

Lifeline has saved more lives than any other medical alert service!

We have a system that's right for patients.

In-the-home solutions

HomeSafe Standard: Our standard medical alert system is an affordable way for seniors to maintain their independence, while being prepared in the event of an emergency.

HomeSafe with AutoAlert: This proven medical alert service can automatically call for help if it detects a fall. More than 300,000 seniors have relied on it to feel safe at home.⁶

On-the-go solutions

New! GoSafe System: Mobile system that gives seniors the freedom to go where they want, when they want.⁷

Now – No Phone Line Needed!⁸



For more information and patient materials, please visit www.lifeline.ca under the **For Healthcare Professionals** section.

Living Well:

Engaging your patients in changing behaviours

Although Canadians are living longer than ever before, a growing population suffer from a variety of chronic health conditions.

80% of seniors have at least one chronic condition and **68%** have two or more²

The number of cases will rapidly increase as older Canadians become a greater percentage of the population.

Chronic conditions can increase falls risk significantly

Our population is increasingly suffering from chronic conditions such as heart disease, diabetes, and multiple sclerosis. These conditions place patients at a higher risk of falls. Philips Lifeline's recent retrospective study of 70,000 falls by 145,000 subscribers indicates a pronounced correlation between chronic conditions, falls risk, and emergency transport to hospital.²

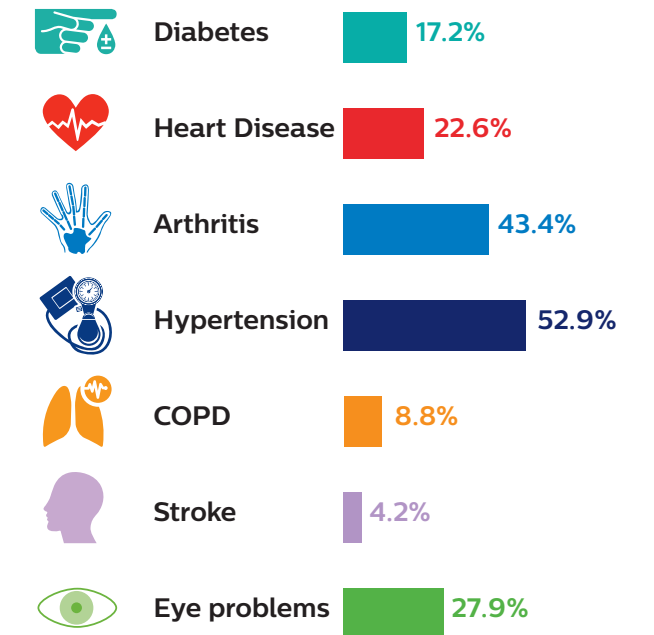
Seniors with **five or more chronic conditions** reported **40%** more falls that required hospital transport



Effective health management requires patient participation and engagement.

This educational piece highlights the Prochaska and DiClemente stages of change model. Inside you will read how to use the model to identify patient readiness to modify their behaviours, understand factors to consider when directing your care strategies, and how to apply Lifeline solutions to help mitigate risks and promote patient adherence.

Prevalence of chronic conditions for 65+ in Canada³



By 2031 adults age 65 and over will represent nearly 22% of the population.⁴ If chronic illness rates among older adults continues to increase, not only will they represent a higher percentage of the population, but they could also represent the sickest.

1) National Council on Aging.

2) Lifeline internal data, January 2012-June 2014.

3) Stats Can. Prevalence of chronic conditions, by age group, household population aged 45 or older, Canada, 2009.

4) Stats Can. Population projections, 1971-2061.

5) AutoAlert does not detect 100% of falls. If able, users should always press their button when they need help.

6) Claim based on number of subscribers.

7) Certain limitations subject to third party cellular provider availability and coverage. Signal range may vary.

8) Philips Lifeline wireless communicators connect to the Philips Lifeline Response Centre using the third party cellular provider. No additional wireless equipment is needed. A customer phone number is required to enroll in the service.

Are your patients aware of their situation, and are they willing to do something about it?

