



The Ontario Caregiver Organization

Webinar: Engaging and Supporting Caregivers in Primary Care Teams

Introductions



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Caregiver



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CEO The Ontario
Caregiver
Organization

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 Primary Care Teams

2

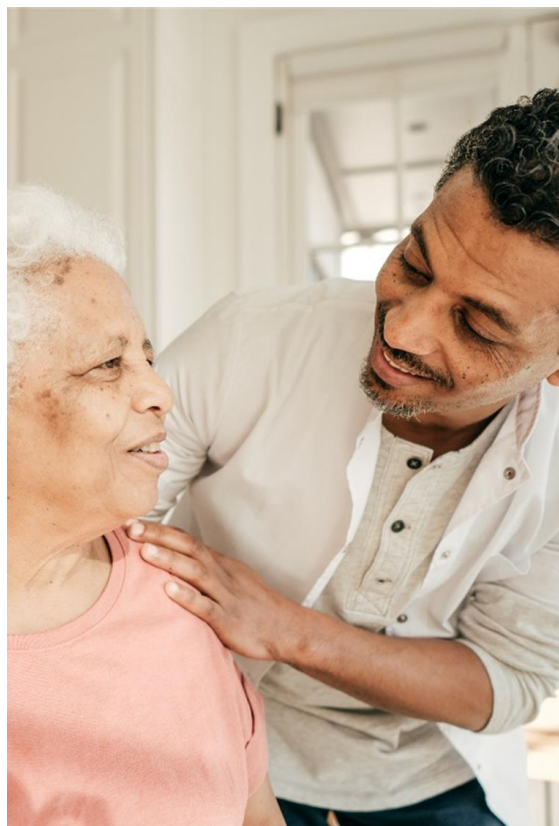
Identify Three 3 Key Strategies for Caregiver Support & Engagement:

