



WELCOME

We are starting shortly

Webinar audio connection is automatic via your computer's speakers and microphone.

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During the Webinar, you can make a comment or ask a question by using the chat box.

This webinar will be recorded.



The Ontario Caregiver Organization

Webinar: Supporting & Engaging Caregivers in OHT's
February 3, 2021

Welcome to the Webinar

- Your microphone and video have been disabled for the webinar
- Please use the chat box to make a comment or ask a question
- Questions will be addressed during the Q&A session following the presentation
- Resource summary with links will be sent as follow-up to all participants
- This webinar will be recorded
- Please use the chat box if you are having any technical issues

Today's Presenters and Participants



Carole Ann Alloway

Co-Founder, Family Caregivers Voice



Omar Khan

Caregiver,
Interim PFAC member
East Toronto Health Partners



Lisa Salapatek

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Strategic Partnerships & Innovation
Ontario Caregiver Organization



Bianca Feitelberg

Project Lead,
Strategic Partnerships & Innovation
Ontario Caregiver Organization

250+ Registered Participants
>35 OHT's
Caregivers and Patient Partners
OHT Leaders, Administrators, Core Advisors & Partners

Who we are



Our Vision

All caregivers in Ontario feel supported and valued



Our Mission

Improving the caregiving experience in Ontario

What We Hope to Achieve Today

1

Highlight the Importance of the Caregiver Role and Voice within OHT's

2

Identify Three 3 Key Strategies for Caregiver Support & Engagement:

- Including Caregivers as Part of the Care Team
- Supporting Caregiver Well-Being and Resilience
- Meaningful Engagement of Caregivers

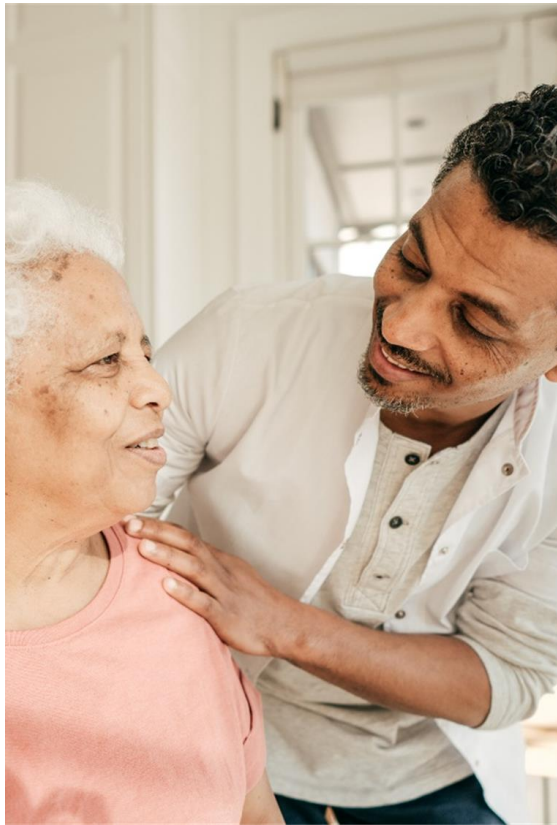
3

Share Resources, Tips, Tools and Action Steps for these Strategies

4

Next Steps and Opening the Door for Future OCO - OHT Linkages

Caregiving: An Important Role



3.3 M
CAREGIVERS IN
ONTARIO



PROVIDING
~75%
OF CARE

**IMPORTANT
ROLE OF
CAREGIVERS**



Impact on:

