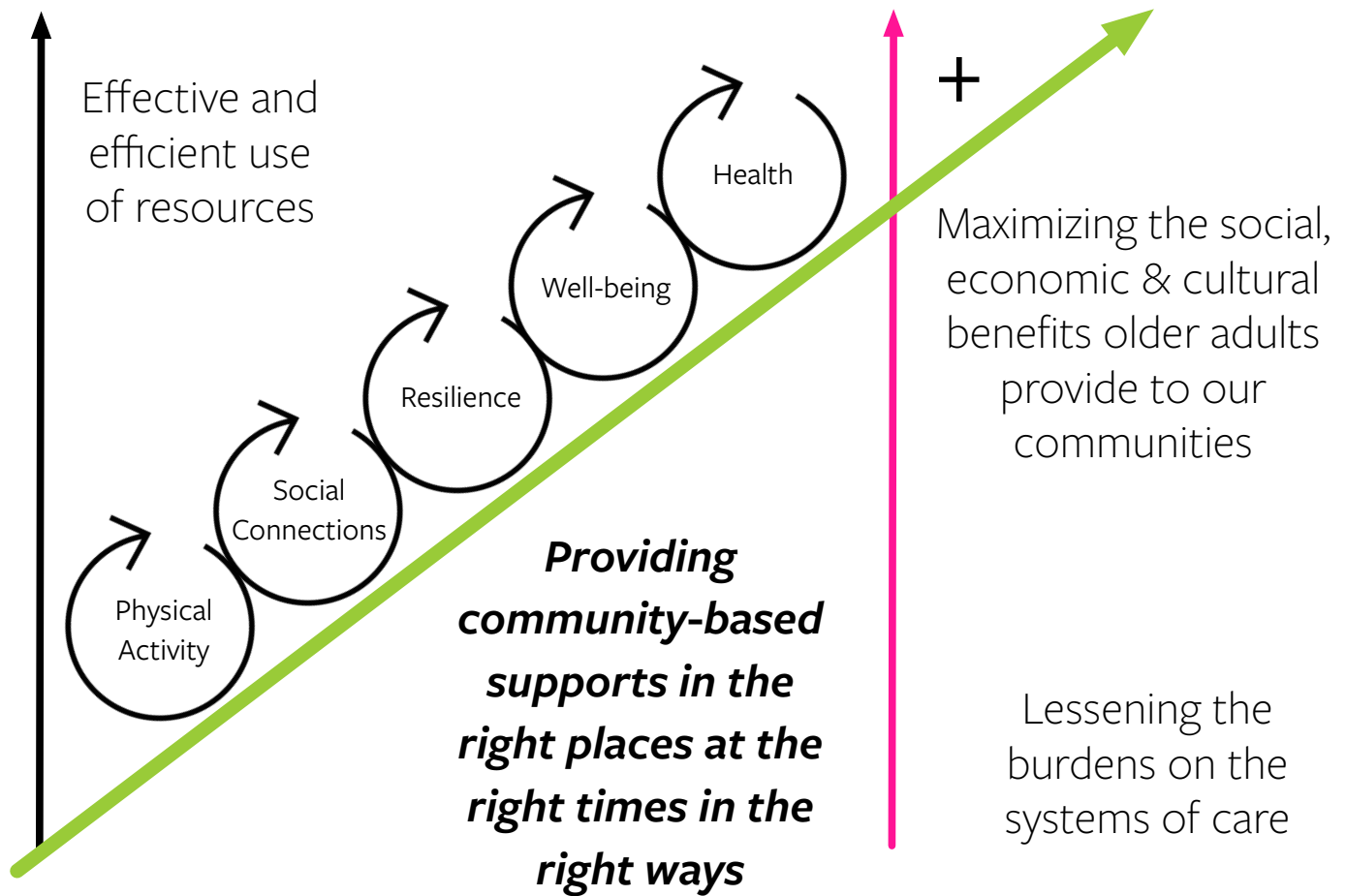
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CBSS Sector Value Proposition

- Community-based Seniors Serving (CBSS) organizations play an essential role in supporting seniors by providing a broad range of low-barrier and low-cost services that support older adults to remain physically and socially active, build resilience, contribute to their communities, and be as healthy as possible.