Effective health management requires a team effort between knowledgeable health providers and engaged patients. Use this stages of change model to identify your patients' readiness to modify their behaviours:

1. Pre-contemplative:

Patients don't consider themselves to be at risk and will likely not absorb advice to the contrary.



3. Action:

Patients recognize the need to make changes, are concerned for their outcome and are ready to make a care plan.



2. Contemplative:

Patients are thinking about their risk, are aware of possible negative outcomes and will be receptive to information.



4. Maintenance:

Patients feel secure about their decisions and are ready to hear about how their changes are making a difference.



Using this model to engage your older adult patients in changing behaviours

The following exercise demonstrates ways to adapt the stages of change model in combination with various Lifeline resources. This approach can help your patients change behaviours, improve adherence and remove the risks to aging well.

All of these tools can be found at www.lifeline.ca under the **For Healthcare Professionals** section. You can download these tools or request free copies in the Order Brochures section.

PATIENT A:

Abby is a 58 year old female with a family history of diabetes. She has high blood pressure, wears corrective lenses, and is physically inactive and overweight.

Identifying Abby's stage of change:

Q "Abby, have you ever thought you may be at risk for diabetes?"

A "No. I have a few things to work on, but I'm not at risk."

Abby is at the **pre-contemplative stage**. Although risk factors are present for developing diabetes or being pre-diabetic, she does not recognize her risk. As a best practice to avoid disease and well-being risk factors, it's important to empower Abby to take control and increase her physical activity. At this stage, this may be a recurring recommendation.

Lifeline resources to help Abby:

Lifeline offers fitness information at www.lifeline.ca. It illustrates simple exercises to increase activity levels and reinforces why staying active is critical to overall health and wellbeing.



PATIENT B:

Burt is a 62 year old man suffering from heart disease. He's retaining fluid in his legs and feet, sometimes limiting his mobility. Burt has difficulty keeping his multiple medications organized and taking them as prescribed.

Identifying Burt's stage of change:

Q "Burt, have you ever thought your heart condition could become much worse?"

A "No, but my neighbour just had a triple bypass and it took him months to recover."

Burt is at the **contemplative stage**. He recognizes his risks, but does not view his lack of medication adherence as immediately relevant. It's necessary to reiterate that his illness requires medication adherence and that lack thereof, can lead to deteriorating health and overall lower quality of life.

Lifeline resources to help Burt:

Lifeline offers information about Medication Adherence that includes a handy list of questions that patients can ask their doctor or pharmacist. This is available at www.lifeline.ca.



PATIENT C:

Carla is 67 years old, suffers from arthritis and has mobility problems. She spends most of her time at home. Carla also has trouble hearing and shows signs of dementia, but refuses to use a hearing aid or take prescribed antidepressants.

Identifying Carla's stage of change:

Q "Carla, have you ever thought you might be at risk for a fall?"

A "Yes. I am very afraid of falling."

Carla is in the **action stage**. As part of her healthcare provider's falls safety program, Carla completed a multifactorial assessment to help identify her risk of falls and educate her on how to mitigate her risks.

Lifeline resources to help Burt:

A referral to Lifeline with AutoAlert is an ideal recommendation for any patient at risk of falls. AutoAlert provides an added layer of protection and automatically calls for help when a fall is detected.⁵



PATIENT D:

Charles is a 55 year old man who suffered a stroke one year ago and received rehabilitation services at home. Since discharge, he's been working out three to four times per week despite rightside weakness. He has made considerable changes to his diet, lowered his blood pressure and maintained a healthy weight.

Identifying Charles' stage of change:

Charles is currently at the **maintenance stage**. It's important to provide specific feedback on how behavioural and other changes aid continued recovery. With praise and encouragement, he'll continue to stay active and benefit from aging well.

Lifeline resources to help Charles:

Charles appears to be self-motivated to work towards his recovery. To alleviate concerns for his safety in his home, you could recommend Lifeline's Safe at Home tool which is a room-by-room guide to eliminate the most common causes of falls. This can be found at www.lifeline.ca.

