



Supporting Caregiver Well-Being within Ontario Health Teams: Building Caregiver Resilience and Reducing the Risk of Caregiver Burnout

Webinar for Ontario Health Teams – March 2nd, 2022
Presented by the Ontario Caregiver Organization

Land Acknowledgement



Today's Presenters and Participants



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Central Ontario
Co-Chair EYRND OHT
Access and Navigation
Working Group

240 + Registered Participants
> 46 OHTs
Caregivers and Patient Partners
OHT Leaders, Administrators & OHT Community Partners



Who we are



The Ontario Caregiver Organization (OCO) exists to improve the lives of Ontario's **4 million caregivers**; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour.

Focus for Today's Webinar

Evidence & Insights

- Impact of caregiver burnout on the OHT goals
- Importance of Supporting Caregiver Well-Being
- Effective Caregiver Interventions and Supports

Ways for OHTs to Support Caregiver Well-Being

- Linkages to OHT goals and deliverables
- Ways to integrate caregiver well-being focus into OHT deliverables and priorities
- OCO Programs and Services for Caregivers

Discussion & Questions

- Opportunity for questions, sharing and dialogue during the session. Please share your questions and thoughts in the Chat Box!

Critical Caregiver Strategies for OHTs

FOCUS FOR TODAY

CAREGIVERS
INCLUDED AS
PARTNERS ON THE
PATIENT/CLIENT CARE
TEAM

ESSENTIAL PARTNERS IN CARE



CAREGIVERS
CONNECTED TO
SUPPORT FOR THEIR
OWN WELL-BEING

RESILIENCE & BURNOUT PREVENTION



CAREGIVERS ENGAGED
AS EXPERTS AND
PARTNERS IN OHT
PLANNING AND
IMPLEMENTATION

ENGAGEMENT AND CO-DESIGN

The Need for Focus on Caregiver Well-Being



Watch this video on YouTube

<https://www.youtube.com/watch?v=7hH8Krc8hvU>

Caregiver Well-Being is Critical for our Health Care System



4 million caregivers across Ontario provide an estimated 75% of the care in the system



