



Partners in Care: Including Caregivers as Part of the Care Team

Webinar for Ontario Health Teams – September 22, 2021
Presented by the Ontario Caregiver Organization

Land Acknowledgement

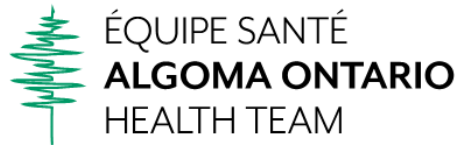


Today's Presenters and Participants



Scott Russell
Chief Executive Officer
Alzheimer Society of Toronto

Kim Leung
Caregiver Partner



Erik Landriault,
Director, Integrated Care, Algoma OHT

Janine Suraci
Caregiver



Sharon Hendry
Coordinator, Quality & Patient Engagement at
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Administrative Assistant, Hills of Headwaters
Collaborative OHT



Lisa Salapatek
Executive Lead,
Strategic Partnerships & Innovation

Bianca Feitelberg
Project Lead,
Strategic Partnerships & Innovation

260+ Registered Participants
>40 OHTs
Caregivers and Patient Partners
OHT Leaders, Administrators & OHT Community Partners



Who we are



The Ontario Caregiver Organization (OCO) exists to improve the lives of Ontario's **3.3 million caregivers**; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour.

Focus for Today's Webinar

Context Setting

- Importance and benefits of recognizing and including caregivers as part of the care team

Learn from OHTs

- 3 OHTs launching initiatives that recognize caregivers and embrace caregivers as partners in care

OCO Resources and Support

- OCO resources and support available for OHTs

Key Take-Aways

- Potential approaches and tools to explore within your OHT

*Opportunity for questions, sharing and dialogue during the session.
Please share your questions and thoughts in the Chat Box!*

