

A photograph of two elderly women smiling, overlaid with a semi-transparent purple filter. The woman on the left has short, dark, curly hair and is wearing a patterned top. The woman on the right has short, white hair, wears glasses, and a necklace. They are both looking towards the camera.

Essential Care Partner Practices in Ontario Health Teams: An Opportunity for Improved Patient Care

The Ontario Caregiver Organization

December 6, 2023

Land Acknowledgement





OUR PURPOSE

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

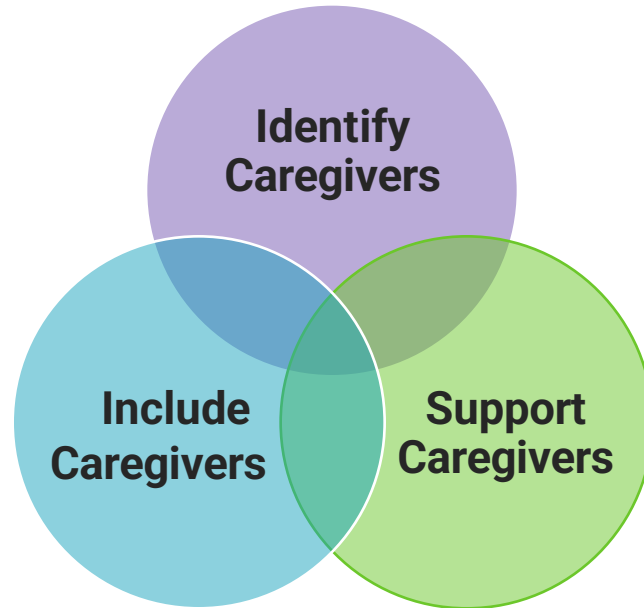


About the Ontario Caregiver Organization



- At the centre of our work are caregivers
- OCO collaborates with caregivers to create its programs and services – all free of charge
- Caregiver Advisory Panel and working groups

OCO's work with Ontario Health Teams



Learning Events
and education



Tools and
resources



Collaboration,
Guidance and
Support



Connect
Caregivers to
Support

←—————→
**Meaningfully engage caregivers as experts in
planning of care design and delivery**

What you will learn about today



Caregiving and its impact on patient care



Essential Care Partner Practices – what they are and why they are important to your OHT – featuring Couchiching OHT



Essential Care Partner Practices – new tools, resources and actions your OHT can take today to implement Essential Care Partner Practices

Today's Presenters

Andrea Rovazzi
Care Partner

Co-Chair Patient Family
Advisory Council
Couchiching OHT

Chris Archer
Co-director

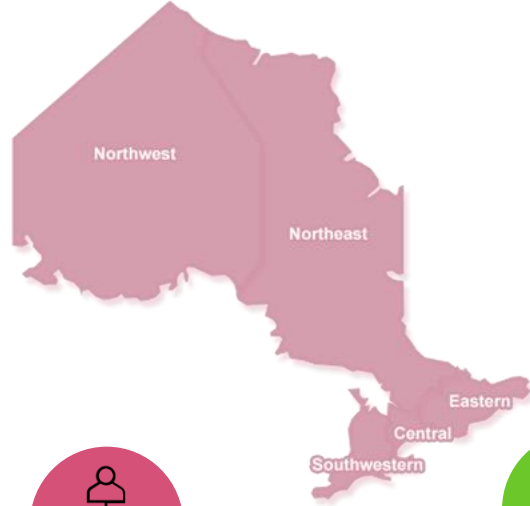
Couchiching OHT

Alison Kilbourn
Manager,
Essential Care
Partner Support
Hub

Bianca Feitelberg
Project Lead,
Strategic
Partnerships and
Innovation



Ontario Caregivers at a Glance



4 million across Ontario, including young caregivers



From every age group:

12% Age 16-25

28% Age 26-44

40% Age 45 – 64

20% Age 64+



Almost evenly split female/male/
non- binary
(51%/48%/1%)



64%
are employed

Who are they caring for?



87%

care for one person, usually an older family member, often a parent. A third of caregivers are new to the role over the last two years.



48%

of caregivers are part of the “sandwich generation”, caring for their own parent(s) or in-laws while also raising children under the age of 18.



49%

of care recipient live with the caregiver, 37% live in other private homes, 11% live in healthcare facilities.