- 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

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

Caregiving: A Challenging Role

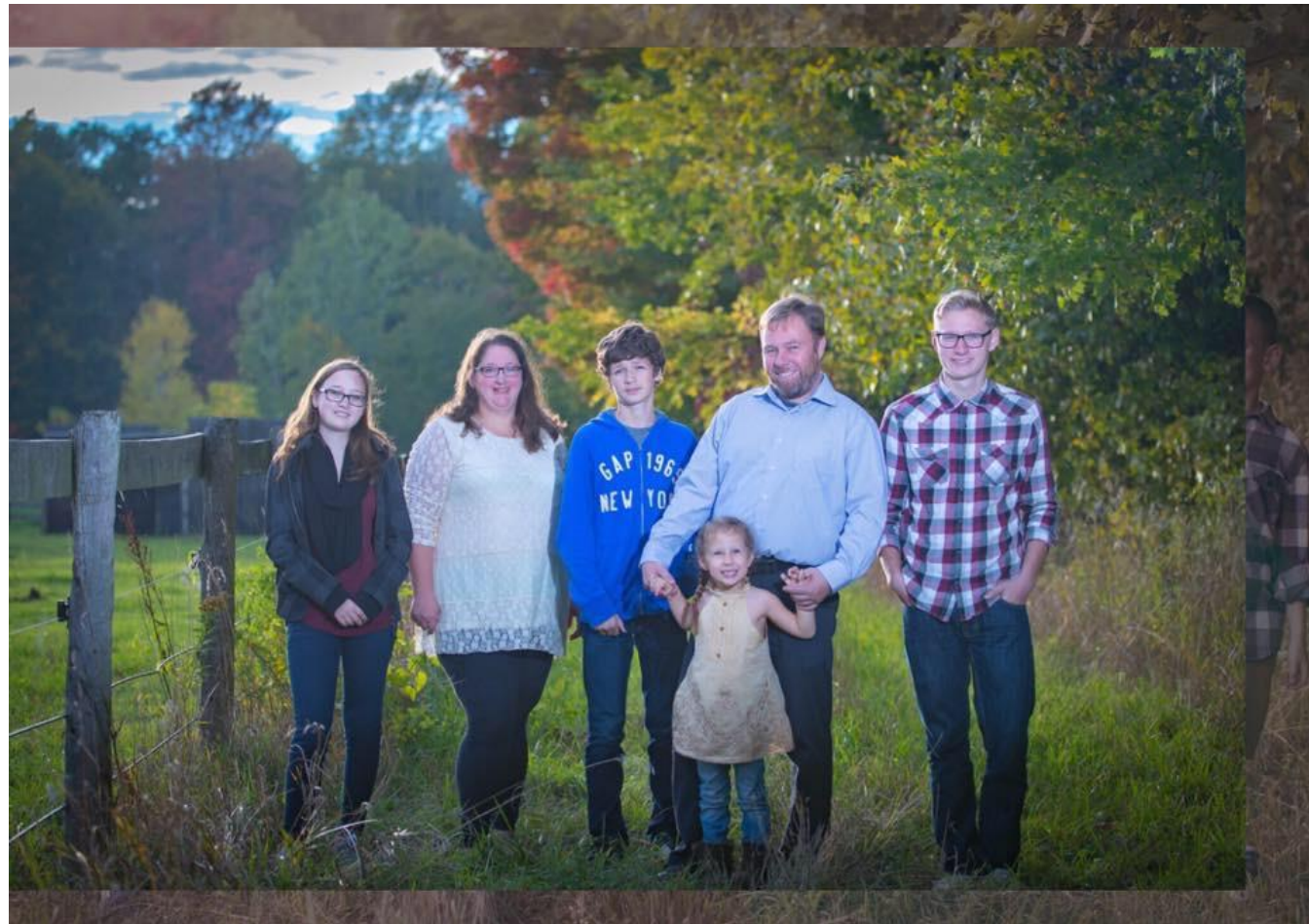
Covid-19 “Spotlight” on Caregiving

- Pandemic has amplified what was already the reality for caregivers: burnout, isolation, feelings of loneliness
- 54% of caregivers say it’s harder to manage their caregiving responsibilities since the pandemic began and it’s taking a toll on their mental health
- 59% caregivers admit that they need a break from caregiving, with only 38% saying they are able to do so (compared to 44% the year prior)