Critical Caregiver Strategies for OHTs

CAREGIVERS ENGAGED
AS EXPERTS AND
PARTNERS IN OHT
PLANNING AND
IMPLEMENTATION

ENGAGEMENT AND CO-DESIGN



CAREGIVERS
INCLUDED AS
PARTNERS ON THE
PATIENT/CLIENT CARE
TEAM

ESSENTIAL PARTNERS IN CARE



CAREGIVERS
CONNECTED TO
SUPPORT FOR
THEIR OWN
WELL-BEING

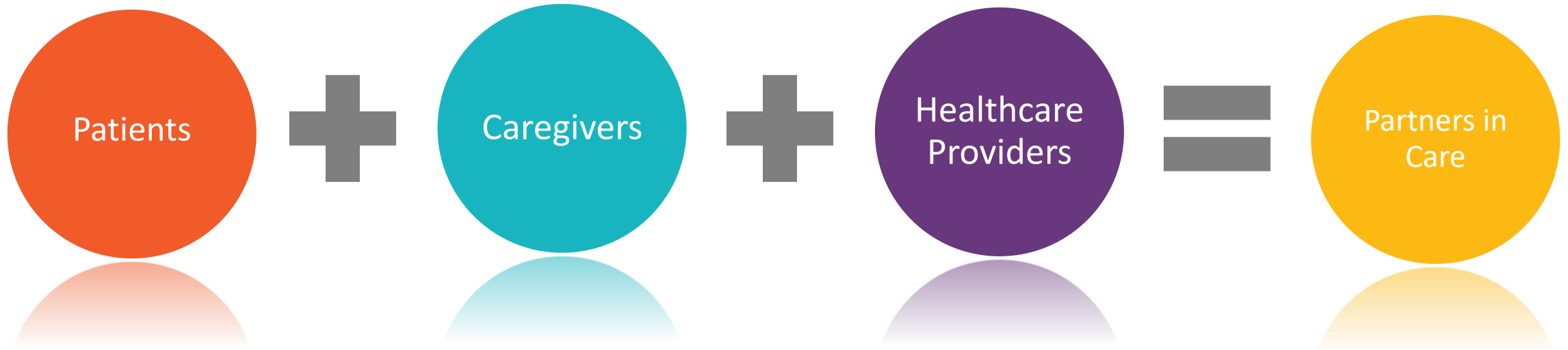
RESILIENCE & BURNOUT PREVENTION

Critical Caregiver Strategies for OHTs

FOCUS FOR TODAY



Partners in Care: The Equation that Matters



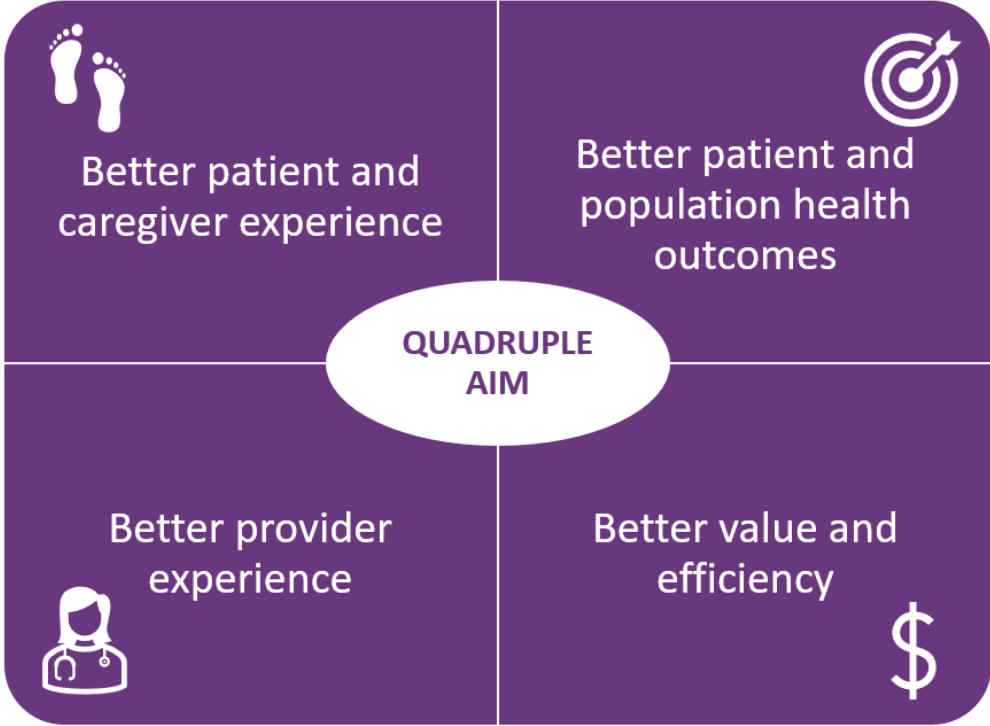
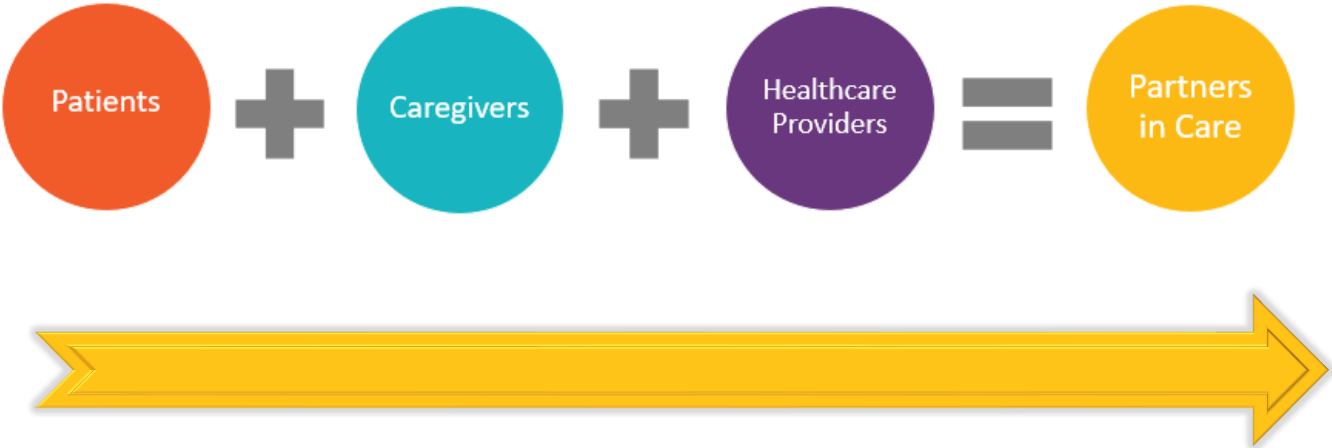
North York Toronto Health Partners OHT



North York Toronto Health Partners OHT



Caregivers as Partners in Care: Essential to Achieving the Quadruple Aim



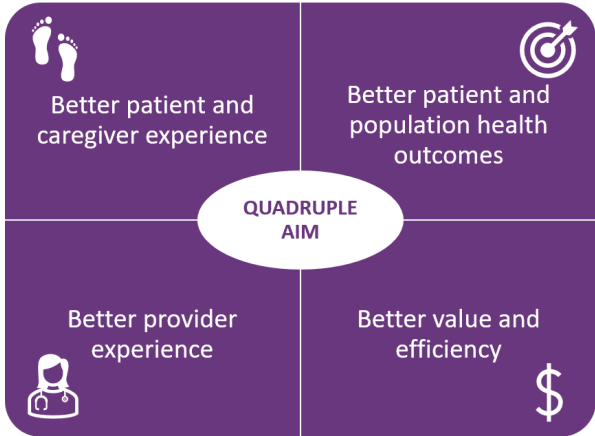
Caregivers as Partners in Care: Evidence and Benefits