Impacts of CBSS orgs



The need for an integrated sector



Unlike the health care system, the organizations providing non-medical services to seniors are not supported by:

- system-level governance structures,
- enabling legislation,
- common standards of care,
- workforce development strategies,
- shared information systems,
- quality improvement processes,
- core funding that responds to the shifting needs of the population.

While pockets of collaboration exist in Alberta among CBSS organizations at the local and regional levels, these organizations do not function as a coordinated sector per se.

Six Conditions of System Change

Policies

Practices

Resource
Flows

Structural Change
(explicit)

Relationships
& Connections



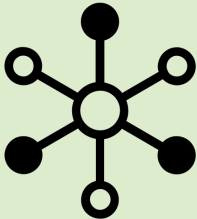
Power
Dynamics

Relational Change
(semi-explicit)

Mental
Models

Transformative Change
(implicit)

Kania, Kramer and Senge. The
Water of Systems Change

Level	Capacity-Building Needs
Individual 	<p>Working with older adults requires key skills and knowledge including knowledge of the aging process, recognition of common health issues facing seniors, compassion, interpersonal skills, critical thinking, legal and ethical choice-making, etc. It also requires skills in empowering older adults to make decisions about their own wellbeing. Workforce development is an important area of capacity-building.</p>
Organizational 	<p>Providing effective person-centred services requires organizations to have adequate human and financial resources, robust systems and infrastructure, and competent organizational skills. Resources and systems that enable collaboration and communication across services is also essential.</p>
System 	<p>Supporting population health requires collective action of organizations across the entire continuum of services. At the macro level system integration is considered to enhance efficiency, quality of care, quality of life and the satisfaction of service recipients. This requires system-level policies, structures, processes, and integral funding to sustain collaboration across the continuum of care.</p>

Components of Sector Development

Building an integrated system of support is a complex undertaking that involves both technical, financial, and value-based considerations.

It requires us to articulate the vision of the overall system we want to create as well as to consider the linkages between different components in the system



- What **outcomes** are we aiming achieve as a sector?
- How will we work together?
- What is our call to action?



- Where might we **optimize** or **transform** services to better support wellbeing?
- What new linkages might we need to create?
- How might we share best practices across the sector?



- What **legislation, policies, and standards** are required to create a comprehensive system of services that allows older adults to age in the right place?



- What **human resources** are required to provide accessible and appropriate non-medical support to older adults?
- How can we improve the wages and working conditions of providers?
- What are the most effective programs and services which can be provided to caregivers to combat burnout and stress when caring for older adults?



- What **resources, financing and infrastructure** are required to sustain effective, and coordinated person-centred services that support the wellbeing of older adults?



- How can the CBSS sector better align its efforts to create **holistic wraparound services** that support the wellbeing of older adults?
- What connections exist in the system?
- How can they be strengthened?
- Where can we create new linkages?



- What strategies best foster resilience and wellbeing of older adults?

- How do we measure the impact of our services?



CBSS Sector Workforce Development



- The beating heart of the CBSS sector is the organizational leaders, staff, caregivers, and volunteers who support the wellbeing of older adults.

Ensuring an adequate supply of qualified providers



- The CBSS workforce is facing significant challenges related to wages, working conditions, and burnout.
- Addressing the wellbeing of staff (as well as volunteers) is critical.
- “The conditions of work are the conditions of care.”
- Insufficient human resources and funding lead to unpredictability, rationing, and lack of availability of services.

Training needs



- Training is an important aspect of ensuring sufficient human resources for the seniors population.
- All service providers would benefit from education in geriatrics to support the wellbeing of older adults.
- Special attention should also be given to preparing staff and volunteers to support equity, diversity, and inclusion.
- Training on trauma-informed care is also important.
- Finally, interdisciplinary leadership training should be boosted in response to demands for team-based care.
- There is also a need for more standardization and professionalization of some roles. This will require working with post-secondary institutions.

Responding to shifting patterns of volunteerism & caregiving

- Workforce planning with and for the sector is also important to ensure the CBSS sector can meet the future needs of the growing population of seniors.
- This includes understanding the shifting patterns of volunteerism and caregiving given the importance of unpaid human resources to the viability of the services being provided by many nonprofit organizations.
- Engaging, supporting, and advocating for unpaid caregivers is also important consideration given their role in aging in place.