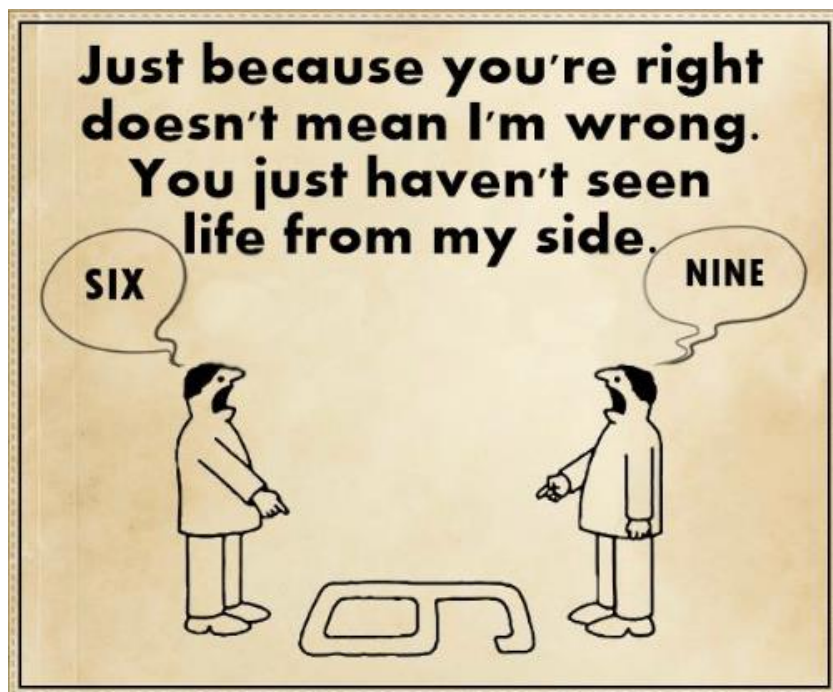


Caregiving: A Challenging Role

- Christina's caregiving story
- Notable experiences

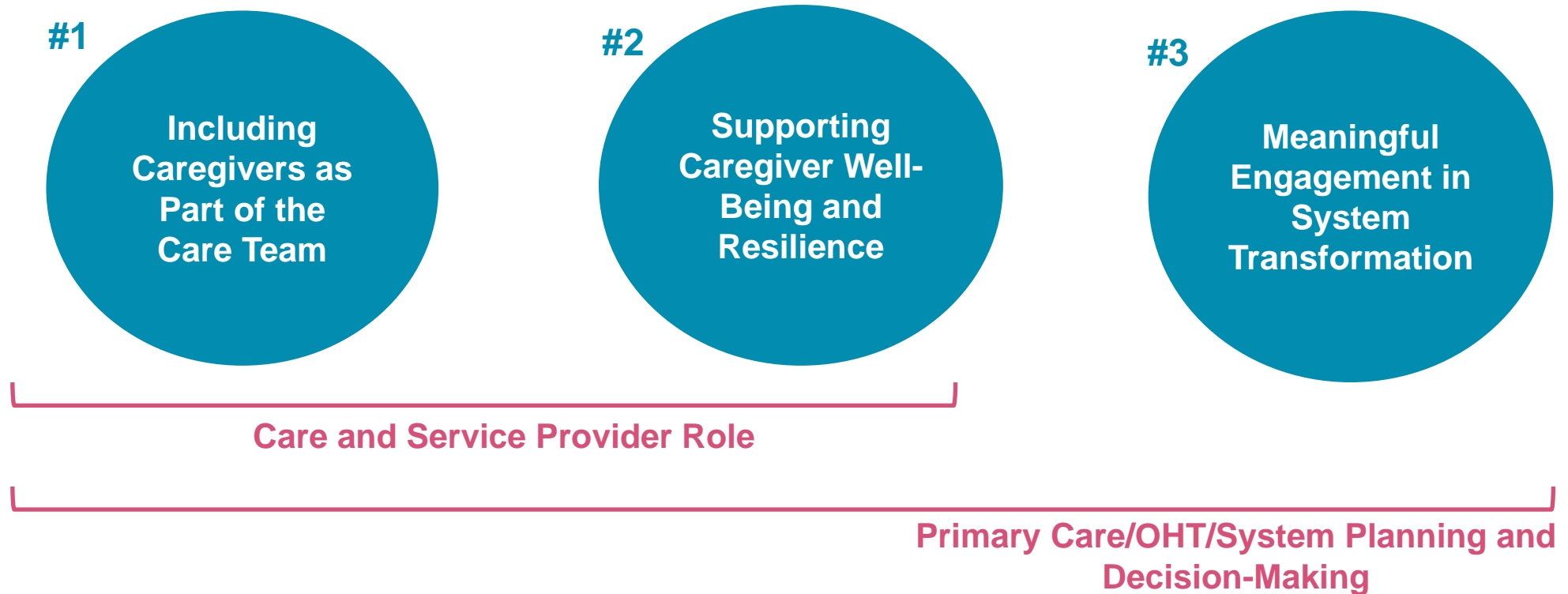


Caregivers: An Important Voice



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

3 Key Strategies for Caregiver Support & Engagement



Caregiving: A Challenging Role

- Caregivers as solution partners
- Insights from a caregiver perspective

EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.

-Vanessa@tisnessa

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 primary care teams 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.



Family caregiver ID is a strong demonstration of an organization's

commitment to caregivers.