Andrea's Caregiving Journey

Caregivers at risk of becoming patients themselves

Higher rates of loneliness¹, stress and **depression**²

“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”**⁴

When caregivers aren't well, Patients aren't either

Caregiver burnout
can lead to patients
requiring ER visits
and/or unnecessary
hospital admissions^{3,4}

**Caregiver mental
health** has been found
to impact patient clinical
and mental health
outcomes²

Caregivers are Critical

“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”

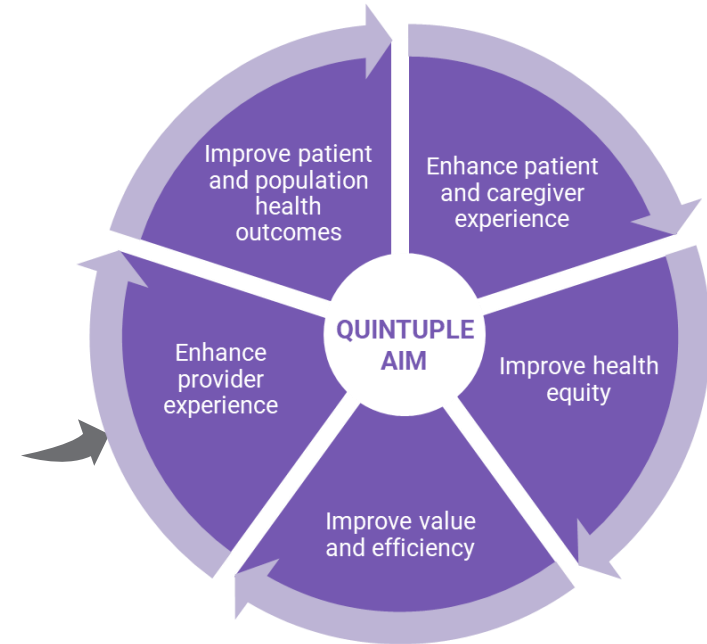
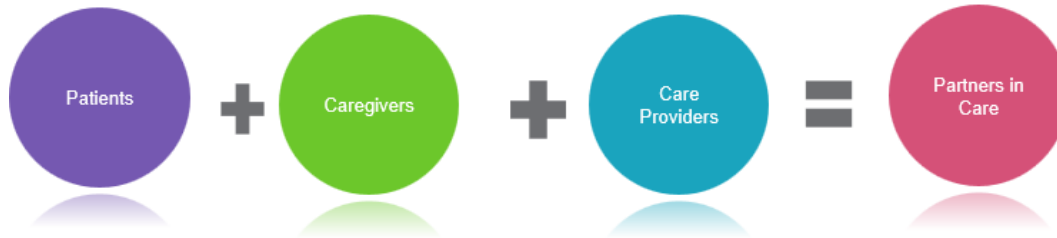
<https://www.ncbi.nlm.nih.gov/books/NBK210048/>

Partnering with Caregivers at Point of Care

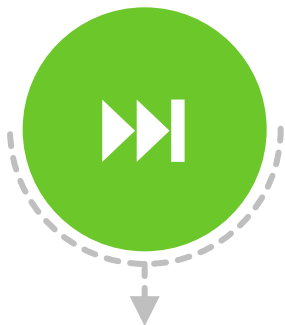
The Opportunity

Integrate caregivers across OHTs so that they are consistently empowered and included as essential partners in patient care

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



The Value of Caregivers as Partners on the Care Team



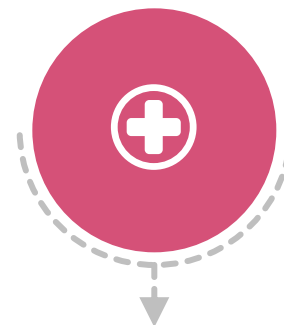
Caregivers are often **responsible for managing the continuity of care**



