

Experiences in Using Design Thinking with the Durham Ontario Health Team

Nisha Benny, OT Reg. (Ont.), MPH
Institute of Health Policy, Management and Evaluation - University of Toronto
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Agenda

- OHT Impact Fellowship
- Leading Project Background
- Planning for Action Mode
- Facilitating Change Using Design Thinking
- Current Status of Project

OHT Impact Fellowship



OHT Impact Fellowship - Project Background

- Durham OHT's Downtown Oshawa Neighbourhood (DON) Leading project is a way for the OHT to demonstrate how we can modernize community and home-based care
- Durham OHT proposal was chosen as a Leading Project
- A high-needs building in Durham Region (Building X) was identified as an initial site to test a proposed integrated model of care
- Developmental evaluation methodology

Getting to Know the Field and People

- Reading literature
- Gathering data
- Meeting mentors
- Presentations
- Joining various groups
- Meeting with OHT coaches



Planning for Action Mode

- Leading Project second proposal submission
- Submitted a planning phase evaluation for the project to Ontario Health.
- Brief comparative analysis of initial assessment tools
- Project management tools



The Pause



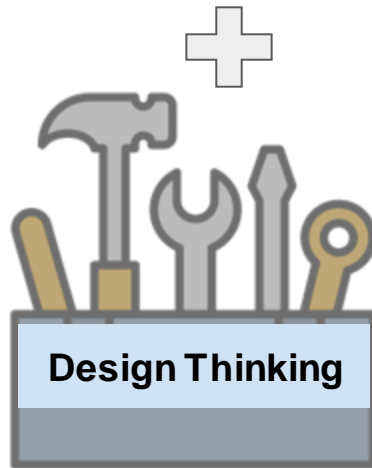
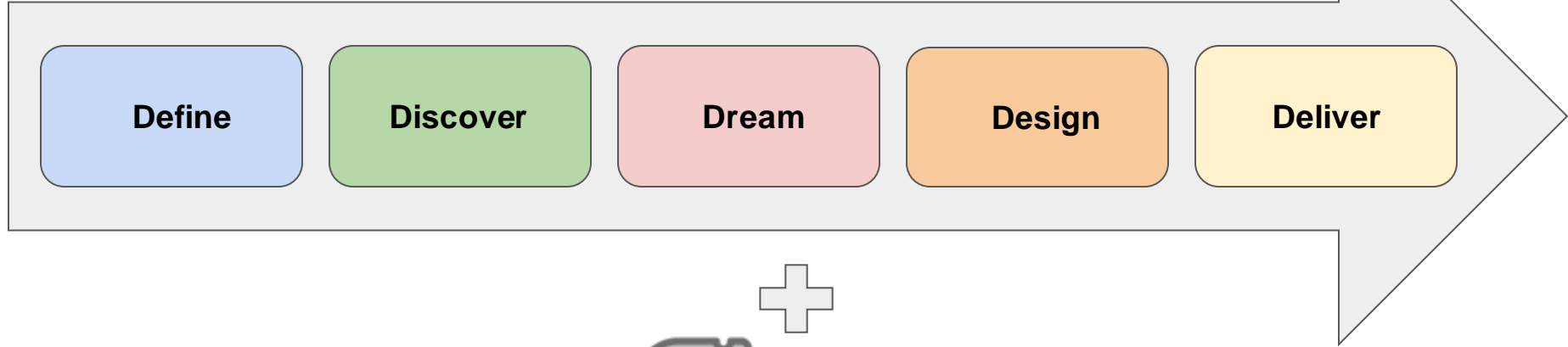
Facilitating Change Using Design Thinking Tools

Getting on a New Roller Coaster

- Using Design Thinking tools
- Created interview scripts and questions
- Focus was on “Understanding Service Providers’ Perspectives”