It's a concrete way to

recognize caregivers and facilitate their role

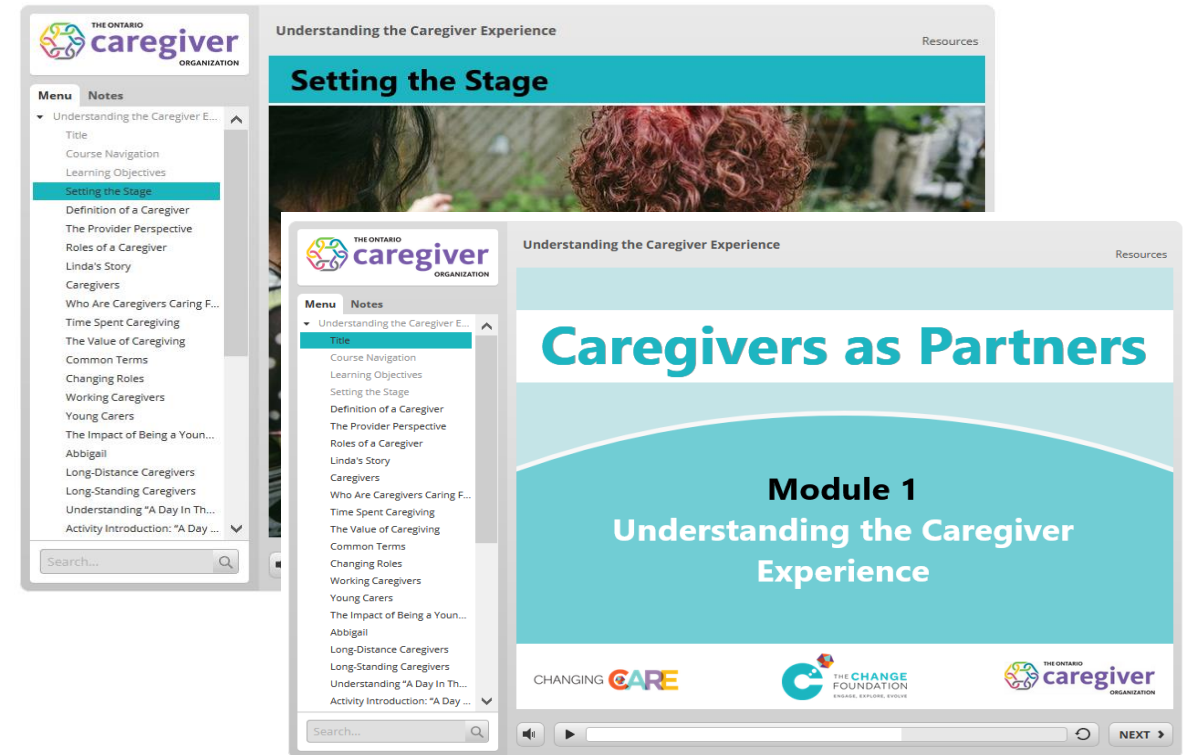
as partners in care.



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 strain on health care system
 - 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 (8 week series)



**Peer 1:1
Mentoring
Program**



**Online
support
Groups**



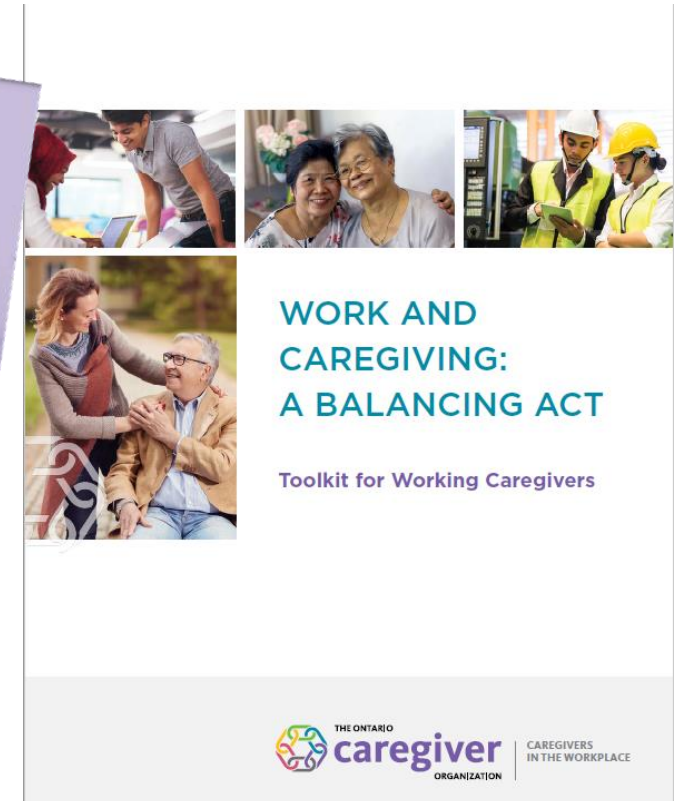
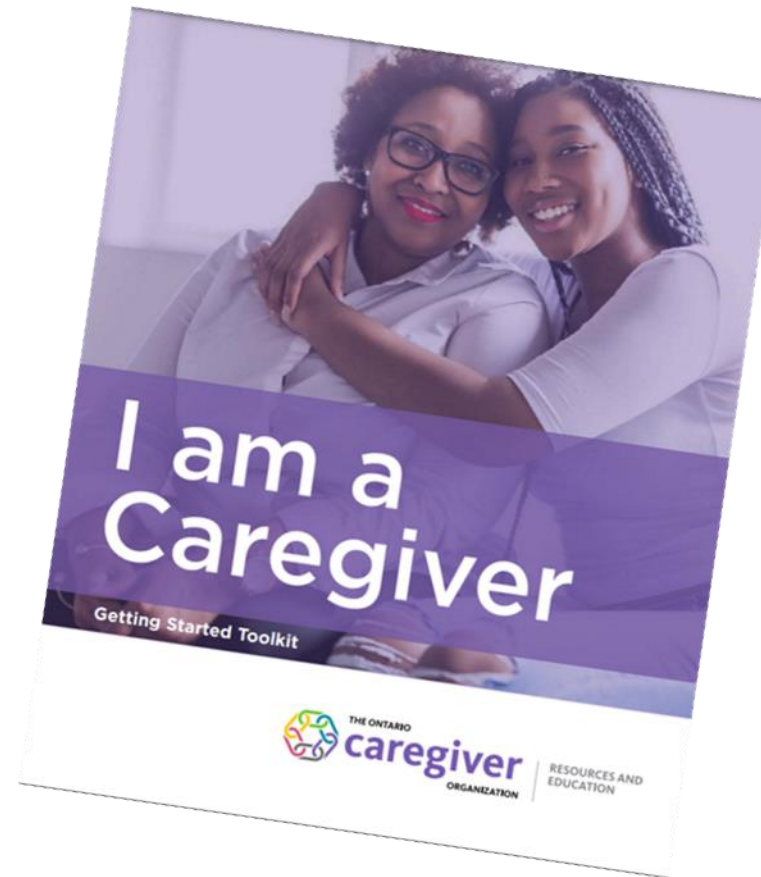
**Educational
Webinars**