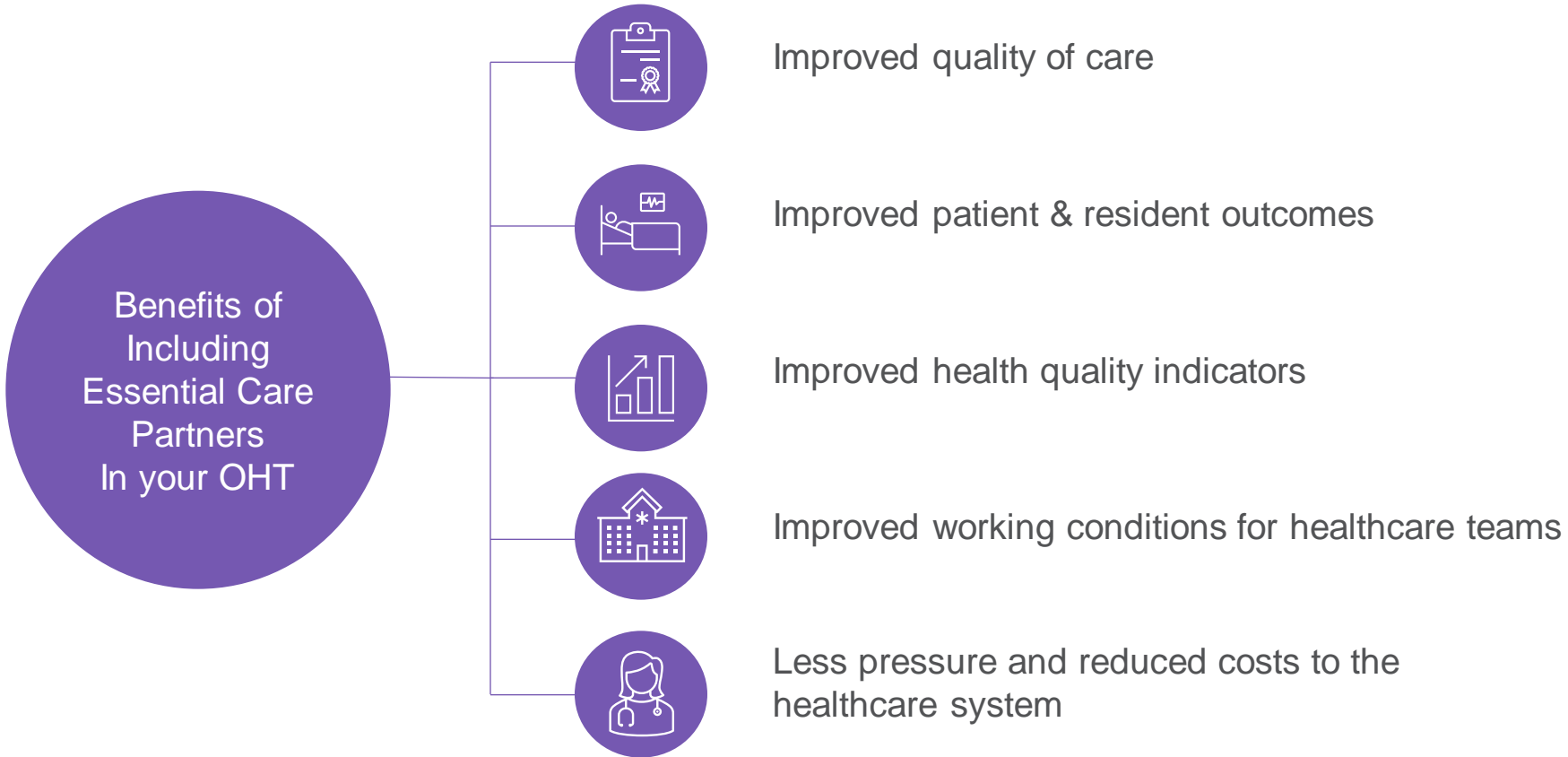
Caregivers often carry out the **implementation of the care plan**



Caregivers provide **patient information that may be as important and dependable as the medical record**



Caregivers may **prevent medical errors or inefficiencies in a fragmented system.**



What is an Essential Care Partner Program?

Policies and practices implemented in a care setting that identify, include and support caregivers as essential partners on the care team



Essential Care Partner Support Hub

- In partnership with Ontario Health, the Ontario Caregiver Organization has launched the [Essential Care Partner Support Hub](#) to support healthcare settings in implementing Essential Partners in Care programs and practices
- We offer:
 - Guidance and Coaching
 - Leading Practices, resources, tools and templates
 - Connection to settings and peers that have implemented
 - Opportunities for learning and knowledge exchange



Essential Care
Partner Program
IMPLEMENTATION TOOLKIT
A GUIDE FOR HOSPITALS



Essential Care Partner Programs

Key Practices for OHTs



Essential Care Partner Program

KEY PRACTICES FOR ONTARIO HEALTH TEAMS

An Essential Care Partner (ECP) program involves the implementation of practices across your Ontario Health Team (OHT) and community to ensure that caregivers are identified, included and supported to participate as part of the care team.