State of Caregiver Well-Being in Ontario

Covid-19 has increased caregiver burn-out in Ontario



61%

of caregivers find caregiving stressful overall, up from 49%



46%

feel lonely, isolated, up from 43%



58%

of caregivers feel burnt out



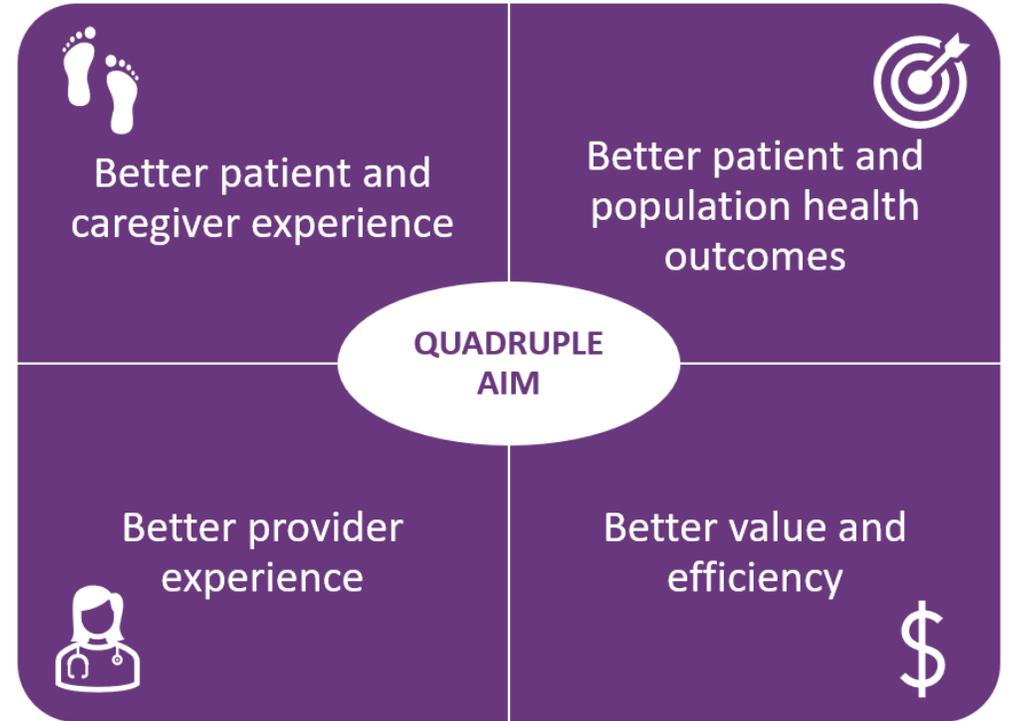
The Road Ahead: Pandemic Recovery

- Expect to see an increase in the number of caregivers and complexity and stress related to caregiving roles due to:
 - Delayed diagnoses
 - Delayed surgeries and treatment
 - Impact of social isolation on mental health
 - Labour shortages

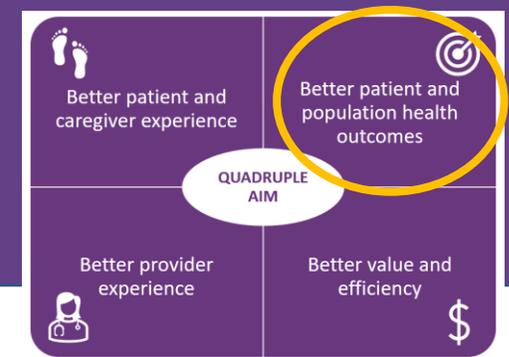


Caregiver Well-Being is Critical to the Quadruple AIM

“Failure to recognize, acknowledge and support family caregivers heightens their risk of becoming “collateral casualties” of the illness, compromises their health, reduces the efficacy of the help they can provide to their relatives, and increases costs to the health and social service systems”.¹

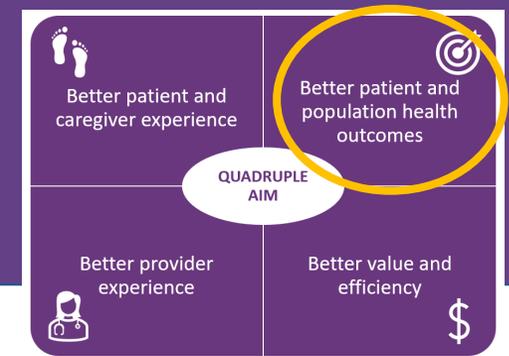


Impact of Caregiver Well-Being on Patient Health Outcomes

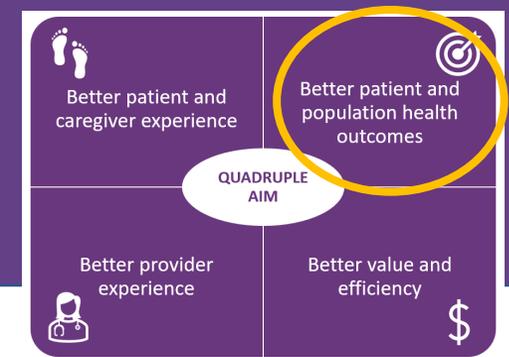


- Well-supported caregivers are more likely to provide better care¹
- Caregiver mental health has been found to impact **patient clinical and mental health outcomes**, given the heavy reliance on caregivers for managing patient symptoms and providing support²
- Caregiver burnout can lead to patients requiring ER visits and/or unnecessary hospital admissions^{3,4}

Impact on the Health Outcomes of Caregivers Themselves



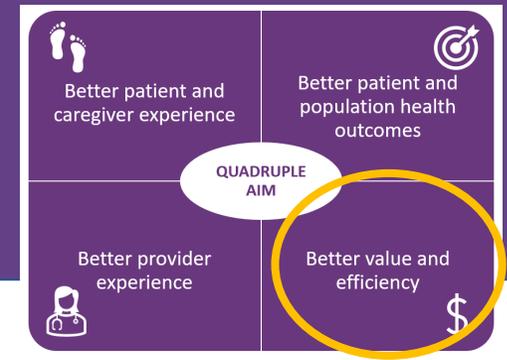
Impact on the Health Outcomes of Caregivers Themselves