Developmental Evaluation Methodology: Appreciative Inquiry

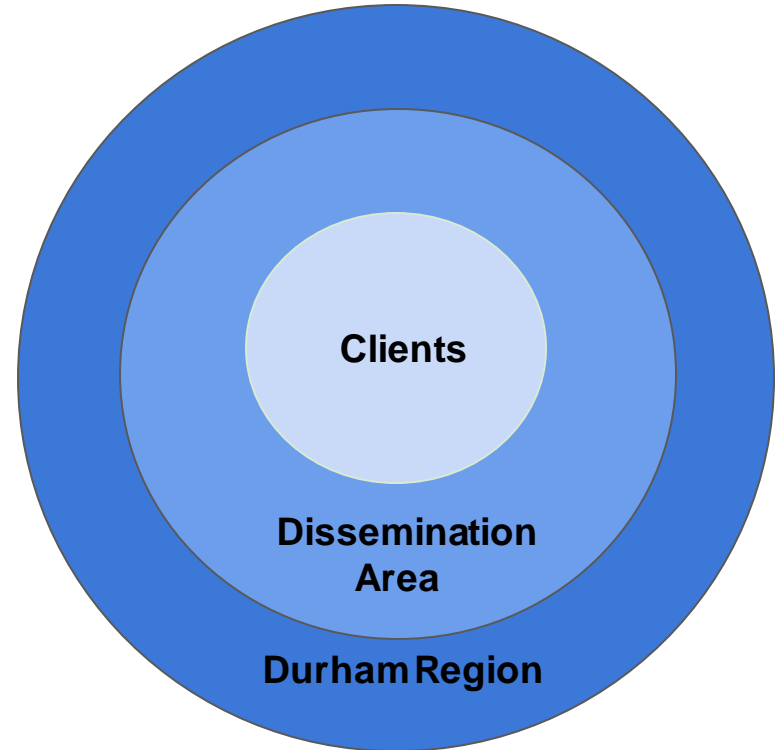


Define: Overall Evaluation Questions

1. What are the pain points service providers are facing in providing home and community care at Building X?
1. Which change ideas related to the proposed integrated care model can be tested for the first PDSA cycle?

Define: Understanding the Population with “Big Data”

- Clients
 - Home care Database
 - 911 calls
- Dissemination Area
 - Statistics Canada
 - OHT Data Dashboard
- Durham Region
 - Data from Durham Region
 - MHA Students' Asset Mapping Project



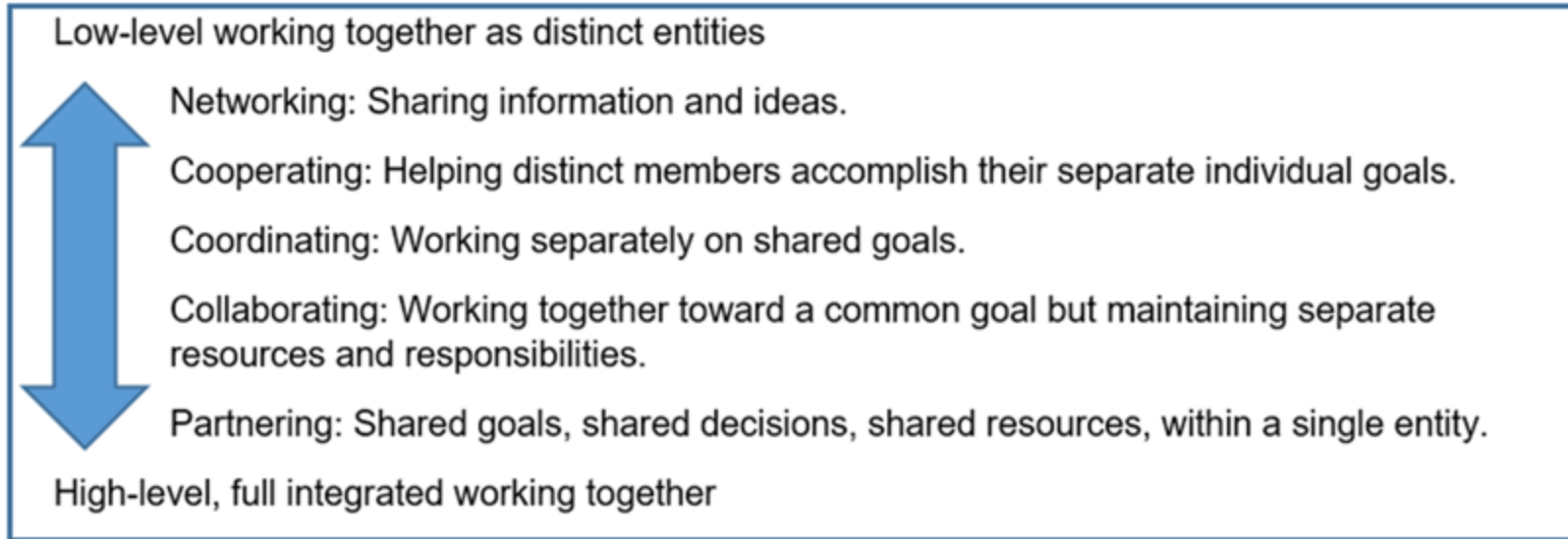
Discover: Understanding Our Clients with “Thick Data”

- 11 service providers
- Virtual interviews conducted between Nov 2022 – Dec 2022
- Interview script created with team consultation
- 13 open-ended questions

Discover: Insights from Thick Data

- Discovered unique issues related to Building X
- Began to understand areas where we can make changes first based on feasibility
- Learned about processes that were working well within Building X
- Created a visual ecosystem mapping of current connections and strength of connections between OHT partners