- Better health outcomes
- Improved safety and quality of care
- Improved management of chronic illness
- Improved patient experience
- Decreased anxiety, agitation and confusion

- Better informed & empowered to support patient care
- Improved caregiver experience
- Builds trust between families and providers
- Accuracy/quality of discharge planning & transition information

- Better understanding of patient needs, symptoms and behaviours
- Improved provider experience
- Improved communication
- Reduced re-admission rates



Caregivers as Partners in Care: Essential to your OHT Goals

Building Block #4 – TPA Milestones

Patient Care and Experience



Re-designing care for patients in your priority populations



Coordinated transitions for patients in your priority populations



24/7 coordination and system navigation for patients in your priority populations



Self-management planning and support for patients in your priority populations



Health Equity &
Vulnerable Populations



Covid-19 Response and
Re-Opening

OCO Resource Highlight: Caregiver ID



Caregiver ID:

- Visual recognition of caregivers
- Formally identifying the caregiver is an important first step in strengthening relationships for better care
- Tool to enable the safe presence of essential caregivers during Covid-19

<https://ontariocaregiver.ca/caregiver-id-formal-recognition-of-the-caregiving-role/>
<https://ontariocaregiver.ca/partnersincare/>



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.



#notjustavisitor



Join the Partners in Care Learning Collaborative

OCO Resource Highlight: Caregivers as Partners e-Learning



Caregivers as Partners

Learn about the value of the family caregiver role and how to engage and empower them as effective care partners in your practice.

[Click to enter this course](#)



Caregivers as Partners Mental Health and Addiction

Learn how to support caregivers who are caring for someone with mental illness and/or addiction.

[Click to enter this course](#)

NEW!



Caregivers Partnering with Health Professionals – A Strategy that Works (1.5 hours)

Learn about the value of your caregiver role and how to communicate with health professionals.

[Click to enter this course](#)

FOR PROVIDERS

- ✓ Practical tips
- ✓ 20-minute modules
- ✓ No cost
- ✓ Available in French

<https://learning.ontariocaregiver.ca/>

FOR CAREGIVERS

OCO Resource Highlight: Privacy and Consent



FAQS: ON PRIVACY AND CONSENT FOR CAREGIVERS SUPPORTING SOMEONE IN THE MENTAL HEALTH AND ADDICTION SYSTEM

AT A GLANCE:

UNDERSTANDING HEALTH PRIVACY AND CONSENT IN ONTARIO:
A GUIDE FOR CARE PROVIDERS

AT A GLANCE:

UNDERSTANDING HEALTH PRIVACY AND CONSENT IN ONTARIO:
A GUIDE FOR CAREGIVERS

[Health Privacy and Consent Resources](#)

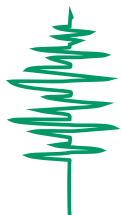
[Ressources sur la vie privée et le consentement en matière de santé](#)

