



THE CENTRE OF EXCELLENCE ON LONGEVITY ESOGER1

>> SCREEN ISOLATED SENIORS AT RISK

MONTREAL, APRIL 16th 2020

CEEXLO.CA

WELCOME ESOGER1 USERS FROM ALL OVER THE WORLD

ESOGER1 is a short (5 min) survey to be undertaken over the phone with the elderly person or a caregiver. It tracks social and gerontological indicators to determine an applicable risk level, and may detect situations requiring one or several preventative interventions.

ESOGER1 may be administered by medical-social care personnel, but also by administrative and other trained volunteers.

An hospital, administration, city, community or region could therefore, in periods of health crisis, continue, adapt or put in place essential interventions and follow-up procedures for isolated elderly persons with any available human resources.

Please, feel free to use ESOGER to screen elderly persons at risk during the social distancing period! ESOGER can be used in every country without changes, but may not be adapted to some specific situations: Do not hesitate to get back to us, the Centre of Excellence on Longevity experts will be happy to help you with some adaptations or answer your questions!

contact@ceexlo.ca





A HISTORIC ASSOCIATION WITH RUISSS McGill

Covers a vast and varied area of Quebec; from Montreal to Nunavik, in the North, that is to say about half of the province's total surface.
RUISSS McGill serves nearly 2 million people from various communities and backgrounds.

CENTRE OF EXCELLENCE ON LONGEVITY

MISSIONS

> To improve quality of life, health and autonomy for elderly persons, by empowering them with regard to their own health and surroundings

> To promote a just and effective health care system

The Centre's director, Dr. OLIVIER BEAUCHET, Medical Doctor, is certified in the fields of Neurology, Internal Medicine and Geriatrics. Now 52, Dr. Beauchet is a Professor at McGill University, Geriatrician in the Division of Geriatrics of the Jewish General Hospital and holds the Joseph Kaufmann Chair in Geriatric Medicine.

The Centre of Excellence on Longevity at RUISSS McGill was created in late 2012, under the guidance of the Ministry of Health and Social Services (MSSS) to offer concrete support to clinicians and health care organizations working in the field of human longevity, within the McGill Integrated University Healthcare and social services Network (RUISSS).

Since 2015, the Centre of Excellence on Longevity has, within the McGill RUIS, dedicated itself to brokering knowledge and implementing innovative practices, with the aim of improving the health, longevity and quality of life of our seniors, by empowering them to take charge of their own care and concretely influence their surroundings.



ESOGER1 > MEDICAL TEAM

Dr. Olivier Beauchet, MD, PhD

As director of the Centre of Excellence on Longevity, [Dr. Olivier Beauchet](#) is certified in the fields of Neurology, Internal Medicine and Geriatrics. Now 52, Dr. Beauchet is a Professor at McGill University, Geriatrician in the Division of Geriatrics of the Jewish General Hospital and holds the Joseph Kaufmann Chair in Geriatric Medicine. He possesses a Master's Degree in Pharmacology, a Master's Degree in Neuropsychology and a Doctorate in Neurosciences. In his 27 years of clinical research and practice, Dr. Beauchet has brought into focus the motor and cognitive decline associated with ageing, Vitamin D's effects upon neurological functions and the health care pathways of elderly patients. He is currently one of the world's leading specialists in gait and balance disorders, and their effects on cognitive decline. He has founded and leads two consortia, rallying international research teams and clinicians specializing in human ageing. In 2018, he was named Visiting Professor at Nanyang Technological University and at the Faculty of Medicine of Lee Kong Chian School in Singapore.

Dr. Cyrille Launay, MD, PhD

Dr. Cyrille Launay is certified in the field of Geriatrics, he is a Clinical Researcher at McGill University and a Geriatrician within the Division of Geriatrics at Montreal's Jewish General Hospital (Quebec). Dr. Launay is also a Doctor of Public Health. His research is chiefly concerned with the detection of patients suffering the greatest risk of adverse event after emergency admission, as well as the improvement of their care.

Dr. Julia Chabot, MD

Dr. Julia Chabot is certified in the field of Geriatrics, she is an Assistant Professor at McGill University and a Geriatrician within the Division of Geriatrics at St-Mary's Hospital. Dr. Chabot is also a Research Master of Psychology. Her research is chiefly concerned with neurosciences and the detection of patients suffering the greatest risk of adverse event after emergency admission, as well as the improvement of their care.

ESOGER1, BUILT UPON VALIDATED TOOLS

ESOGER1 is a combination of
several existing scientifically
validated surveys:

- ER² Survey
- Zarit 4-items
- CESAM



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CONTEXT

COVID-19 has given way to an unprecedented health care crisis, especially with regard to elderly persons aged 70 and above, who risk suffering from direct, more frequent and more serious complications arising from the infection than young persons would.