ECP programs for OHTs may include all or some of the following key practices:

IDENTIFY THE CAREGIVER	INCLUDE THE CAREGIVER AS PART OF THE CARE TEAM	SUPPORT THE CAREGIVER
<p>IDENTIFICATION Essential care partner identification (Caregiver ID) is used to identify and formally recognize essential care partners.</p> <p>CLIENT DESIGNATION Clients/patients/residents are empowered and encouraged to designate their essential</p>	<p>STAFF EDUCATION AND TRAINING Education and training is provided to all staff across the OHT including partner organizations, on the important role of care partners and practical ways to include and support them.</p> <p>INTEGRATION Essential care partner role is integrated into OHT models of care, including ALC strategies, care pathways, point of care workflows, client assessment, care planning and transition planning.</p> <p>COMMUNICATION Essential Care Partner information and program is pro-actively communicated across OHT partners, communities, patients, families and essential care partners.</p>	<p>LINK TO SUPPORT Connect essential care partners to caregiver and community supports and resources for their own well-being.</p> <p>CARE PARTNER EDUCATION AND TRAINING Care partners are provided education and support to validate their role and empower them to participate in care.</p> <p>ESSENTIAL CARE PARTNER ORIENTATION There is a process for onboarding and orienting essential care partners.</p>

IDENTIFY THE CAREGIVER

IDENTIFICATION

Essential care partner identification (Caregiver ID) is used to identify and formally recognize essential care partners.



INCLUDE THE CAREGIVER AS PART OF THE CARE TEAM

STAFF EDUCATION AND TRAINING

Education and training is provided to all staff across the OHT, including partner organizations, on the important role of care partners and practical ways to include and support them.



SUPPORT THE CAREGIVER

LINK TO SUPPORT

Connect essential care partners to caregiver and community supports and resources for their own well-being.

Essential Care Partner Practices in Action





Couchiching
Ontario Health Team

Essential Care Partner Practices COHT

Dec 6, 2023

**Shared Wisdom.
Better Care.**



Who is the Couchiching OHT?

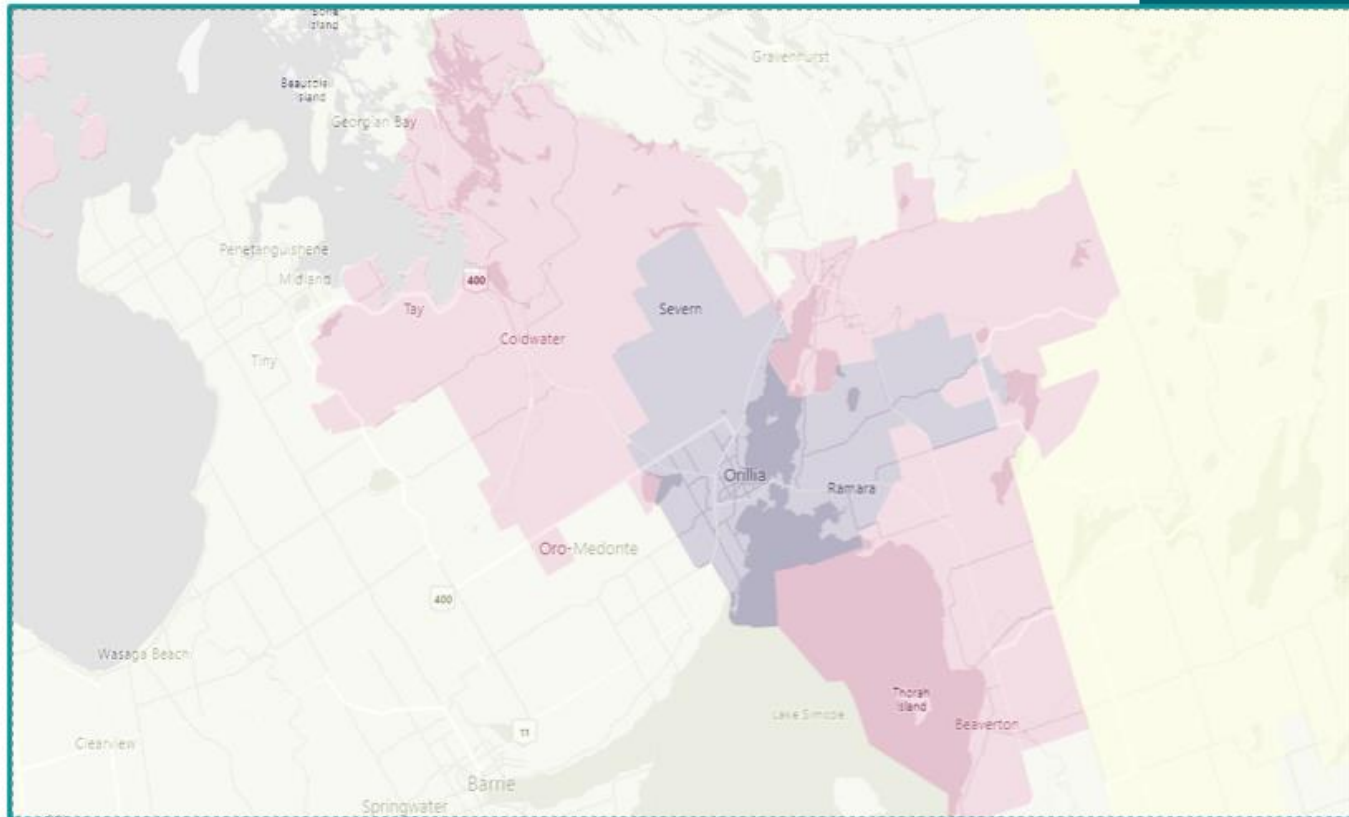
Our Ontario Health Team spans across
Orillia, Oro-Medonte,
Ramara, Severn & the
Chippewas of Rama First Nations