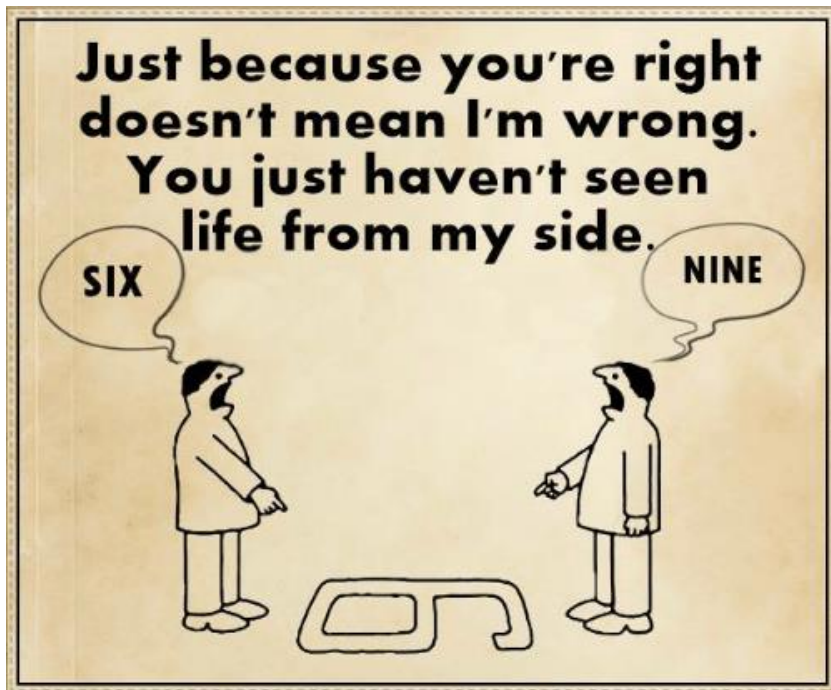
- Patient (Client/Resident) Outcomes
- Health Care System Capacity and Effectiveness
- Patient, Family, Provider Experience
- Transitions across settings

Covid-19 “Spotlight” on Caregiving

Caregiving: A Challenging Role



Caregivers: An Important Voice



- Caregiver experience $\neq$ Provider experience
- Caregiver experience $\neq$ Patient experience
- Valuable **EXPERTISE** to inform patient/client/resident care:
 - Individual level
 - OHT/system level

Interactive Poll: Tell Us About Your OHT

When it comes to recognizing the voice and role of caregivers, how is your OHT doing?

3 Key Strategies for Caregiver Support & Engagement

#1

Including
Caregivers
as Part of
the Care
Team



#2

Supporting
Caregiver
Well-Being
and
Resilience



#3

Meaningful
Engagement
of Caregivers
in OHT
Development

Care and Service Provider Role

OHT Planning and Decision-Making

Strategy #1: Including Caregivers as Partners in Care

- Strong evidence exists for the positive impact of caregiver presence on:
 - Health Outcomes
 - Patient (Client/Resident) Safety
 - Patient/Caregiver Experience
 - Staff Morale and Experience
- Caregivers often offer deep understanding of the patient and their condition that can help providers to make better care decisions



Strategy #1: Including Caregivers as Partners in Care

Caregiver ID:

- Visual recognition of caregivers as partners in care
- Formally identifying the caregiver is an important first step in strengthening relationships for better care

WE CAN'T UNDERESTIMATE
THE POWER OF BEING
RECOGNIZED AND VALUED.



Strategy #1: Including Caregivers as Partners in Care

Partners in Care Pandemic Tool Kit:

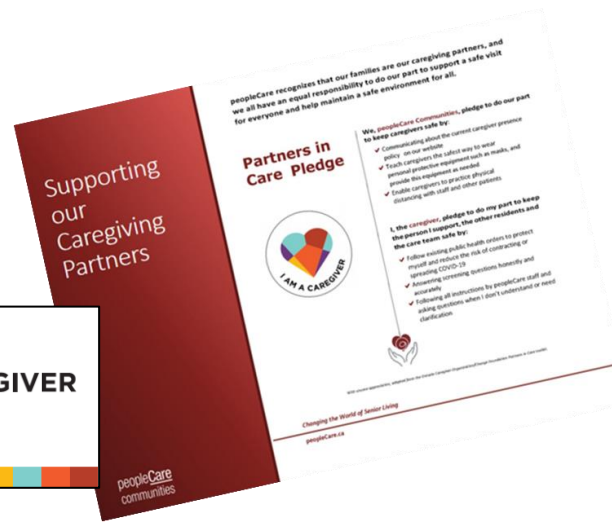
- Focus on Caregiver ID as a tool to support the safe presence of caregivers during Covid-19
- Reassurance that caregivers have screening, training and permission
- Key component of an essential caregiver program for hospitals, long-term care homes, other settings
- Step towards long-term culture change