- Higher rates of stress and depression⁶
- Greater loneliness, a state associated with **morbidity and premature mortality**⁷
- 16% more likely than non-carers to live with **2 or more long-term health conditions**⁸

“Distressed caregivers experience a myriad of adverse outcomes, including deteriorations in mental and physical health, disruptions in social and family relationships, and increased risk of death.”⁵

Impact on Healthcare Value and Efficiency

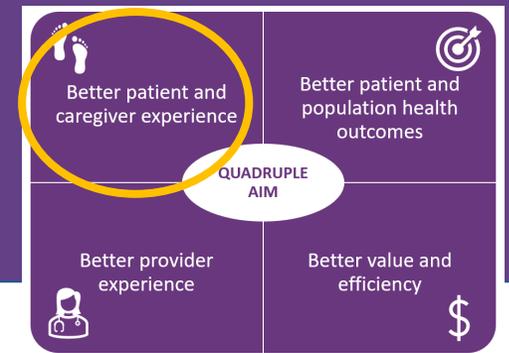


Caregiver distress can increase the use of healthcare services by care recipients:

- Increased emergency department use^{3,4,9}
- Delayed hospital discharge⁹
- Hospital admissions and re-admissions^{3,9}
- Long term care placement^{9,10}
- Increased use of in-home services^{9,10}

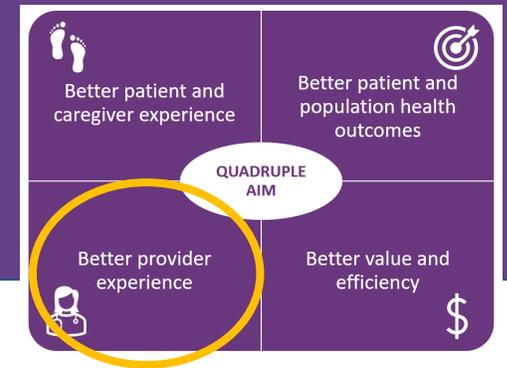
“Even the most well-designed and -resourced hospital admission education program will fail if it doesn’t address (or at least account for) the well-being and competencies of the primary [caregiver]”³

Impact on Patient and Caregiver Experience



- Enhanced quality of life
- More rewarding caregiving experience
- Improved relationships and communication:
 - between caregivers and the people they support
 - with health care providers
- Enabling people to remain living in their place of choice

Impact on the Provider Experience



“I was nervous to start asking this question “how are you” to caregivers because I really thought things might get out of control. All of a sudden this appointment is going to go on for 40 minutes. But that has not happened.

For me, it’s made my practice much more rewarding”

Dr. Erin Heisz

Star Family Health Team

Co-design Team Member

Connecting the dots- Changing Care Project

Interventions to Support Caregivers

**Focus on
building skills
and capacity to
care for the one
they support**

**Focus on
caregiver needs,
well-being and
resilience**

Caregiver Wish List

Caring for the Mental Health of Caregivers

1. Greater empathy and respect

They want to be a partner and contribute to decision making and care planning.