Furthermore, the current physical and social distancing recommendations which are being undertaken as a preventative measure may increase the risk of indirect complications for elderly persons, such as lack of follow-up, greater risk of chronic illness decompensation due to health care channel reorganization and other factors, including anxiety, depressive symptomatology, nondisclosure of symptoms for fear of needing to travel to the hospital, poor access to medication due to confinement...

ESOGER1® > FIRST LEVEL SOCIO-GERIATRIC EVALUATION IN PERIODS OF SOCIAL DISTANCING

The [Centre of Excellence on Longevity of the McGill RUISSS](http://www.ceexlo.ca) designs and develops autonomy and human longevity tools to assist elderly persons, their caregivers, medical-social care professionals and communities. We have designed, tested and are now making available a socio-geriatric screening clinical tool for older community dwellers, for use during the current isolation period, named ESOGER1.

ESOGER1 is a way to comprehensively and remotely evaluate the socio-geriatric situation of a specific older community dwellers, by determining possible complications and recommending interventions.

It enables health care and social/administrative professionals to identify elderly persons at risk within their communities, and therefore to prioritize interventions in critical, overloaded times, such as the situation we are currently experiencing.

In a crisis such as COVID-19, it is crucial to identify the most at risk elderly persons in a timely fashion, so that we may put in place the correct interventions which will prevent both complications and overcrowding of health and social care channels.

**Targeting the right persons,
while forgetting none!**



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OBJECTIVES

Identify and sort out the most vulnerable and isolated elderly persons by phone

- To intervene quickly to prevent complications related to their chronic health problems, psychological health and social isolation

- To keep a link with them with a secured solution

- To avoid saturation of health and social services

WHAT IS ESOGER 1?

ESOGER1 is a tool with questionnaires for elderly persons.

Through a 5-minute call, you will be able to:

- Identify the most urgent problems with validated evaluation questionnaires.
- Refer elderly persons to appropriate services which correspond to their needs.
- This will be based on recommendations and contact information provided in the individual report that can be downloaded each time it is used.

The platform hosting ESOGER 1 does not save any data. The organizations, institutions or municipalities that use it must have their own call file and make their own tracking records.

BE AWARE!

ESOGER1 IS NOT A MEDICAL TELECONSULTATION!

You are not allowed to practice medicine or give medical advice to respondents you have on the phone.

If you are asked a medical question, answer: “I will write it down and the doctor/nurse will get back to you with an answer.”

In the event of a critical situation:

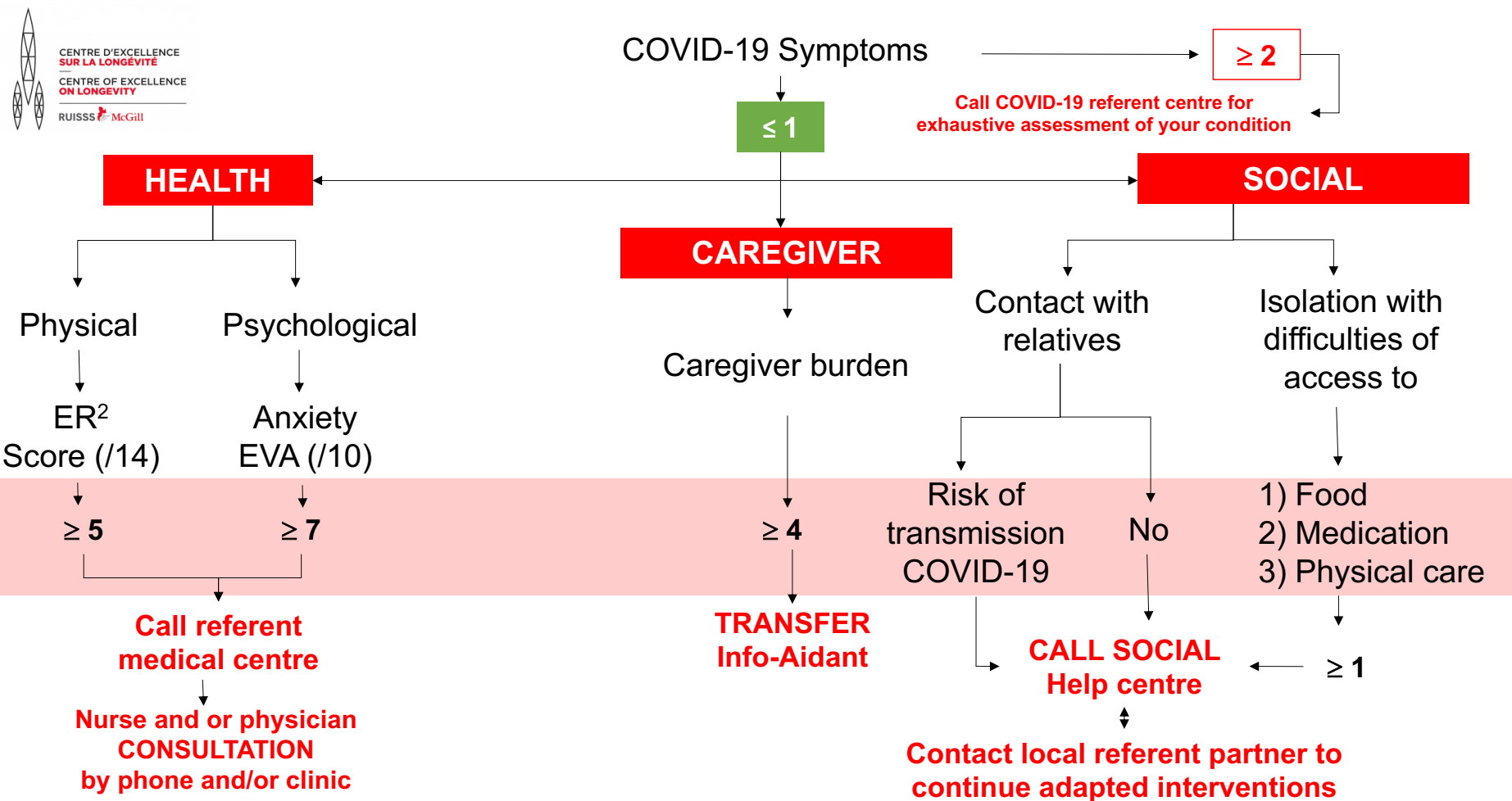
- Severe breathing difficulties
(for example, difficulty breathing or saying one word at a time)
- Severe chest pain
- Having a hard time waking up
- Confused state, confused answers
- Loss of consciousness

>> Call the emergency services!



ESOGER1 ALGORITHM

FIRST LEVEL SOCIO-GERIATRIC ASSESSMENT IN PERIOD OF SOCIAL DISTANCING



ESOGER1

<https://cesam.ceexlo.ca/en/project/MjcyMmU?participant=new>

CENTRE OF EXCELLENCE ON LONGEVITY RUISSS MCGILL First-level Socio-Geriatric Assessment... English

First-level Socio-Geriatric Assessment in times of Social Distancing

*
Phone Number:
Patient phone number
XXX-XXX-XXXX

*
First Name:
Patient First Name

*
Last Name:
Patient Last Name

NOTA BENE

If you are reaching out to seniors who are already the subject of medical follow-up (by a family medicine group or hospital)

==> you will be addressing 1) **elderly patients** or their 2) **family caregivers** (who may, for example, be an elderly spouse or child),
If you are reaching out to seniors within the community, who are not the subject of medical follow-up
==> you will be addressing 3) **elderly persons** or their 2) family caregivers (who may, for example, be an elderly spouse or child),
For ease of understanding, after you have correctly identified the person you will be addressing, we will refer to him or her as **THE RESPONDENT**

ESOGER Part 1

- Information about the respondent
- Date of the call

Do not leave any message on the voice mail if no answer



ESOGER1

SCRIPT FOR PATIENT

Hello! I am from and I'm calling Are you all right? If it's ok with you, we'd like to check on your health and I have a few questions for you. Are you willing to answer them?

SCRIPT FOR SPOUSE & OTHER

Hello! I am from and I'm calling Is everything all right? If you don't mind, we'd like to check up on Mr. and Mrs.'s health and I have a few questions for you. Are you the right person to answer them?

IF NO

These are very simple questions to make sure that you are healthy and safe, it won't take very long.

IF STILL NO

I understand completely, Sir/Madam. Thank you for your time and please know that we are at your disposal, do not hesitate to contact us at any time. Have a nice day!

ESOGER Part 2

- Script to read when the respondent answers
- Validation of the agreement

*

Patient or Caregiver Agreement:

☐ Yes ☐ No

CONTINUE >



ESOGER1

SCRIPT FOR PATIENT

Hello! I am from and I'm calling Are you all right? If it's ok with you, we'd like to check on y
have a few questions for you. Are you willing to answer them?

