

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

March 2nd, 2022

View the Webinar recording [here](#).

OCO introduced three strategies for OHTs centered on the unique and critical role that caregivers play in in our healthcare system, providing an estimated 75% of the care. This webinar focused on the importance of supporting caregiver well-being within Ontario Health Teams – building caregiver resilience and reducing the risk of caregiver burnout.



Webinar Focus

- Impact of **caregiver burnout** on OHT goals
- Importance of **Supporting Caregiver Well-Being**
- **Effective Caregiver Interventions and Supports**
- Linkages to OHT goals and deliverables and ways to integrate caregiver well-being focus into OHT deliverables and priorities
- OCO Programs and Services for Caregivers

Key Messages & Take-aways

- Covid-19 has increased caregiver burnout
- There is growing evidence that caregiver well-being is an important factor in achieving the **Quadruple Aim**: better healthcare outcomes, better patient/caregiver experience, better staff/provider experience, and improved efficiencies.
- **Well-supported caregivers are more likely to provide better care**¹
 - Caregiver distress has been found to impact **patient clinical and mental health outcomes**²
 - Caregiver burnout can lead to patients requiring ER visits and/or unnecessary hospital admissions^{3,4}
- **Impact on health-outcomes of caregivers themselves**
 - **Higher rates of stress** and depression⁵
 - Greater loneliness, a state associated with **morbidity and premature mortality**⁶
 - 16% more likely than non-carers to live with **2 or more long-term health conditions**⁷

- **Caregiver distress can increase the use of healthcare services by care recipients:**
 - Increased emergency department use^{3,4,8}
 - Delayed hospital discharge⁸
 - Hospital admissions and re-admissions^{3,8}
 - Long term care placement^{8,9}
 - Increased use of in-home services^{8,9}
- **Effective Interventions to support caregiver well-being**
 - Evidence suggests that interventions focused on caregiver support can be effective, including peer support, psychoeducational and psychosocial supports, education and caregiver skills training counselling, respite^{9,10}
 - Multi-dimensional interventions are generally more effective
 - Front-line providers can play a key role in connecting caregivers to early support

Ways for OHTs to enhance support for caregiver well-being

- Ask caregiver partners at OHT advisory/working group tables what caregivers need for their own well-being
- Build local, regional, and provincial caregivers supports into your Access & Navigation inventory and model
 - OCO has prepared a Navigation Service and Directory Survey response document (attached) that provides information to OHTs about the Ontario Caregiver Helpline and other OCO programs and services for caregivers that can be included in your current state analysis/inventory
- 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

Questions and Thought Starters for your OHT

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?

Call to Action

- **Contact The Ontario Caregiver Organization** – we are eager to meet with OHT leaders, partners and caregivers to learn more about your priorities and to share strategies for recognizing and supporting the critical role of caregivers. If you would like to schedule a short introductory meeting to meet with your OHT, please contact us at partners@ontariocaregiver.ca.
- **Sign up to receive OCO's [Partners in Care e-Bulletin](#)** for providers
- **Explore OCO's [Care Provider Resource Centre](#)** for tools and resources to support, include and engage caregivers.

Susan's Caregiving Journey

“As I manage the caregiving stress that goes along with it [my father's care], I wonder if healthcare providers across the spectrum were able to ask the question of caregivers “how are they doing” and what supports they could they give them. That would make a world of difference. I'm part of my local OHT, [and] I think what an ideal system to embed caregiver resources and supports. In the past couple of years, I have never been offered these supports, I've sought it out, and I wonder how many people know about the supports that are available.”

Presentations

Shelley Morris, Senior Business Lead, Population Health and Value Based Health Systems

Ontario Health (OH) talked about the upcoming Health Care Navigation Service set to launch in April 2022. She shared that OH is working with 56 approved and in-development OHTs to support them in their development of their 24/7 navigation supports model. OHTs can refer to the OHT Navigation Service and Directory Survey response document from Ontario Caregiver Organization highlighting OCO caregiver supports (for inclusion in OHT current state analysis).