Attributable population
of: -67,000

Geographical population
of:
-90,000*

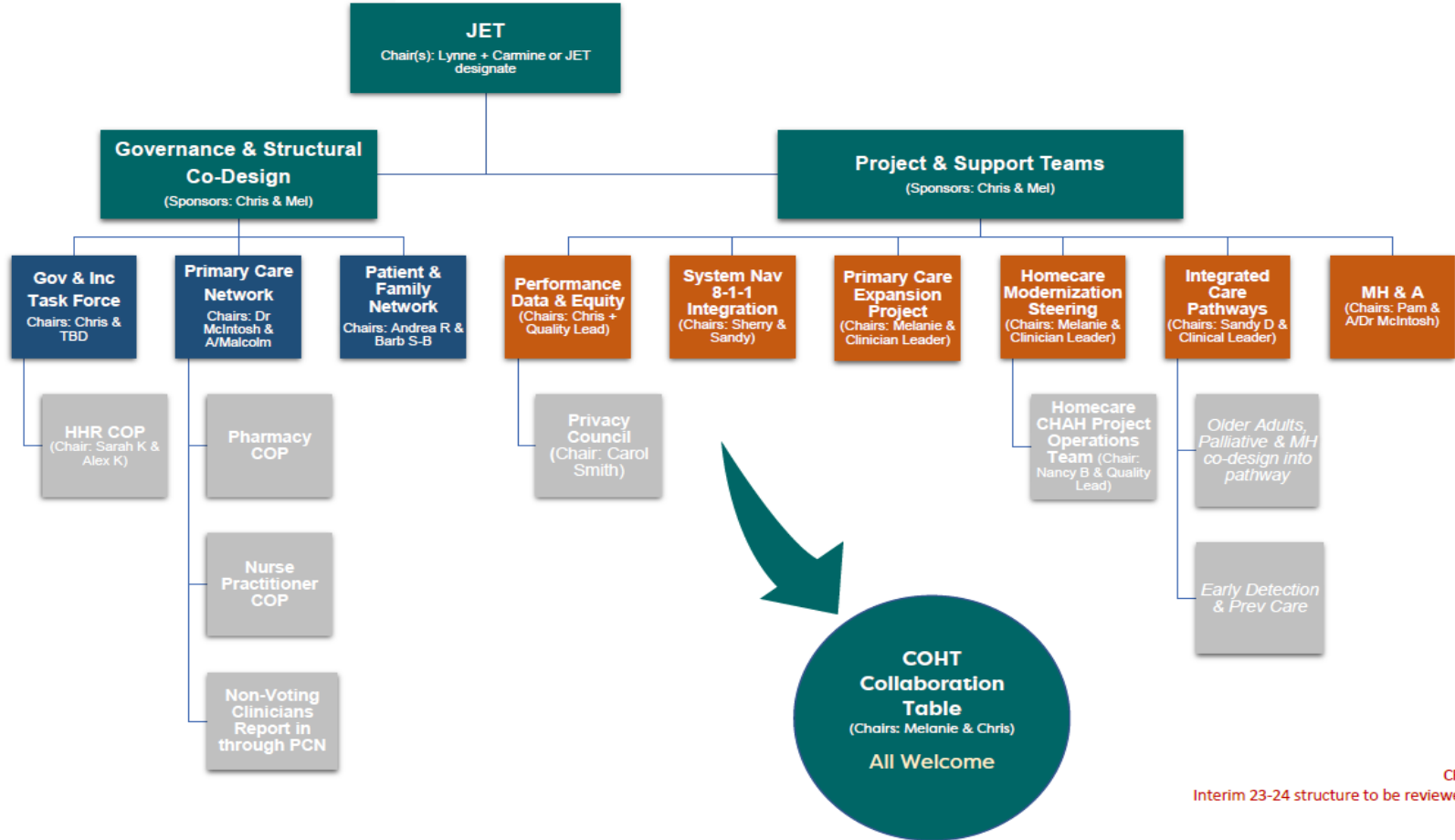
Anchor
Partners
(12)