2. Help navigating the health care system

3. Easier access to information and resources

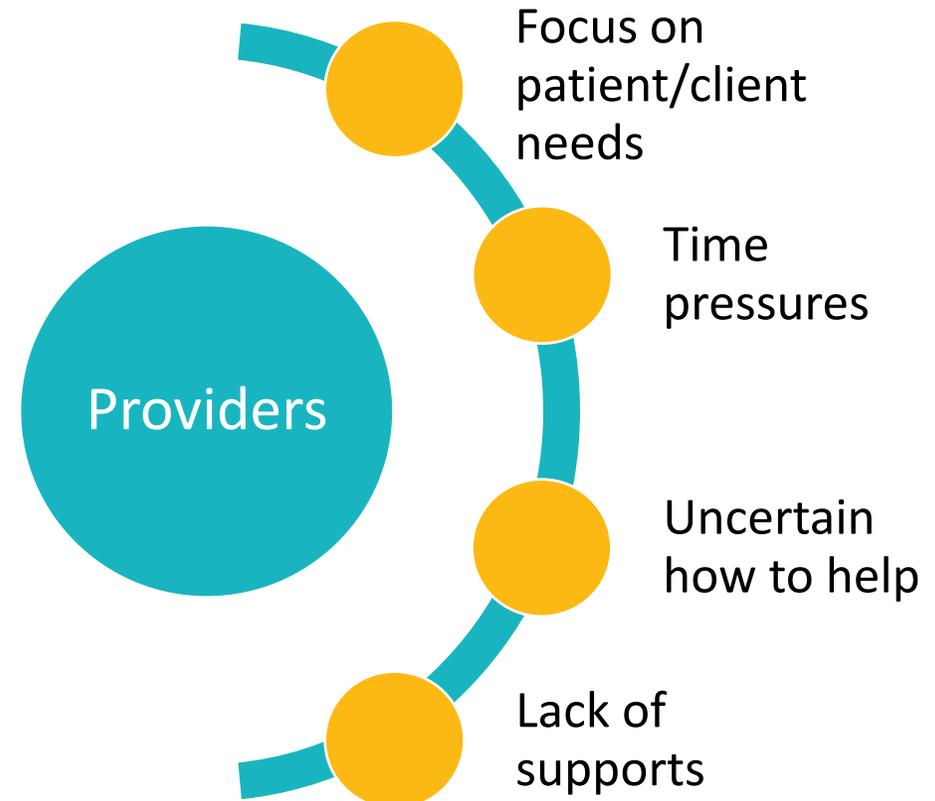
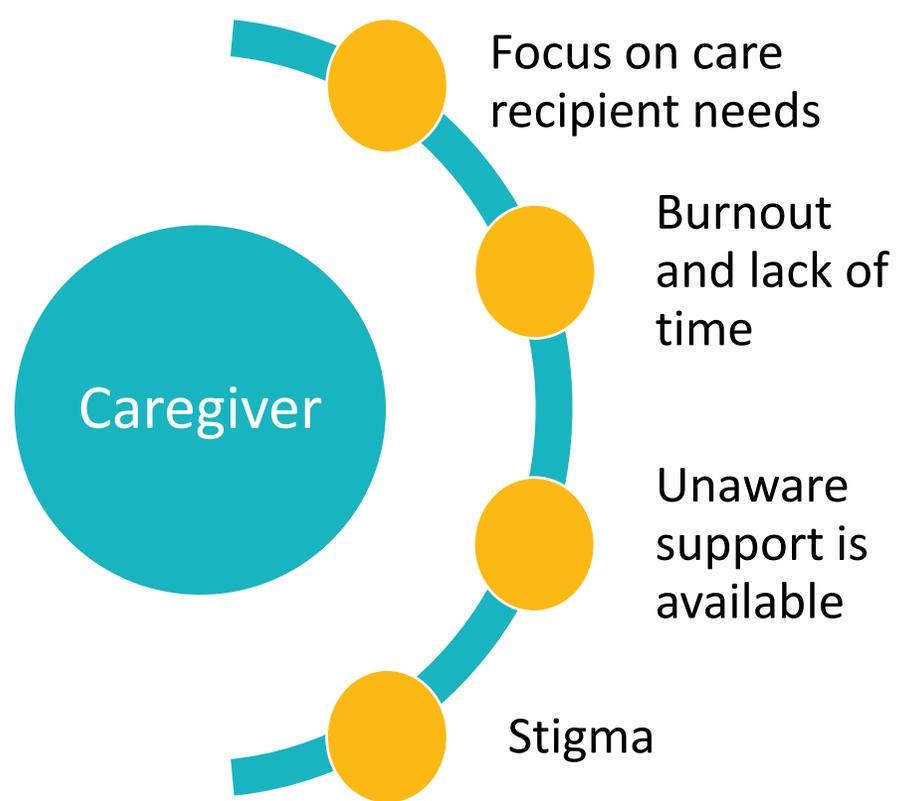
About the condition of the person they care for and resources for their care – but also for themselves.