Caregiver ID
adopted in
24+
new sites



Learning
Collaborative
for Early
Adopters

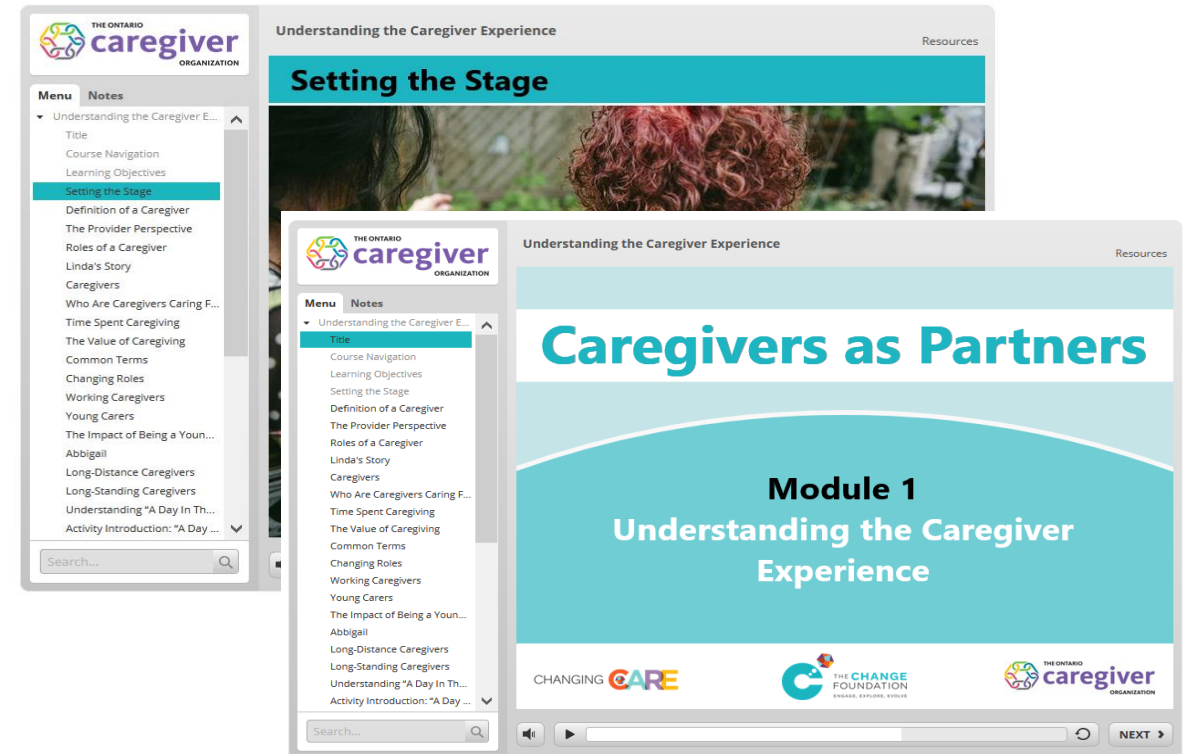


#notjustavisitor

Strategy #1: Including Caregivers as Partners in Care

Caregivers as Partners E-learning Modules for Providers

- Two series: Original, Mental Health & Addiction
- Three 20-minute free-of-charge modules
- Practical and tangible tips
- Co-designed: caregivers, patients, providers
- Accredited
- Free-of-charge for individuals and organizations
- Can be integrated into Learning Management Systems (LMS)
- Summer launch: caregiver e-Learning program