Building Caregiver ID for OHT Spread and Scale

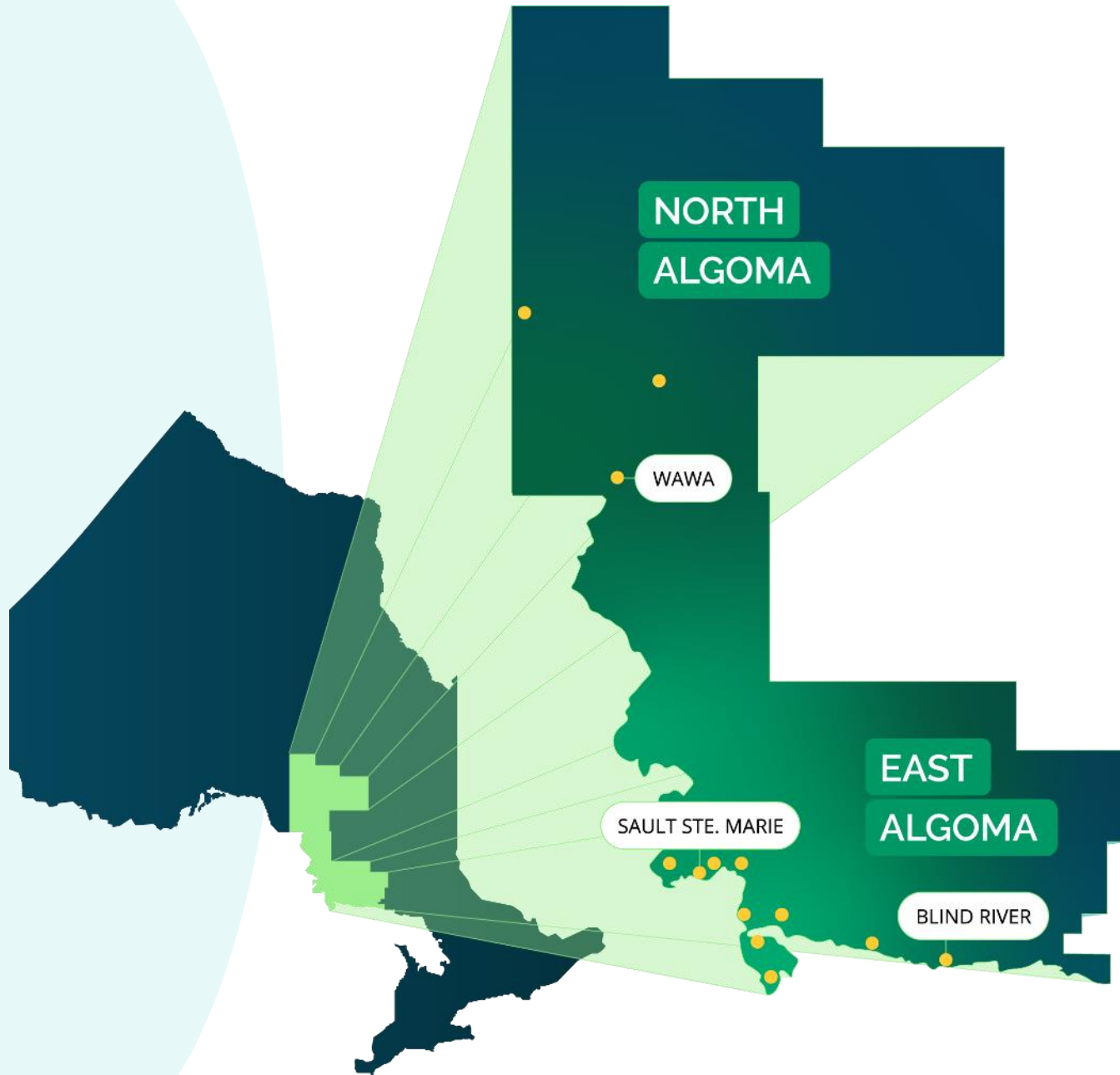
Presented by:

Erik Landriault, Director, Integrated Care, Algoma Ontario Health
Team

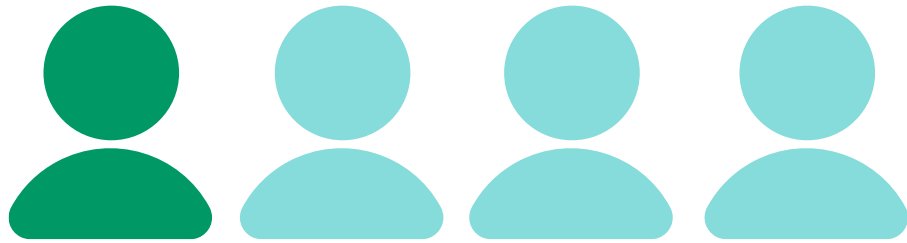
Janine Suraci, Caregiver



ÉQUIPE SANTÉ
ALGOMA ONTARIO
HEALTH TEAM



The total region covered by the AOHT is roughly **32,000 km²**, including **103,090 community members**.



In Algoma, **1 in 4** adults ages 65+ are living with frailty.