4. Timely access to services

5. Caregiver mental health support

Caregivers recognize the need to care for themselves. They see counselling, peer support groups and respite as key ways to take care of their own mental health needs.

Barriers to Caregiver Support



Effective Caregiver Interventions

- Evidence suggests that interventions focused on caregiver support can be effective, including^{10,11}:
 - Peer support
 - Psychoeducational and psychosocial supports
 - Education and caregiver skills training
 - Counselling
 - Respite
- Multi-dimensional interventions are generally more effective
- Caregiver assessment can help to identify supports needed
- Front-line providers can play a key role in connecting caregivers to early support

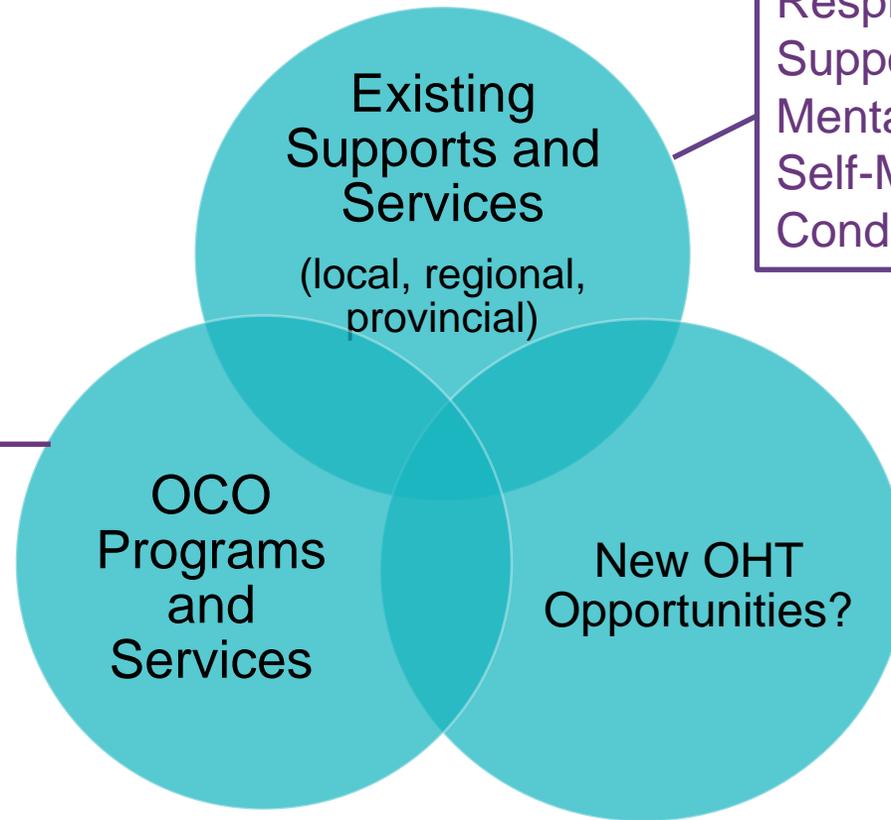
“My pledge is for mental health. When we are in a good place, we can do anything. We need more mental health support and respite care.”

Caregiver Advisory Panel Member
Spotlight Report 2019

Caregiver Supports within OHTs



Caregiver Helpline
Virtual Peer Support Groups
Peer 1:1
Educational Webinars
SCALE
(Supporting Caregiver Awareness, Learning and Empowerment)
E-Learning
Web-based Resources



Respite
Support Groups
Mental Health Supports
Self-Management Programs
Condition-Specific Supports

Susan's Caregiving Journey



**You can't calm the storm, so stop trying.
What you can do is calm yourself. The
storm will pass. - Timber Hawkeye**

Ways for OHTs to Enhance Support for Caregiver Well-Being

- ✓ Ask your caregiver partners at OHT advisory and working group tables what caregivers need for their own well-being
- ✓ Build caregivers supports into your Access & Navigation inventory and model: local, regional, provincial
- ✓ Build capacity across your OHT providers to support caregiver well-being
- Leverage your OHT organizational partners that have expertise in caregiver support and mental health