Strategy #2: Supporting Caregiver Well-Being and Resilience

- Caregivers play an invaluable role in our health care system and communities
- Many caregivers are overwhelmed in their role
- Care providers can make a meaningful difference to the caregiver experience and the quality of health care
- When caregivers are supported and resilient, it can result in:
 - Decreased rates of hospitalization
 - Delayed need for long-term care admission



Strategy #2: Supporting Caregiver Well-Being and Resilience



Ontario Caregiver Organization Programs and Services for Caregivers



**24/7 Caregiver
Helpline &
Weekday
Live Chat**



SCALE Program

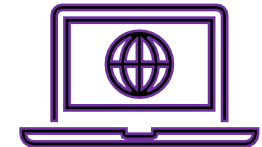
- Support for Caregiver Awareness, Learning & Empowerment (SCALE)
- Webinars and group/individual coaching (6 week series)



**Peer 1:1
Mentoring
Program**



**Online
support
Groups**



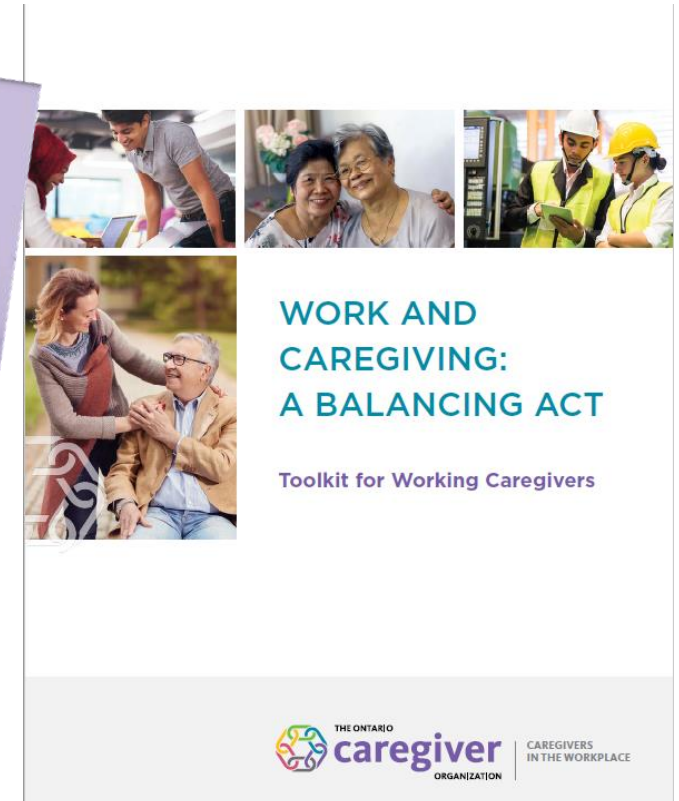
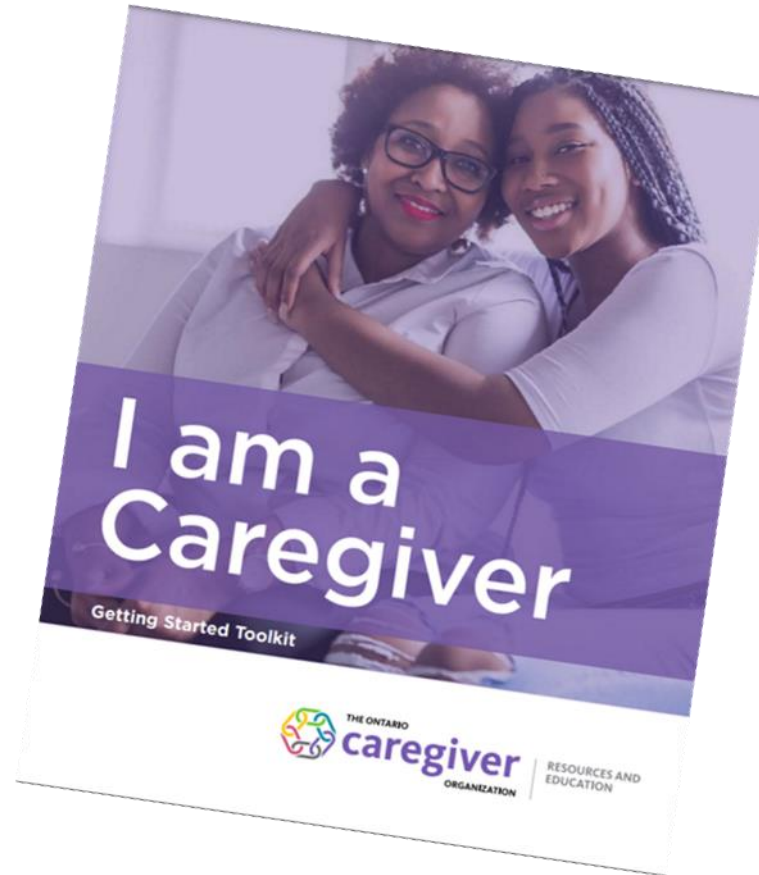
**Educational
Webinars**