Affiliate
Partners
(30+)



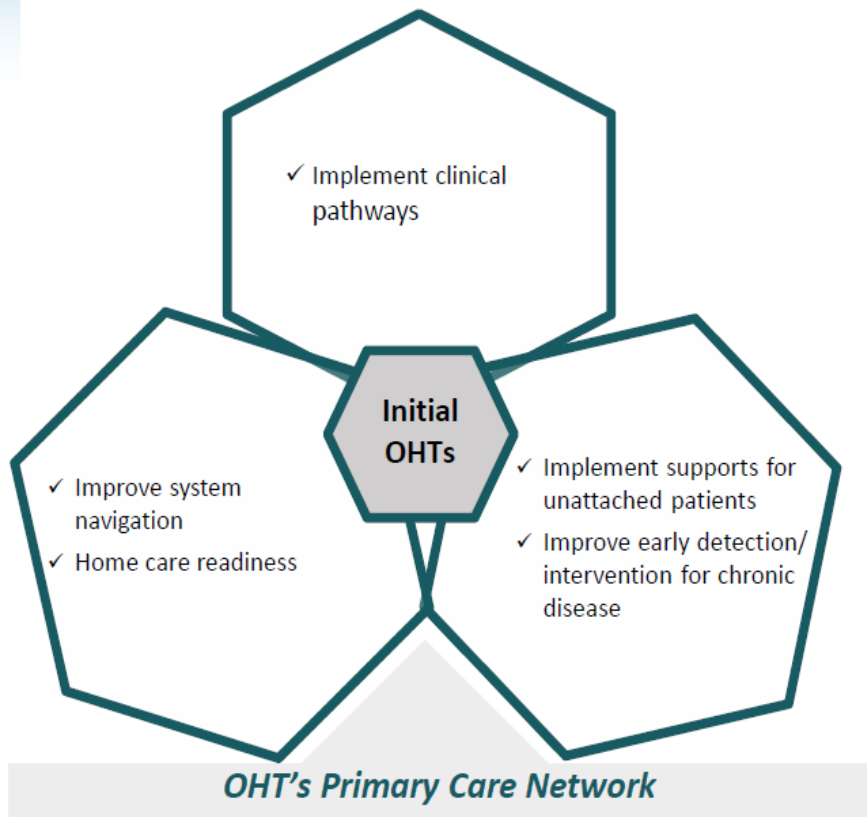
*Does not include influx from seasonal residents