Caregivers – The Ultimate Integrator

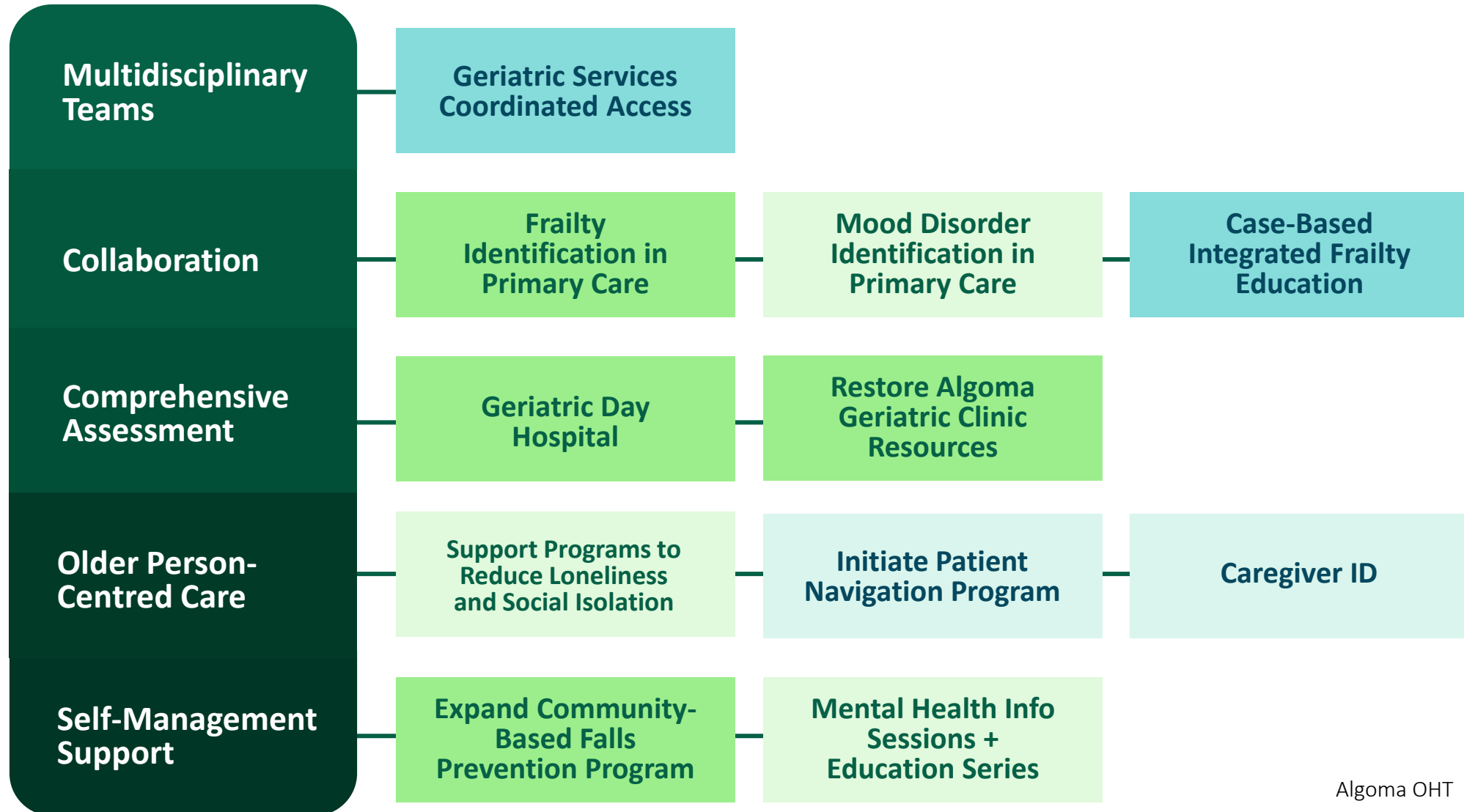
-  PRIMARY CARE
-  ACUTE CARE
-  MENTAL HEALTH AND ADDICTIONS SERVICES
-  LONGTERM CARE
-  HOME CARE
-  COMMUNITY CARE
-  PUBLIC HEALTH
-  SOCIAL SERVICES



How the AOHT Supported Caregivers

- Endorsed role of essential caregivers *as part of policies and procedures*
 - Endorsed a coordinated approach to the Caregiver ID
 - Visual identification
 - Training
 - Portability across settings
 - Empower frontline to lead this work with bi-yearly reporting
- + Reinforced with work on priority population (older adults)

Planning Integrated Care for Older Adults



Caregiver Story Telling: The Impact of Caregiver ID for Patients, Families and Caregivers

Janine Suraci pictured
with and her mother
Iside Bobinec



Hospital Admission

- My mother was independent and living at home.
- She had a stroke and was admitted to hospital.
- As my mother's caregiver, I was recognized in the role and able to contribute to her care.