Strategy #2: Supporting Caregiver Well-Being and Resilience

Web-based Resources & Toolkits:

- Tip sheets including COVID-19 focus
- Toolkits designed to support new caregivers and working caregivers

ontariocaregiver.ca



Strategy #2: Supporting Caregiver Well-Being and Resilience

Time to Talk Toolkit

- Co-designed by caregivers and care providers
- Adaptable tools to implement in your setting
- Tools for care providers to:
 - enhance support to caregivers
 - engage with caregivers about their well-being and role



Ambassador Guide

Introducing and Promoting the Time to Talk Toolkit

This guide is for leaders or those identified as Time to Talk Ambassadors within your organization. Designating ambassadors during our pilot phase proved to be successful in introducing the toolkit, building momentum and supporting sustainability. This document outlines the role of ambassadors, as well as key messages they can share with your staff. Feel free to adapt this document to suit your needs.

Time to Talk Toolkit

The Time to Talk Toolkit was created by healthcare providers and caregivers to support both in their role and to encourage meaningful conversations. This toolkit is currently being used in select hospitals with positive results.

The Toolkit Includes:

- The Time to Talk Awareness e-Learning module for those who interact with caregivers. The e-Learning explains the role of caregivers and easy ways

that healthcare and service providers can make a

- Posters
- Organizational charts
- Conversational cards
- A pamphlet in public of care
- How to call
- Ontario
- Seven to
- Caregiver

The Role

Thank you within your role to support role could

- Introduce within your organization
- On an ongoing basis
- Caregiver
- How the experience

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

Time to Talk

THE ONTARIO
caregiver
ORGANIZATION

Strategy #3: Meaningful Engagement of Caregivers



Authentic and Meaningful Engagement: The Caregiver Perspective

Carole Ann Alloway

Co-Founder, Family Caregivers
Voice

Omar Khan

Caregiver, Interim PFAC member
East Toronto Health Partners

Strategy #3:

Meaningful Engagement of Caregivers

- Authentic engagement and co-design can take more time but results in impactful and meaningful change
- Growing evidence of impact on quality of:
 - Care experiences
 - Relationships between providers, patients and caregivers
 - Service delivery
- Important to consider caregiver voice as distinct from patients
- Well-recognized as an essential component for system transformation and OHT expectations

Strategy #3: Meaningful Engagement of Caregivers

Practical Tips & Getting Started

**Take your patient partnering
to the
next level**

Become a patient partnering all-star on your quality improvement efforts with this quick guide on how to overcome common challenges

if you want to make the most out of the input you receive from your patient partners...
Try this!

if you want to maximize the diversity of perspectives and feedback on your project...
Try this!