Interim Current Fiscal Year Only Committee Organizational Chart



Improving Patient Outcomes through Initial OHTs

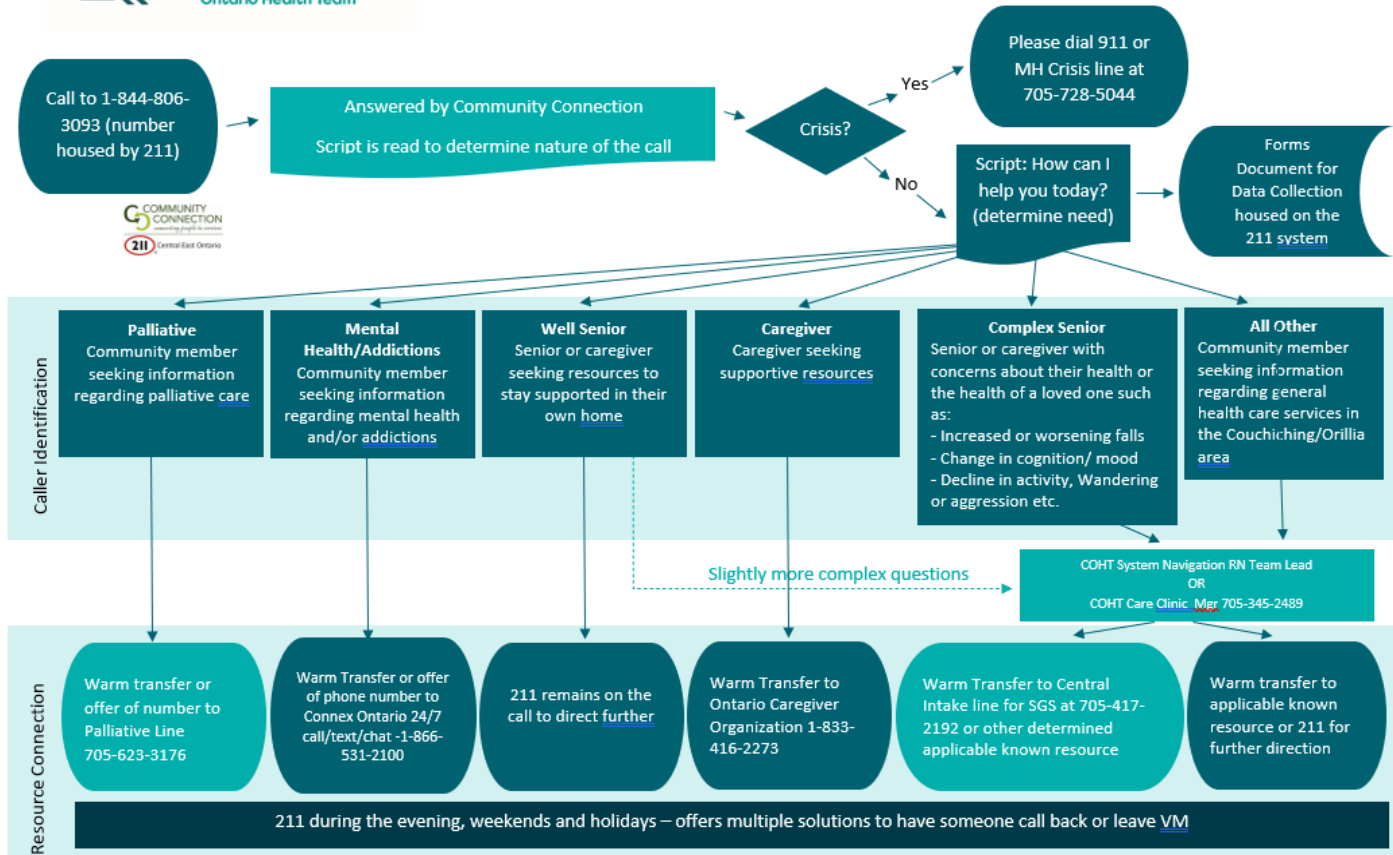
Initial OHTs will be asked to advance provincial clinical priorities and demonstrate improvements to patient experience and outcomes



Improved Patient Outcomes

- ↑ Increased early detection of chronic disease
- ↑ Improved chronic disease outcomes
- ↓ Reduced acute care utilization
- ↑ Increased access to primary care services for unattached patients
- ↑ Improved system navigation support to find and access care
- ↑ Increased access to integrated team-based models of care

24/7 System Navigation Process Phase 2



211 during the evening, weekends and holidays – offers multiple solutions to have someone call back or leave VM

COHT website resource list available online for providers with a login

OSMH ECP Program



Why

- Identified as a need in early 2022 while visiting was significantly restricted during pandemic

How

- Introduced as a Pilot program in May 2022 (2 units) includes:
- Expression of Interest & Application Form
- Defined roles & responsibilities
- OSMH Staff Education Component
 - Process [how to identify, is this person appropriate etc]
- IPAC Education Component – video, Collaboration Contract
- Issuance of identification badge (within 24hrs)
- Application available on website (within next week)

Where

- Available hospital wide with anticipated length of stay > 7 days



Long Term Lofty Vision - COHT ECP Program



- Single program spanning all care settings
- Vetting process covers all settings
- Identified at one door, valid across all COHT settings
- Regular/structured contact with clinicians
- Full access to facility/patient
- Equal access to patient health information
- At the table for clinical decisions
- Training, Education (e.g. CPR, First Aid, Mental Health First Aid)
- Identification of 2 per patient



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Couchiching Ontario Health Team

Essential Care Partner Practices and OHTs

Essential Care Partner Practice – Identify the caregiver

System Challenges

- ❑ Transitions in care
- ❑ Health human resources

Opportunity

Solutions and Actions for OHTs

- ❑ Implement Caregiver ID across OHT settings
- ❑ Document Essential Care Partners in patient files/records



New Resources

- ✓ [Essential Care Partner Program Implementation toolkit for OHTs](#)
- ✓ [Essential Care Partner Program – Key Practices for OHTs](#)

Essential Care Partner Practice – Include the caregiver

System Challenges

- ❑ ALC days
- ❑ Frail Older Adults
- ❑ Health equity and access for vulnerable patients

Opportunity

Solutions and Actions for OHTs

- ❑ Build processes and training to include caregivers in early and pro-active assessment and transition planning
- ❑ Include caregivers in your integrated care pathways
- ❑ Offer education sessions to partners across your OHT



