



August 7, 2013

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Ms. Susan Eng
Vice-President, Advocacy
Canadian Association of Retired Persons (CARP)
30 Jefferson Ave
Toronto ON M6K 1Y4

Dear Ms. Eng:

Thank you for your two letters sent July 4, 2013, to the Honourable Terry Lake, Minister of Health, regarding CARP's "One Patient" proposal for person-centric care. I have been asked to respond on behalf of the Minister. I am pleased to tell you about some of the work that the Government of BC has underway to enhance the quality of life of older British Columbians.

As you might know, the BC Ministry of Health (the Ministry) released *Improving the Care of BC Seniors: An Action Plan* (the Action Plan) on February 14, 2012. Over the past year there has been considerable activity on the Action Plan and much has been accomplished. A Progress Report was published in April 2013 outlining improvements made to seniors' care in a number of important areas, including concerns and complaints, better information for seniors and families on care options and services, standards and quality management, protection to reduce elder abuse, more flexible services and modernization of BC's home and community care system to ensure sustainable and lasting improvements are made to better serve seniors across the province. A copy of the Progress Report is attached. An electronic copy is available at: www.gov.bc.ca/seniorsactionplan, by clicking on "What We've Done".

Related to this work on the Action Plan, the Province has recently announced up to \$50 million annually over the next 3 years to support accelerated expansion of Integrated Primary and Community Care programs. This expansion includes the Home is Best program, which is being implemented in each of the five regional health authorities and will help seniors who are eligible for residential care services but prefer to remain at home; live safely in the community and avoid emergency hospital admissions. This work will improve the coordination of care for seniors to provide patients with better care experiences, while recognizing the need for flexibility and innovation, including the use of new technologies at the community level.

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A further example of the Ministry ongoing work to improve care for seniors in BC is the development of quality and safety standards for home and community care services, which will provide clear statements of expectation of quality and safety from the consumers' perspective. These standards, together with the 26 actions detailed in the Action Plan, will help make a stronger, more sustainable system of care for BC seniors that are able to meet the challenges facing it now and in the future. You can find more information about these initiatives and other programs and services for seniors on the SeniorsBC website at: Seniorsbc.ca.

CARP's "One Patient" proposal, 2012 Annual Report and position papers on Older Workers and Elder Abuse enclosed with your letters have been shared with Ministry staff for their information and review. Thank you for taking the time to share these materials with the Ministry and for your continued advocacy on behalf of Canadian seniors.

Sincerely,



Heather Davidson
Assistant Deputy Minister