Health Quality Ontario
Let's make our health system healthier

THE CHANGE FOUNDATION
ENGAGE, EXPLORE, EVOLVE

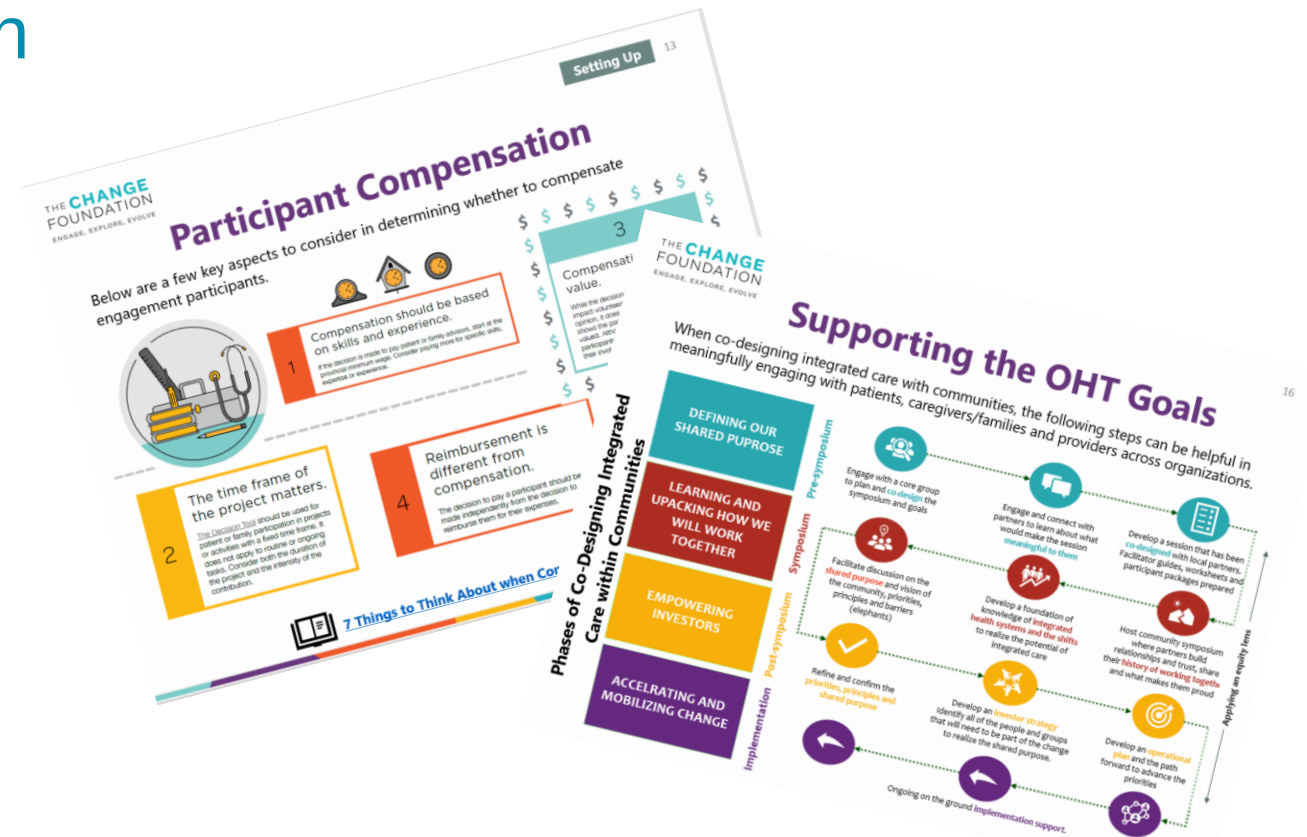
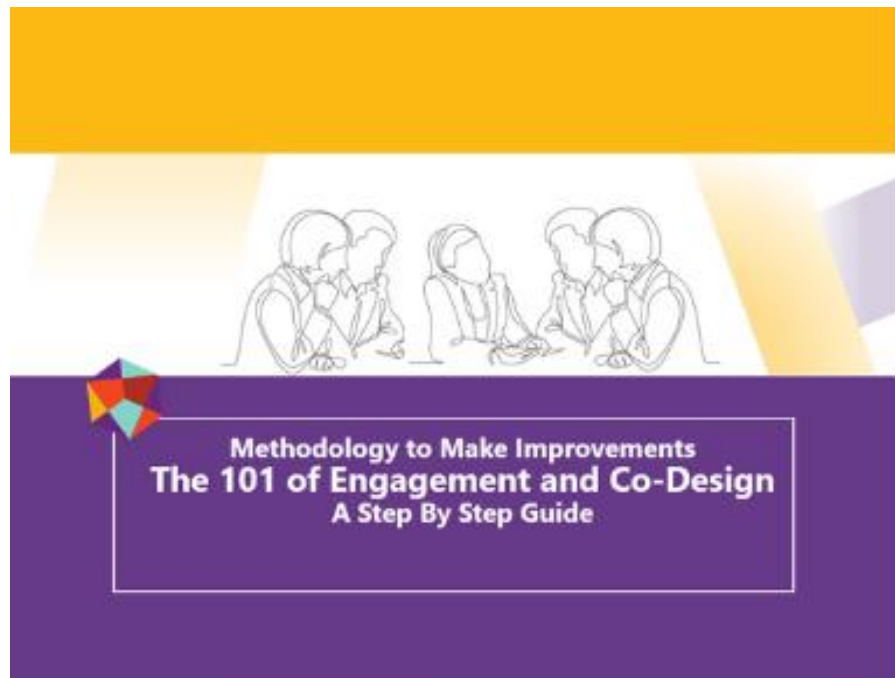
**RULES OF ENGAGEMENT:
LESSONS FROM PANORAMA**