New Resources

- ✓ [Essential Role of Caregivers in Improving Transitions and Addressing ALC](#)
- ✓ [Essential Care Partner Practices for Ontario Health Teams](#)
- ✓ [Guidance Document: Integrating and Engaging Caregivers to meet OHT Deliverables](#)

Essential Care Partner Practice – Support the caregiver

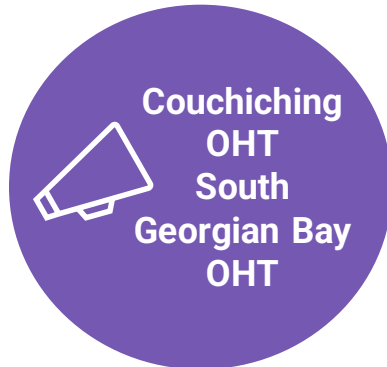
System Challenges

- ❑ Increased emergency room usage
- ❑ Improved system navigation for patients/families

Opportunity

Solutions and Actions for OHTs

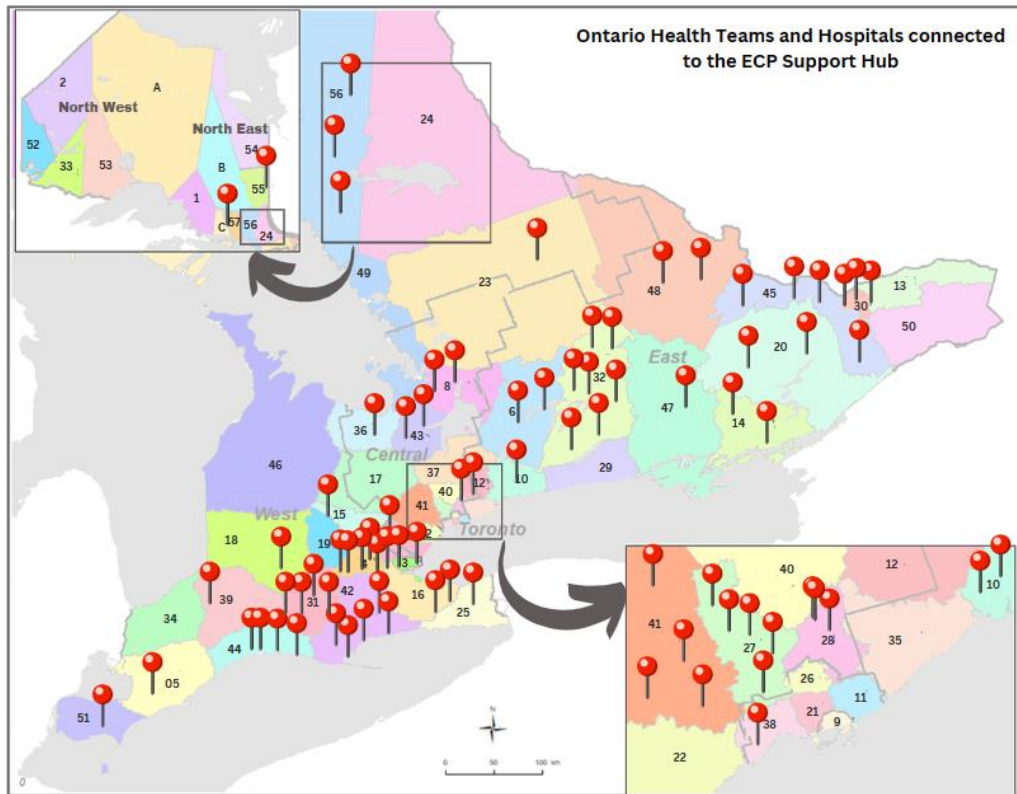
- ❑ Include OCO in your access/navigation models
- ❑ Refer caregivers to OCO
- ❑ Point to OCO on your OHT website



New Resource

- ✓ [Including Caregivers in Access and Navigation Models](#)

Ontario Health Teams and Hospitals connected to the ECP Support Hub



Questions?



We want to hear from you. Type your questions in the chat box!



Chat

From Me to [Everyone](#):



Please type your questions and comments in the chat-box.



Key Takeaways and resources for OHTs



Key Resources:

- [Essential Care Partner Programs – Implementation Toolkit for OHTs](#)
- [Essential Care Partner Program – Key Practices for OHTs](#)



Key Resources:

- [Essential Role of Caregivers in Improving Transitions and Addressing Alternate Level of Care \(ALC\)](#)
- [Essential Care Partner Practices for Ontario Health Teams](#)
- [Guidance Document: Integrating and Engaging Caregivers to meet OHT Deliverables](#)



Key Resource:

- [Including Caregivers in Access and Navigation Models](#)

CONTACT US

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