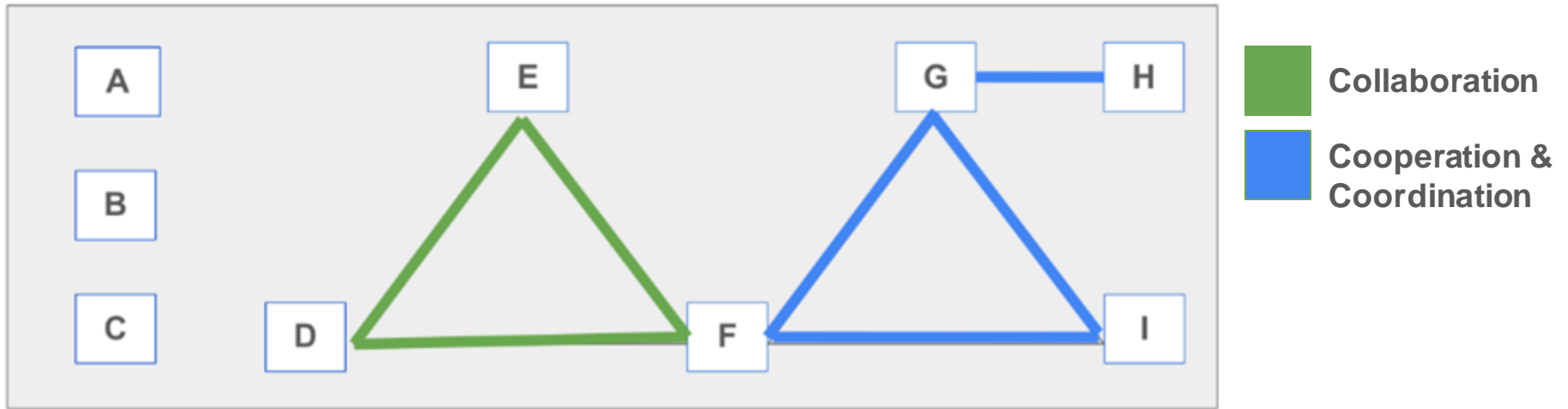
Discover: Degree of Working Together Continuum



(Patton, 2011, pp. 73)

Discover: Ecosystem Mapping

Ecosystem Mapping of OHT Partners Working at Building X



Discover: Reframing Problems

| Functional Problem | Pain Point/Human Need |
|--|---|
| I am having challenges working in siloes in the community. | I feel isolated. |
| I am having challenges caring for clients with complex care needs. | <ul style="list-style-type: none">• I feel disempowered.• I feel unsafe in some community work environments. |