Rules of Engagement:
The Change Foundation's top 15 simple, practical recommendations and tips

panorama

Strategy #3: Meaningful Engagement of Caregivers

Experienced-Based Co-Design



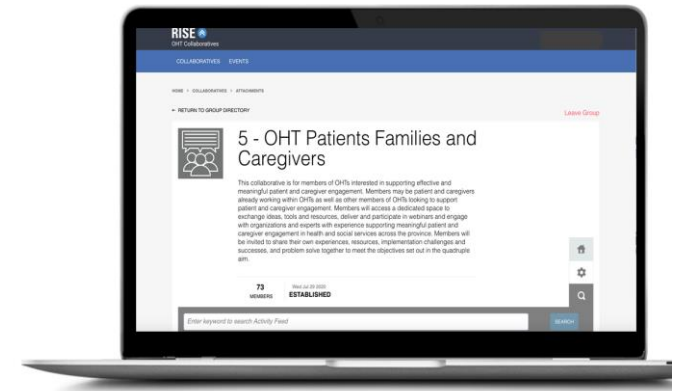
Strategy #3: Meaningful Engagement of Caregivers

Building Caregiver Capacity and Confidence to Participate in OHT Planning & Implementation



New OCO caregiver network to support caregivers who are involved in OHTs to feel prepared and confident to contribute to OHT planning and implementation.

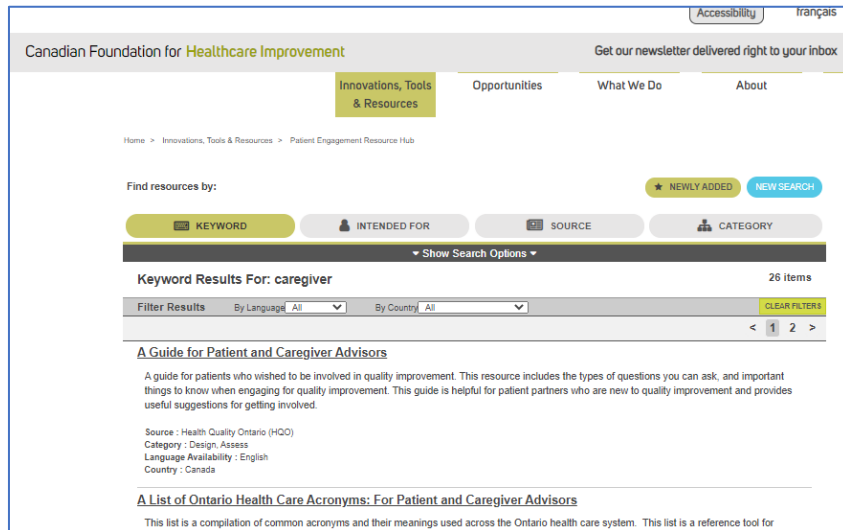
Launch sessions:
March 30, 2021 (noon)
April 15, 2021 (5:30pm)