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
- Originally designed for primary care, expanded to acute and home and community care in select areas
- 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

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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

THE ONTARIO
caregiver
ORGANIZATION

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

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

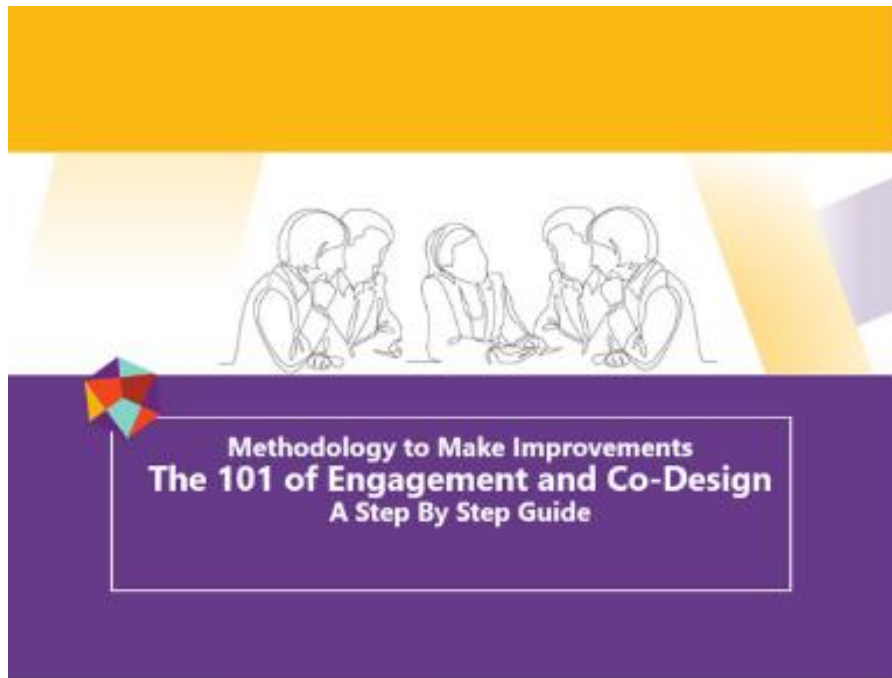
**RULES OF ENGAGEMENT:
LESSONS FROM PANORAMA**