Michelle Donald Director, Quality Assurance, Addiction Services Central Ontario and chair of the Eastern York Region North Durham Ontario Health Team (EYRND OHT) Access and Navigation Action Team spoke about how EYRND OHT has incorporated the caregiver voice and perspective in the development of their access and navigation model. EYRND OHT has engaged caregivers early in the planning and design of their model and increased knowledge and capacity of how and when to refer caregivers to caregiver specific supports. In the EYRND OHT model, the OCO helpline is included as a 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.

Summary of OCO Resources to support caregiver well-being

- [Helpline](#) 24-hour phone line that provides a one-stop resource for information and referrals to connect caregivers to the support they need. Including a chat option Monday-Friday 7am-9pm
- Call 1-833-416-2273
- [Time to talk Toolkit](#) This toolkit includes resources and adaptable materials that support and encourage meaningful conversations between staff and caregivers about caregiver well-being.
- OCO offers a range of [programs and services to support caregiver well-being](#) including: [Peer Support programs](#), [Young Caregivers Connect](#), [SCALE Program](#).

Additional Resources to Accompany this Summary

- [One page resource of OCO programs and services](#)
- Time to Talk: Overview
- OHT Navigation Service and Directory Survey response document from Ontario Caregiver Organization highlighting OCO caregiver supports
- OHT Webinar Slide Deck- Supporting Caregiver Well-being within Ontario Health Teams

Sources

1. Canada, a Caring Society: Action Table on Family Caregivers Informed dialogue, leading to concrete action for all Canadians NOV 2013 <http://www.ccanceraction.ca/wp-content/uploads/2014/12/Family-Caregivers-Meeting-Report.pdf>
2. Shin, J. Y., & Choi, S. W. (2020). Online interventions geared toward increasing resilience and reducing distress in family caregivers. *Current opinion in supportive and palliative care*, 14(1), 60–66.
<https://doi.org/10.1097/SPC.0000000000000481> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6996606/>
3. American Society on Aging (2020).<https://generations.asaging.org/caregivers-hospitalizations-readmissions>
4. Claire K. Ankuda MD, MPH, Donovan T. Maust MD, MS, Mohammed U. Kabeto MS, Ryan J. McCammon MA, Kenneth M. Langa MD, PhD, Deborah A. Levine MD, MPH (August 2017). Association Between Spousal Caregiver Well-Being and Care Recipient Healthcare Expenditures. <https://doi.org/10.1111/jgs.15039>
5. Vasileiou, K., Barnett, J., Barreto, M., Vines, J., Atkinson, M., Lawson, S., & Wilson, M. (2017). Experiences of Loneliness Associated with Being an Informal Caregiver: A Qualitative Investigation. *Frontiers in psychology*, 8, 585.
<https://doi.org/10.3389/fpsyg.2017.00585>
6. Centers for Disease Control and Prevention. <https://www.cdc.gov/aging/publications/features/lonely-older-adults.html>
7. Public Health England. (March 2021) Caring as a social determinant of health Findings from a rapid review of reviews and analysis of the GP Patient Survey.
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/971115/Caring_as_a_social_determinant_report.pdf
8. Richard Harding, Wei Gao, Diana Jackson, Clare Pearson, Joanna Murray, Irene J. Higginson. Comparative Analysis of Informal Caregiver Burden in Advanced Cancer, Dementia, and Acquired Brain Injury. *Journal of Pain and Symptom Management*. Volume 50, Issue 4, 2015, Pages 445-452, ISSN 0885-3924,
<https://doi.org/10.1016/j.jpainsymman.2015.04.005>.
(<https://www.sciencedirect.com/science/article/pii/S0885392415001840>)
9. A Practical Guide to Caring for Caregivers, *AM Fam Physician*. 2000 dec 15;62(12):2613-2620. Susan Mockus Parks, m.d., and Karen d. Novielli, m.d., Thomas Jefferson University Hospital, Philadelphia, Pennsylvania
<https://www.aafp.org/afp/2000/1215/p2613.html?printable=afp>
10. Committee on Family Caregiving for Older Adults; Board on Health Care Services; Health and Medicine Division; National Academies of Sciences, Engineering, and Medicine; Schulz R, Eden J, editors. *Families Caring for an Aging America*. Washington (DC): National Academies Press (US); 2016 Nov 8. Summary. Available from:
<https://www.ncbi.nlm.nih.gov/books/NBK396392/>