



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Initiative/Program

The Supports for Daily Living Program

The Supports for Daily Living (SDL) is one of the major programs that pioneered the concept of Home First through implementation of their program and laid the foundation for building community capacity in the Community Support Services (CSS) sector to accept **high-risk seniors** directly from hospital and/or **help seniors to live independently** with supports in the community thus avoiding Long-Term Care (LTC) placement. The models utilize a “frequency” of care delivery that enables service to be available in seniors’ homes on a 24/7/365 day a year basis for less cost per day than LTC. The program is regionally integrated across eight SDL providers, has branded and standardized its service delivery and developed a **Resource Manual and Standards Manual** for the program.

The program has increased local collaboration between the hospital and community service sectors, influenced revisions to the provincial assisted living policy, spawned like initiatives across the province and won the **2011 National 3M Team Award for Quality**.

Lisa Gammage was nominated as the individual champion for this initiative and was ranked in the top 10. Ms. Gammage has over 15 years’ experience in Community Services and has led and designed innovative service models to improve both the lives of individuals served and the health care system as a whole. She was awarded the 3M Healthcare Quality Team Award (2011) for her work as the Supports for Daily Living Lead within the Mississauga Halton LHIN and chaired the SDL initiative at a critical point in its inception.

The leadership qualities involved in the SDL initiative and that proved successful in the Mississauga Halton LHIN experience were those of establishing credibility, providing knowledge transfer, perseverance, the ability to challenge the status quo, the willingness to take risks and stay the course of action, the motivation to work long hours over an extended period, the capacity for innovation and new ideas, the aptitude for humour and motivating others, the talent for “selling” and communicating the initiative and the proficiency in gaining participation – Lisa Gammage epitomized these strong leadership qualities.

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The information provided above is taken directly from 2013 Minister's Medal applications – Facts and information herein have not been verified for correctness.