panorama

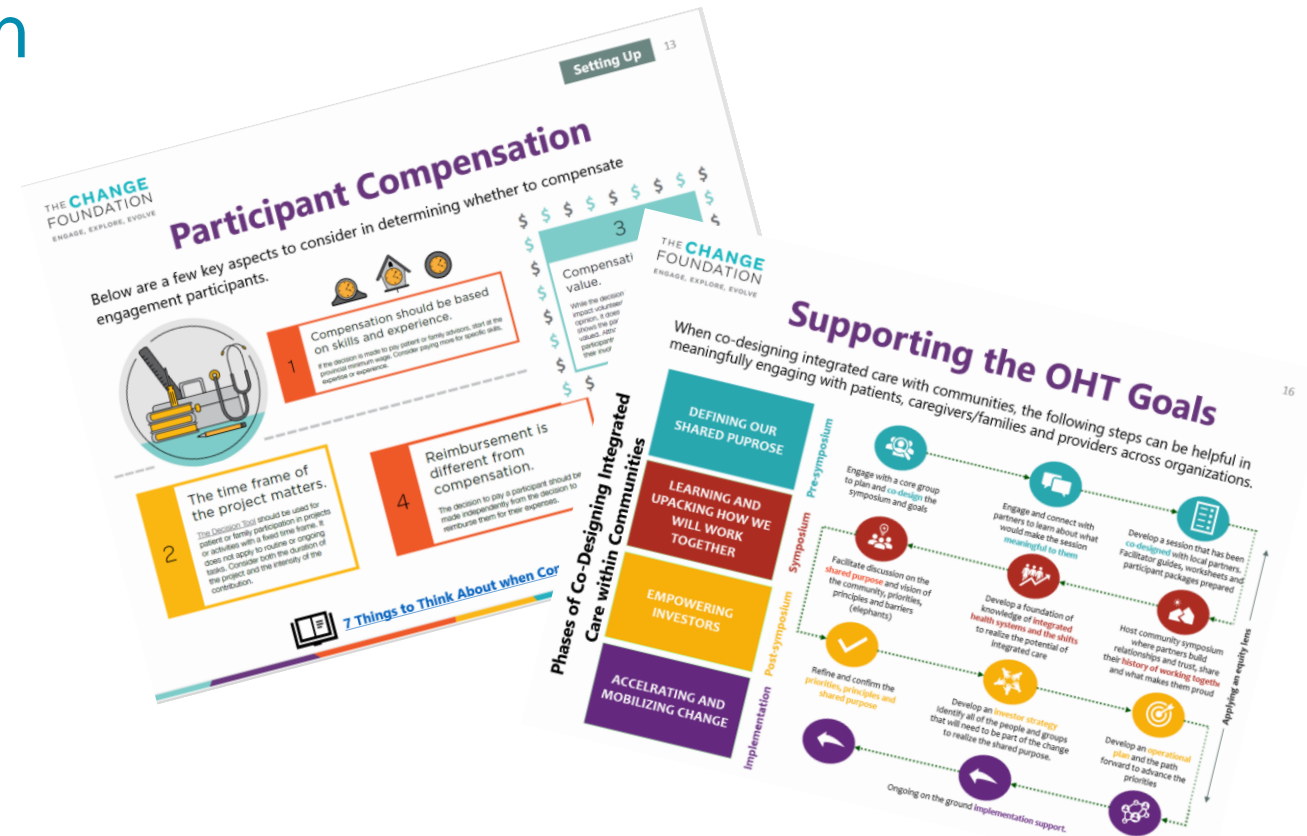
Rules of Engagement:
The Change Foundation's top 15 simple, practical recommendations and tips

Strategy #3: Meaningful Engagement of Caregivers

Experienced-Based Co-Design



Methodology to Make Improvements
The 101 of Engagement and Co-Design
A Step By Step Guide



Participant Compensation
Below are a few key aspects to consider in determining whether to compensate engagement participants.

- 1 Compensation should be based on skills and experience.
If the decision is made to pay patient or family advisors, start at the professional minimum wage. Consider paying more for specific skills, expertise or experience.
- 2 The time frame of the project matters.
The Decision Tool should be used for projects or family participation in projects or activities with a fixed time frame. It does not apply to routine or ongoing tasks. Consider from the duration of the project into the intensity of the contribution.
- 3 Compensati value.
While the decision model is a useful guide, it does not replace the need to consider the value of the participant's time.
- 4 Reimbursement is different from compensation.
The decision to pay a participant should be made independently from the decision to reimburse them for their expenses.