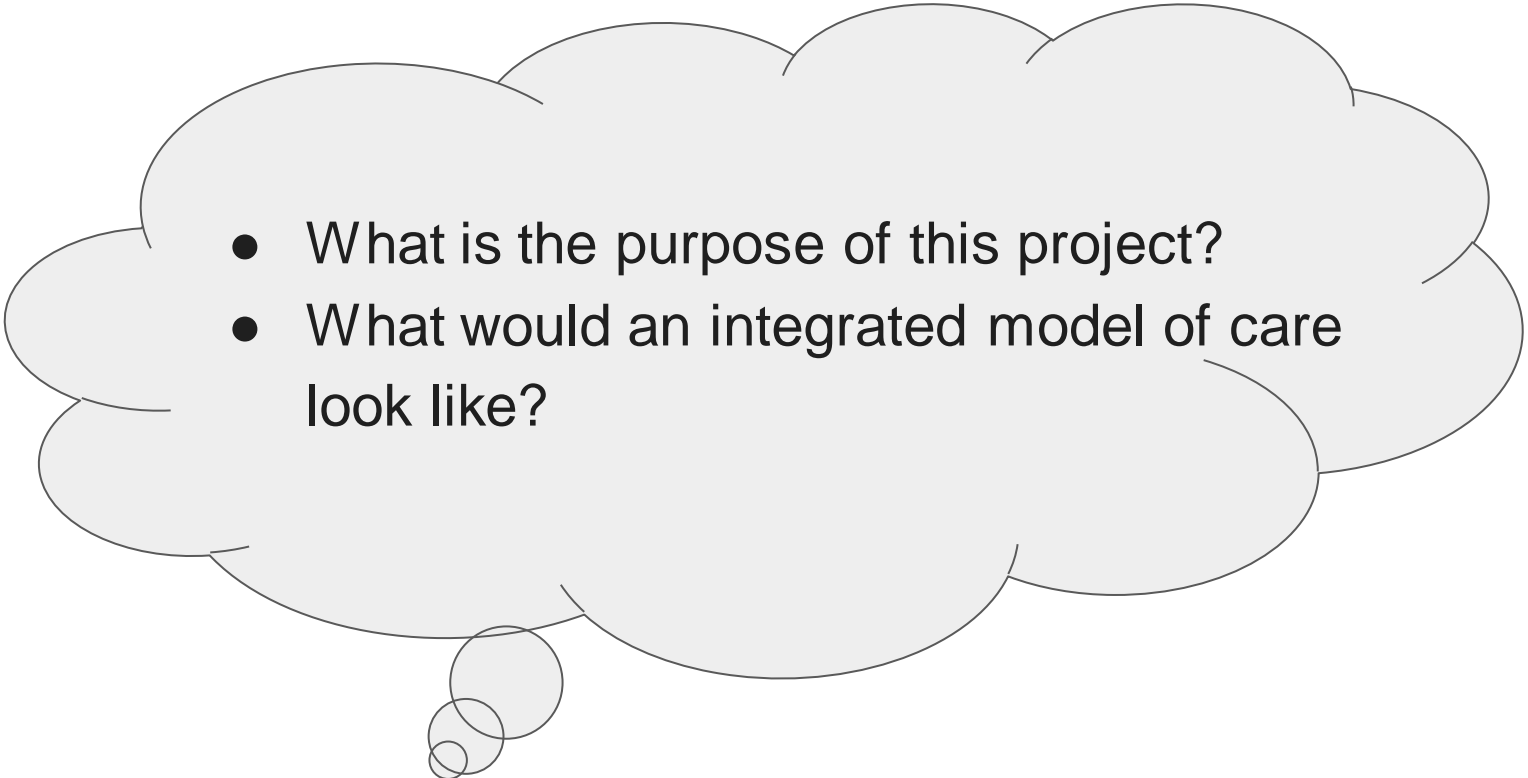


(Mcleod, 2023)

Discover: “How Might We” Questioning

How might we, Durham OHT, connect service providers at Building X to ensure they feel part of a team?

Dream: Vision Building

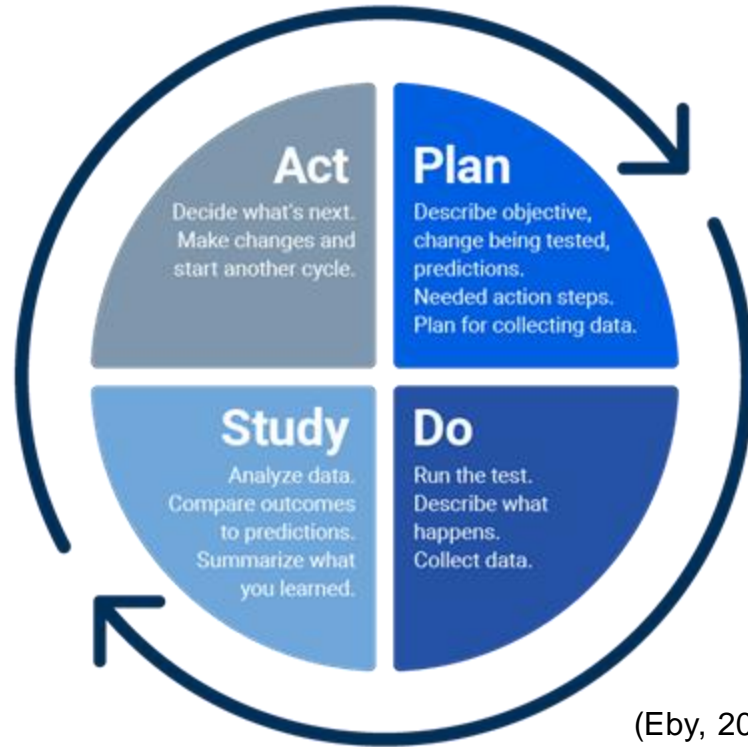
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- What is the purpose of this project?
 - What would an integrated model of care look like?

Design: What Can We Do Better?

How might we connect service providers serving clients at Building X to ensure they feel part of a team?

1. Virtual huddles
2. Reflect on current gaps in communication among service providers
3. Set up ways to facilitate regular and collaborative communication among service providers

Deliver: Actionable Next Steps



(Eby, 2019)

Current Status of Leading Project at the Durham OHT

Cathy Slevin, OT Reg. (Ont.), MHA
Director, Regional Program, Lakeridge Health
November 23rd, 2023

Leading Project Current Status

- One Care Team ongoing collaboration
- Pathways developed
- Development of implementation plan
- Resident Health and Social Care Resource Fair
- Supports and programs launched at the building
- Continued collaboration with OH for milestones and deliverables

Health and Social Care Resource Fair

PARTNERS:

- Alzheimer Society Durham Region
- Community Care Durham
- Regional Municipality of Durham
- Community Paramedicine
- LTC and Services for Seniors
- Durham Community Health Centre
- Durham Mental Health Services (Lakeridge)
- Durham Legal Services
- Durham OHT
- Home And Community Care Support Services (Central East)
- Victoria Order of Nurses (VON)

Future of OHT



Patient Healthy Neighbourhood

References

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