Build caregivers supports into your Access & Navigation inventory and model



CAREGIVER HELPLINE
1-833-416-2273

ontariocaregiver.ca





HCNS & OHT Navigation Supports Summary

Ontario Caregiver Organization

March 2, 2022

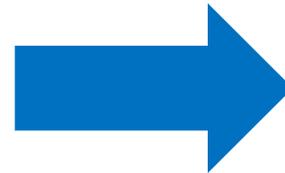
Healthcare navigation service (HCNS) - Background

- The Ministry of Health (MoH) began the procurement process in fall 2019 for the enhanced navigation service for Ontario. The aim is to digitally enhance the Telehealth Ontario service which will feature one website and one number to call. The current telephone nurse triage service that exists will continue to be available to Ontarians.
- After a rigorous procurement process (initial RFQ and subsequent RFB), the contract was awarded at the beginning October 2021 to the consortium Better Access Alliance (Orion Health (prime), SE Health/Fonemed, Ada Health, and Think Research)
- The MoH has assigned the contract to Ontario Health (OH) which is now overseeing the implementation, including ongoing management and operations/performance of this service.
- The targeted go-live date for the navigation service is April 2022

Healthcare navigation service

HCNS Overview

Enhance the existing
Telehealth Ontario service



Build a **connected, trusted, evolving**
healthcare navigation service

Ontario 



Multi-channel Access (English & French, and
other languages)



Integrated care (OHT) and
primary care continuity of care
are guiding principles

OHT 24/7 Navigation Supports

- The development of OHT 24/7 patient navigation services for year 1 target populations is a Ministry of Health-OHT transfer payment agreement (TPA) milestone.
- Ontario Health is working with 56 approved and in-development OHTs to support them in their development of a 24/7 navigation supports model
- The intent of this work is do a **current state analysis** of existing navigation services and health/social services directories. There is no intent to duplicate or sunset any existing provincial assets or directories, but to **work with them** to develop the OHT 24/7 navigation support network/model.
- Refer to the OHT Navigation Service and Directory Survey response document from Ontario Caregiver Organization highlighting OCO caregiver supports (circulated to OHTs for inclusion in your current state analysis)
- Purpose of this inventory gathering is to:
 1. Gather and build current state OHT level navigation services & directory inventories
 2. Develop actionable implementation plan for OHT 24/7 Navigation Supports for the 2022/23 fiscal year
- This work will help to create alignment between the provincial HCNS, and the OHT led Navigation Supports models