SCRIPT FOR SPOUSE & OTHER

Hello! I am from and I'm calling Is everything all right? If you don't mind, we'd like to check
Mrs.'s health and I have a few questions for you. Are you the right person to answer the

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IF STILL NO

I understand completely, Sir/Madam. Thank you for your time and please know that we are at your i
hesitate to contact us at any time. Have a nice day!

*

Patient or Caregiver Agreement:

☐ Yes ☐ No

CONTINUE >

ESOGER Part 3

Corresponds to the validated
questionnaires, screening:

- COVID risk
- Social risk
 - Isolation
 - Contacts
- Health risk
 - ER2: physical health
 - Anxiety: psychological health
 - Zarit (if applicable); caregiver burden

If the respondent has a caregiving
spouse, some questions will appear
automatically.

For each questionnaires,
recommendation will appear depending
on the answers.

- These recommendations need to be
shared with the respondent

ESOGER1

Optional Question

In the last few days, did you have any trouble getting access:

Check the corresponding box.es

- ☐ to food ((Reformulation: Are you missing food?))
- ☐ to medication ((Reformulation: Are you running out of medicine?))
- ☐ to physical care ((Reformulation: Are you missing your care?))

*

Do you live with someone?

((Reformulation: Is there someone at home living with you?))

☐ Yes ☐ No

Nota bene:

- Square answers: you can check more than one answer
- Round answer: binary, only one answer is possible



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First-level Socio-Geriatric Assessment in times of Social Distancing

Optional Question

Is there anything else in particular you would like to share with us?

(If the patient has questions: keep 2m social distance, stay home. Don't answer questions, ask a nurse to call them back)

Thank you again for your time!

To face the new Covid-19 epidemic and limit its spread we recommend that you take very simple measures to protect your health and that of your family and friends:

- Wash your hands regularly with soap
- Use a disposable tissue and throw it in the garbage - Cough and sneeze into your elbow
- Do not shake hands and avoid hugs and contact with other people.
- Avoid travel
- Wear a disposable mask only if you're sick.
- If you have any symptoms (dry cough, fever or difficulty breathing) call 1-877-644-4545 for advice.

And in the meantime, feel free to join us at any time if you feel the need! Take good care of yourself and your loved ones! Good day, Sir/Madam!

Optional Question

[Caller] Comments and observations:

(Comments or subjective impression of the caller)

ESOGER Part 4

- Possibility to write more information from the respondent

Last part of the script

- Possibility to add some subjective information that you (the caller) had perceived during the call
- Possibility to ask for a supervisor call if you feel that it's necessary no matter what the score of the ESOGER is.



ESOGER1

First-level Socio-Geriatric Assessmen...
English
MD Menu
New Questionnaire
Evaluations

DOWNLOAD REPORT
FORUM
NEW QUESTIONNAIRE

Report

Date : April 16, 2020, 3:08 p.m.
Participant : ESOGER1_QC_1638

Patient ID:	Name: a a	Phone: 0
Global Risk	High Risk	
COVID 19 Specific Risk	YES	
Social Specific Risk	NO	
Health Specific Risk:		
- Physical (ER2)	YES	
- Psychological (EVA)	YES	
Caregiver Burden Risk	NO	

ESOGER Part 5

Resume of the questionnaires with:

- Global risk
- Specific risks
- All the information needed

2) You also have a button to generate a pdf version for follow-up and transmission to the relevant medical resources and to archive it in the respondent chart.

3) The second button will allow you to start a new form from the beginning for the next respondent

4/ If you have an unanswered question, you can also consult the forum and ask a new question by clicking on Frequently Asked Questions.

ESOGER1 STEP BY STEP

Receiving and consulting the list of respondents

Open the ESOGER 1 questionnaire

<https://cesam.ceexlo.ca/en/project/MjcyMmU?participant=new>

Call the elderly person / family caregiver > respondent

Fill the ESOGER1 questionnaire

Provide the suggested recommendations

Generate a pdf of the filled questionnaire

Consider ESOGER 1 summary

Communicate with to the adequate medical resources if needed

Save the PDF ESOGER1's summary form or print it

Delete the PDF from your own computer or file the print into the elderly person's chart



PROCESS...

- 1) You work from home
- 2) You use your phone. Make sure to set up the no caller ID
- 3) List of respondents to contact
- 4) Call your list of respondents and do the ESOGER1 questionnaire; a PDF will be generated for every ESOGER filled;
- 5) Be flexible (this is a new tool in a crisis time, we all will have to be creative if we encounter obstacles!)
- 6) Be dynamic: share your ideas to improve things! Your ideas, comments and suggestions are very welcome! contact@ceexlo.ca

LET'S NOT FORGET THEM!

THANK YOU FOR YOUR SERVICE.

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