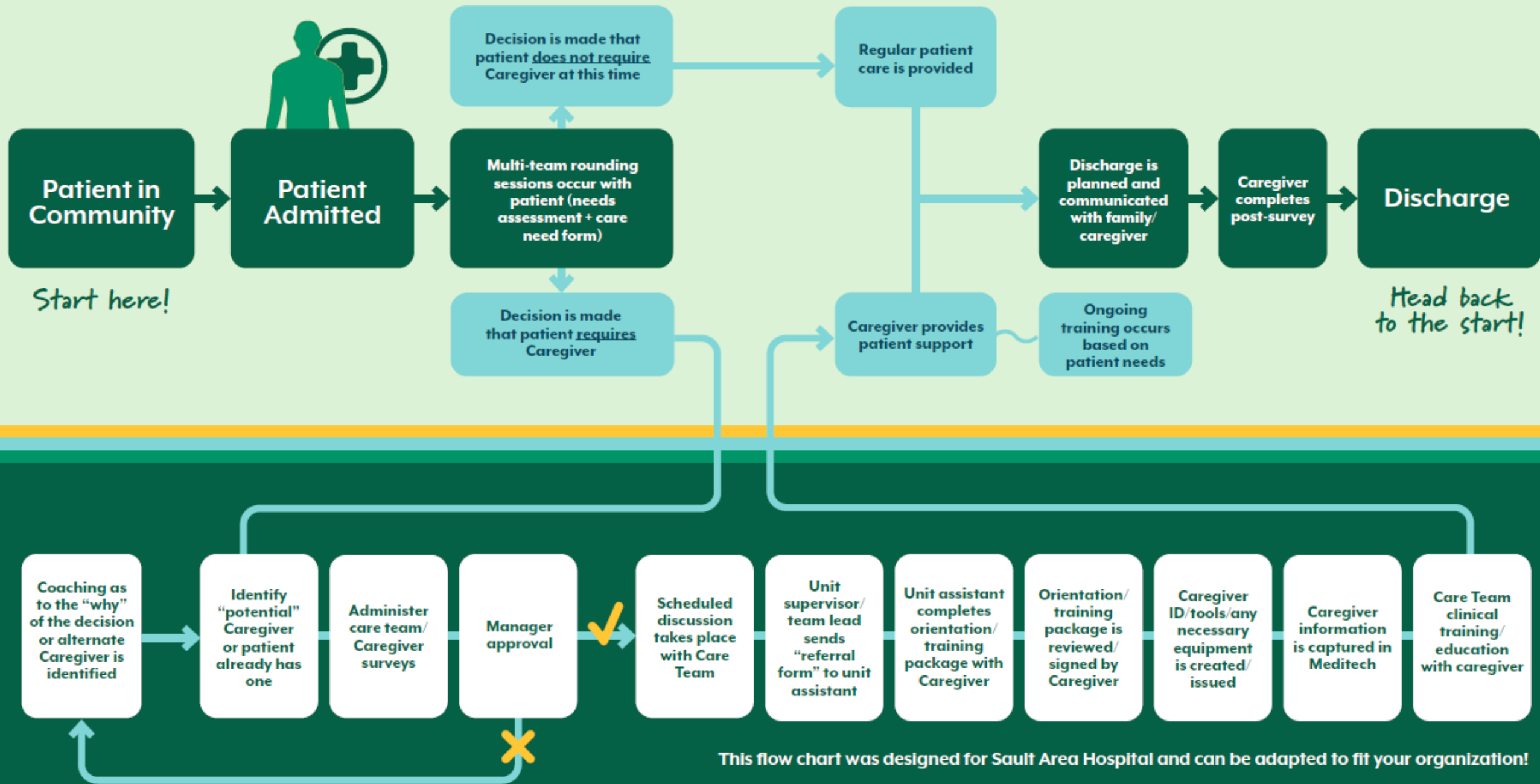


Lockdown (2nd wave)

- My mother moved floors (post acute rehab floor) at the time of the 2nd wave of COVID19 and **visitor access was restricted**.
- Both me and my mother felt afraid, overwhelmed, isolated, and angry.
- **Caregiver ID** pilot was introduced through the AOHT (January 2021).
- I was on boarded as the *first essential caregiver* and my mother's caregiver once again.
- This meant the world to my family.

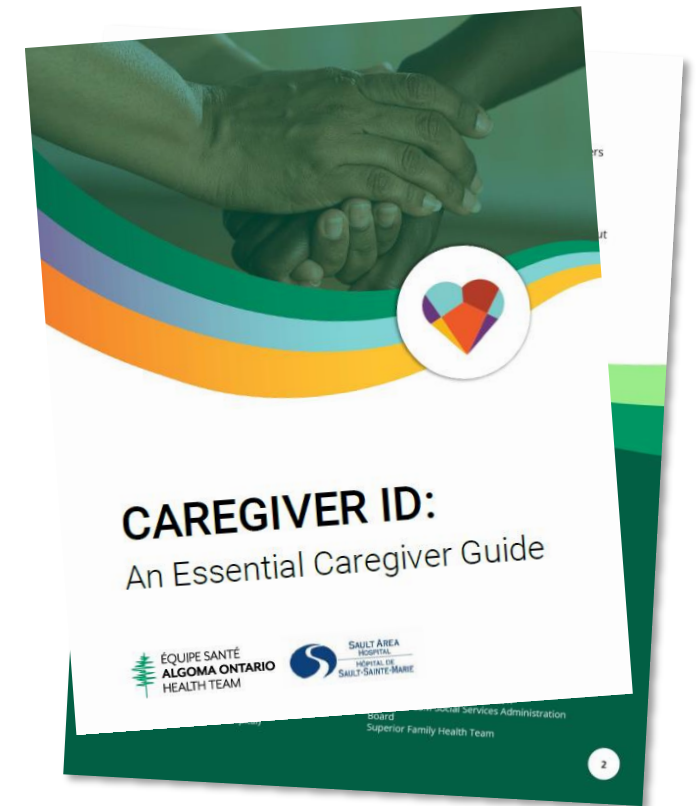
Transition in Care (LTC)

- My mother was discharged to LTC following her hospital admission.
- Based on our experiences with the **Caregiver ID program** we felt empowered within the LTC setting.
- I felt valued, educated and had clarity on the scope and importance of my caregiving role.
- Ongoing work is required to bring the program to other OHT partners within our communities and across the province.