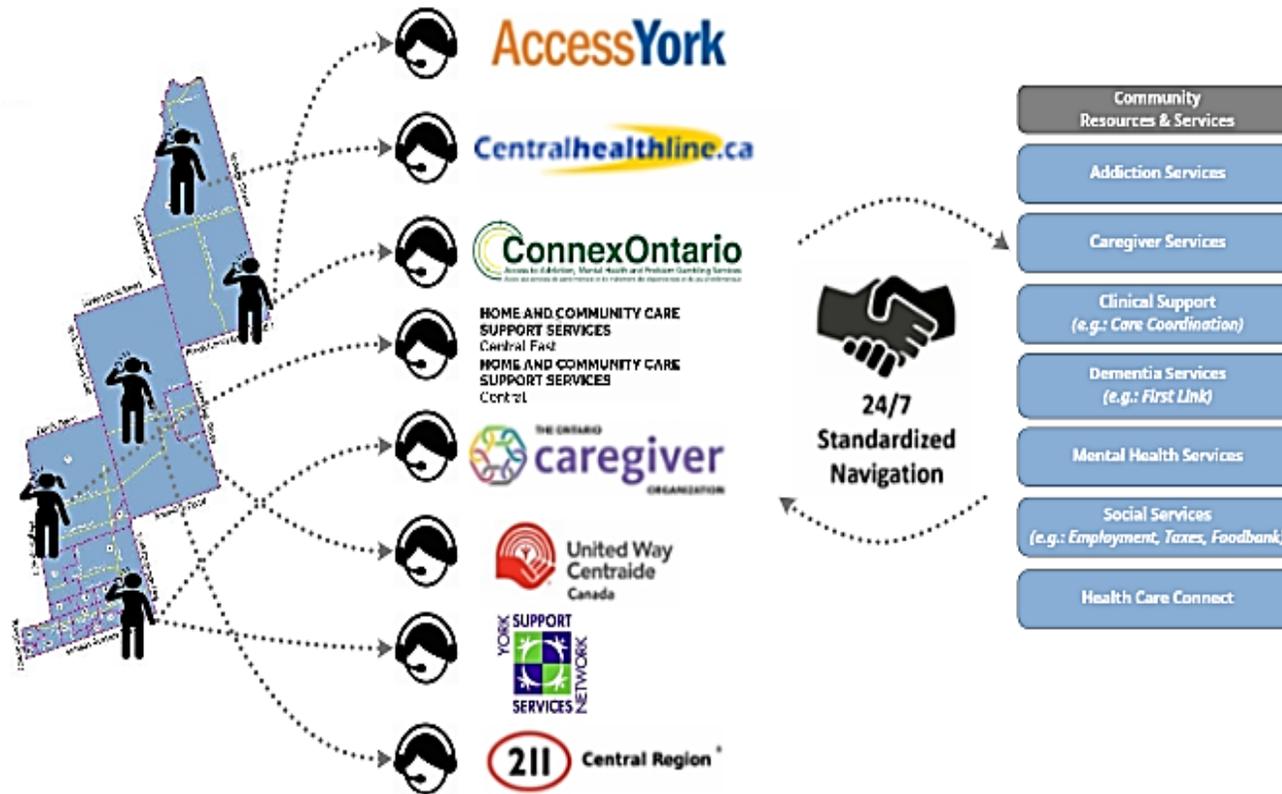


EYRND OHT Access & Navigation Initiative: An Example of Caregiver Involvement in OHT Work

Michelle Donald
Director, Quality Assurance, Addiction Services Central Ontario
Chair, EYRND Access and Navigation Action Team

March 2, 2022

Access & Navigation Model (Phase 1)



Key Considerations:

- How can we ensure that the model is designed with the caregiver voice included?
- How can navigation specific to caregiver resources be included?

Lessons Learned

- The earlier in the planning stage you involve the caregiver perspective, the better you can integrate this into your design
- Provide opportunity for caregivers at your planning tables to tell their story, not just at the beginning when they join the OHT work but work with them to identify specific meeting time when they are comfortable to elaborate and share detailed parts of their story that relate to the elements you are developing at that particular point in the work
- Caregivers have different needs and expectations than the Client or Patient
- The ability to work within an OHT collaborative has provided opportunity for organizations within EYRND OHT to have increased knowledge about and to refer caregivers to the OCO Caregiver Helpline as the first point of contact for caregivers so they can receive caregiver-oriented service and be connected to caregiver-specific supports offered within the EYRND area and province-wide.

Thank you

I would like to acknowledge all the members of the EYRND Access and Navigation Action Team for all their efforts!

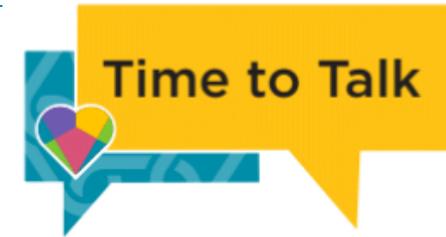
For further information/questions please contact:

Michelle Donald, mdonald@helpwithaddictions.ca



Build capacity across your OHT providers to support caregiver well-being

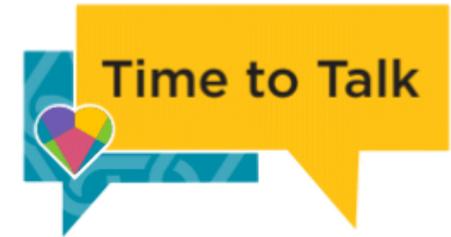
- ✓ Support providers with the tools they need to recognize caregivers and better understand the impact of caregiving
- ✓ Enable providers to connect caregivers to the support they need
- ✓ Contribute to a culture change in recognizing, supporting and valuing caregivers
- ✓ Lay the foundation for formally recognizing and including caregivers as part of the care team, using a [Partners in Care](#) approach



The Time to Talk Toolkit has been adapted by the Ontario Caregiver Organization, and was developed by Connecting the Dots for Caregivers, a partnership between six healthcare organizations in Huron Perth, and one of The Change Foundation's Changing CARE projects.