Connect and collaborate with the OHT patient, family and caregiver engagement community of practice facilitated by RISE

Strategy #3: Meaningful Engagement of Caregivers

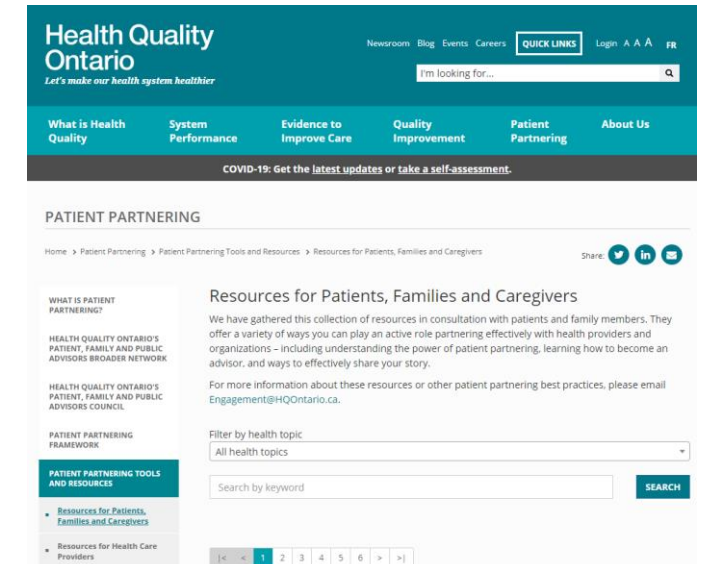
3 Key Resource Hubs:



CFHI/CPSI: Patient, Family & Caregiver searchable hub



The Change Foundation:
Engagement and
Co-Design Inventory



Health Quality Ontario:
Patient Partnering searchable hub

OCO Support & Linkage with OHTs

Including
Caregivers
as Part of
the Care
Team



Supporting
Caregiver
Well-Being
and
Resilience



Meaningful
Engagement
of Caregivers
in OHT
Development

Current	✓ Connect with OCO ✓ OCO Website: Care Provider Resource Centre		
	✓ Caregiver ID/Pandemic Tool Kit ✓ Caregivers as Partners e-Learning for providers	✓ Time to Talk Tool Kit ✓ OHT Linkage to OCO Programs and Services	✓ Linkage to key tools & resources ✓ RISE community of practice
Spring/ Summer	✓ New e-Learning modules for caregivers		✓ Caregiver network sessions to support caregiver involvement in OHT planning and implementation: ✓ March 30 & April 15
	✓ OHT Webinar: Including Caregivers as Part of the Care Team	✓ OHT Webinar: Supporting Caregiver Well-being and Resilience	✓ OHT Webinar: Meaningful Engagement of Caregivers

Where Do We Go From Here?

- Suggestion Action Steps:
 - Review & reflect
 - Explore tools & resources (resource summary will be shared)
 - Start the conversation!
- Connect with OCO about:
 - Implementation of Tools
 - Connections for Peer Learning: providers and caregivers
 - Local Caregiver Programs & Support
- Share your feedback: post-webinar survey

Supporting & Engaging Caregivers



Questions?

Contact Us

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