Caregiver Friendly Algoma

- Building on a successful pilot, the continued vision is to spread Caregiver ID to AOHT partners throughout Algoma.
- Developed a customizable toolkit <https://www.algomaoht.ca/caregiverid>
- Developed in partnership with citizens, patients/families, OHT partners
- Developed for scale and spread
- Future vision includes a Algoma Caregiver Council, Caregiver Recognition, knowledge exchange and information sharing, etc.





ÉQUIPE SANTÉ
ALGOMA ONTARIO
HEALTH TEAM

Reach out!

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www.algomaoh.ca/caregiverID

HILLS *of*
HEADWATERS
COLLABORATIVE
CAREGIVERS IN THE HILLS

Sharon Hendry

Project Lead

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Coordinator, Quality & Patient Engagement

Headwaters Health Care Centre



Heidi Vanderhorst

Project Lead

Caregivers in the Hills

Program Manager

Dufferin Area Family Health



Dini Dimakos Shevchenko

Project Lead

Caregivers in the Hills

Administrative Support

Hills of Headwaters Collaborative Ontario Health Team



A Community Approach

Caregivers in the Hills was established by the **Hills of Headwaters Community Wellness Council**. The council supports the **Hills of Headwaters Collaborative Ontario Health Team** to function with greater community involvement while providing a clear patient and caregiver perspective. In early 2020, the council's **Community Wellness Partners** determined identifying unpaid caregivers as their main priority.

Community Wellness Partners include a diverse group of patients, caregivers, health care workers, and volunteers from the community. Our **Community Wellness Partners** function within an equitable framework which promotes collaborative decision-making.



Sharon Hendry
Project Lead
Caregivers in the Hills



Overview

The mission of ***Caregivers in the Hills*** is to promote positive partnerships between caregivers and the health care community to ensure mutual respect, communication, and compassion. Our program is anchored in promoting and supporting the following:

- Committing to a phased approach, beginning with working with two prominent agencies, extending to other OHT partners, and finally opening the program up to the community.
- Identifying caregivers in Dufferin County and Caledon.
- Providing caregivers with an identification badge that will enable them to participate more fully in the care of their loved one(s).
- Assisting the health care community with education and tools to validate and recognize the role of the caregiver.
- Empowering caregivers to ask questions and be involved in the health decisions of their loved one(s).