Build capacity across your OHT providers to support caregiver well-being

Provider Education and Awareness



Learning video to engage staff

Build capacity across your OHT providers to support caregiver well-being

Tips on Engaging Caregivers

- Ask caregivers how they are doing
- Include caregivers as part of the healthcare team
- Share what's happening & what to expect next
- Encourage caregivers to accept help
- Encourage caregivers to visit **ontariocaregiver.ca** or call the 24/7 helpline at **1 833 416 2273**
- Encourage caregivers to talk to someone about their feelings
- Re-visit this conversation throughout their journey



Build capacity across your OHT providers to support caregiver well-being

Programs and Supports for Caregivers

Leverage OCO programs and services for caregivers across Ontario

ONTARIO CAREGIVER ORGANIZATION:
ONE POINT OF CONTACT FOR CAREGIVERS

Support For Caregivers

Leverage existing local OHT caregiver supports and organizations

Support for Caregiver Well-Being: Linkages to OHT Goals & Deliverables

Building Block #4 – TPA Milestones

Patient Care and Experience



Re-designing care for patients in your priority populations



Coordinated transitions for patients in your priority populations



24/7 coordination and system navigation for patients in your priority populations



Self-management planning and support for patients in your priority populations



Health Equity &
Vulnerable Populations



Covid-19 Response and
Recovery



OHT Collaborative Quality
Improvement Plans

Questions for you OHT to consider

1. How can you better understand the need for caregiver support as you plan models of care for your priority populations?
2. Have you considered how caregiving might impact health equity across your OHT?
3. Have you planned for caregiver well-being and supports in your service re-design and planning?
4. How can you leverage the foundation of OHTs – collaborative partnerships and integrated care to offer caregiver supports?
5. Who and when do providers across your OHT settings interact with caregivers? Would they benefit from learning about caregiver needs and supports?
6. Have you considered the needs of caregivers supporting your most vulnerable populations?

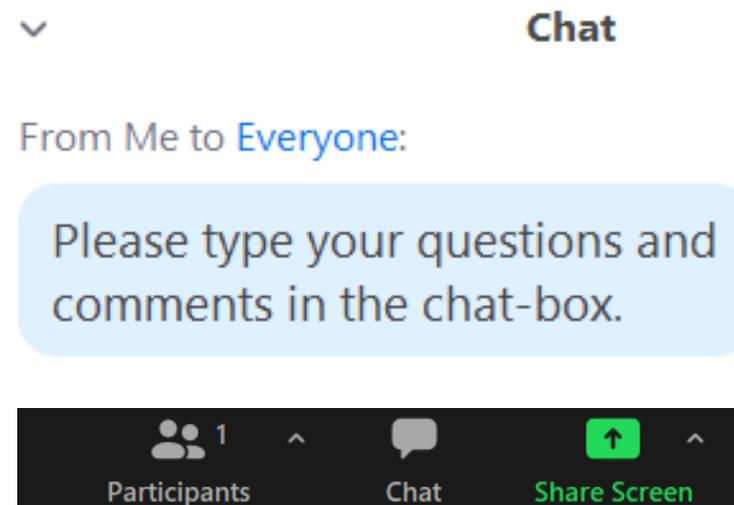
Caregivers



Questions?



**We want to hear
from you**



Action Steps



Connect caregivers in your community to OCO supports

Explore OCO's Care Provider Resource Centre for tools and resources to support caregivers.



Sign up to receive OCO's Partners in Care e-Bulletin for providers



Meet with Us – Contact OCO at partners@ontariocaregiver.ca to set up a 30-minute introductory meeting. We would love to hear about your work and explore how we can support you.

Contact Us

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[@CaregiverON](https://www.instagram.com/CaregiverON)



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