Supporting the OHT Goals
When co-designing integrated care with communities, the following steps can be helpful in meaningfully engaging with patients, caregivers/families and providers across organizations.

Phases of Co-Designing Integrated Care within Communities

- DEFINING OUR SHARED PURPOSE** (Pre-symposium)
- LEARNING AND UPACKING HOW WE WILL WORK TOGETHER** (Symposium)
- EMPOWERING INVESTORS** (Post-symposium)
- ACCELERATING AND MOBILIZING CHANGE** (Implementation)

Applying an equity lens

Ongoing on the ground implementation support.

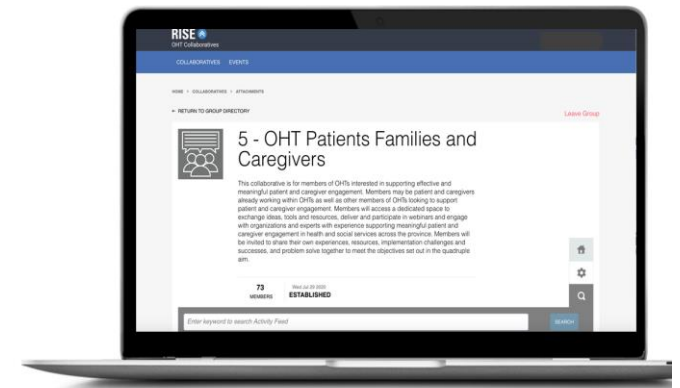
Strategy #3: Meaningful Engagement of Caregivers

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:

The screenshot shows the CFHI website's search results page. The header includes the CFHI logo and navigation links. The main content area displays search filters and results for the keyword 'caregiver'. A prominent result is 'A Guide for Patient and Caregiver Advisors', which is described as a guide for patients and caregivers involved in quality improvement. The page also includes a 'Download' button for the guide.

CFHI/CPSI: Patient, Family & Caregiver searchable hub

The image shows the cover of a report titled 'Engagement & co-design inventory of resources'. The cover features a photograph of a group of people sitting around a table, engaged in a discussion. The logo for 'THE CHANGE FOUNDATION' is visible in the top left corner. A 'Download' button with a downward arrow is located at the bottom of the cover.

The Change Foundation:
Engagement and
Co-Design Inventory

The screenshot shows the Health Quality Ontario website's 'Patient Partnering' section. The header includes the HQO logo and navigation links. The main content area is titled 'Resources for Patients, Families and Caregivers' and provides information about patient partnering, including a search bar and a list of resources. The page also includes a 'Download' button for the resources.

Health Quality Ontario:
Patient Partnering searchable hub

OCO Support & Linkage with Primary Care & OHTs

Including
Caregivers as
Part of the
Care Team

Supporting
Caregiver
Well-Being
and Resilience

Meaningful
Engagement of
Caregivers in
System
Transformation

Current	<ul style="list-style-type: none"> ✓ Connect with OCO ✓ OCO Website: Care Provider Resource Centre 		
	<ul style="list-style-type: none"> ✓ Caregiver ID/Pandemic Tool Kit ✓ Caregivers as Partners e-Learning for providers 	<ul style="list-style-type: none"> ✓ Time to Talk Tool Kit ✓ Linkage to OCO Programs and Services 	<ul style="list-style-type: none"> ✓ Linkage to key tools & resources ✓ RISE community of practice
Spring/ Summer	<ul style="list-style-type: none"> ✓ New e-Learning modules for caregivers 		<ul style="list-style-type: none"> ✓ Caregiver network sessions to support caregiver involvement in OHT planning and implementation
	<ul style="list-style-type: none"> ✓ OHT Webinar: Including Caregivers as Part of the Care Team 	<ul style="list-style-type: none"> ✓ OHT Webinar: Supporting Caregiver Well-being and Resilience 	<ul style="list-style-type: none"> ✓ OHT Webinar: Meaningful Engagement of Caregivers

Supporting & Engaging Caregivers



Questions?

Contact Us

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