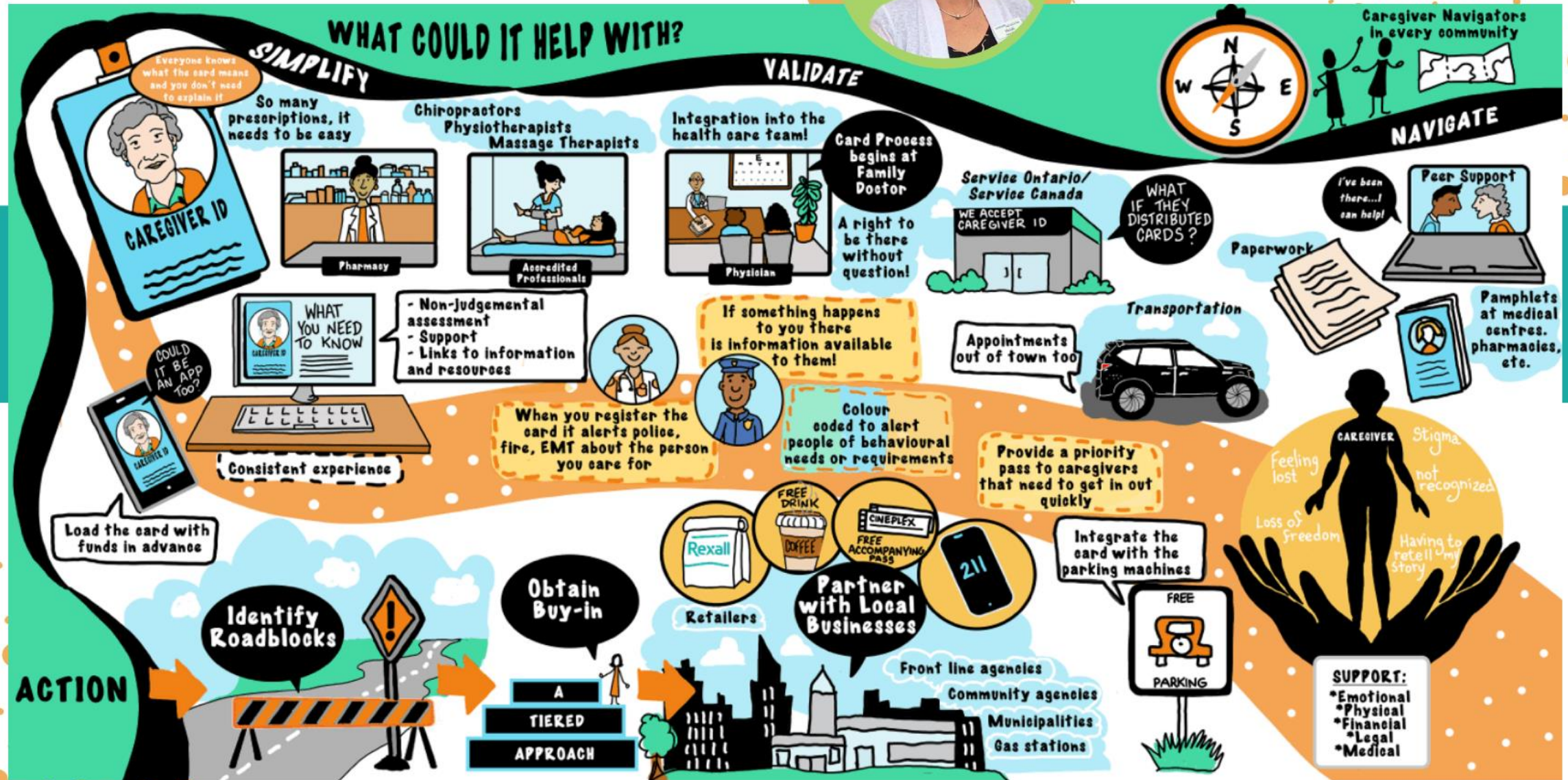
Sharon Hendry
Project Lead
Caregivers in the Hills



Caregiver Wishlist



Heidi Vanderhorst
Project Lead
Caregivers in the Hills



How did we do it? In Phases.



Heidi Vanderhorst
Project Lead
Caregivers in the Hills

Phase 1

Development & Testing

- Implementing the program with two Ontario Health Team partners - the **Alzheimer's Society of Dufferin County** and **Dufferin Child and Family Services**
- Develop a secure application for data collection from caregivers
- Educate and track learning of local health care providers on the role of the caregiver
- Onboard caregivers from the two OHT partners and provide them with an identification badge

Phase 2

Learning & Widening

- Widen participation to larger OHT partner organizations that will have greater impact and reach more unpaid caregivers in the community
- Onboard the **Dufferin Area Family Health Team** to assist in identifying caregivers
- Develop an education Toolkit accessible to all OHT partners
- Build awareness of the program with health care providers and the local community (Communications Plan)
- Onboard local businesses/retailers to promote the program by offering rewards/perks to caregivers

Phase 3

Building Momentum

- Widen the program to all OHT partners
- Continue to secure other non-healthcare partners to widen reward/support systems
- Continue to promote Caregivers in the Hills and introduce education tools to the public
- Work with other Ontario Health Teams to help them build their own caregiver identification program
- Collaborate with OHT partners to address the ongoing needs of caregivers

The Identification Badge

In Dufferin County and Caledon members of the **Caregivers in the Hills** program are identified with a badge.

The badge will help health care providers to identify and validate caregivers for their role and involve them in decisions regarding the care of their loved one(s).



Dini Dimakos Shevchenko
Project Lead
Caregivers in the Hills

"My Caregivers in the Hills ID badge hangs proudly beside my purse, where all important items stay. In health care settings, we see badges worn on lanyards to identify a host of different roles. Now caregivers have one too, as identifying us benefits everyone."

- Kat Anderson, Member of **Caregivers in the Hills**

Benefits of Caregiving Programs

- With staffing and facility shortages, funding cuts, and the COVID-19 crisis ongoing, it is important to acknowledge the burden caregivers release from our health care system and validate them for all they do.
- Inclusive care may include building a circle of care for the patient, providers, and caregivers so that they may each provide input on health decisions together for better health outcomes.
- Members of ***Caregivers in the Hills*** have noted that financial strain, physical and emotional stress, and respite needs are among their main concerns. Caregiving programs such as CITH are designed to identify stressors on the caregiver and link them to resources and services that may serve to address their chief concerns.
- Caregivers are advocates for their loved ones; therefore, it is our shared responsibility to advocate for caregivers.



Why
acknowledge &
validate the role of
caregivers in our
shared
communities?

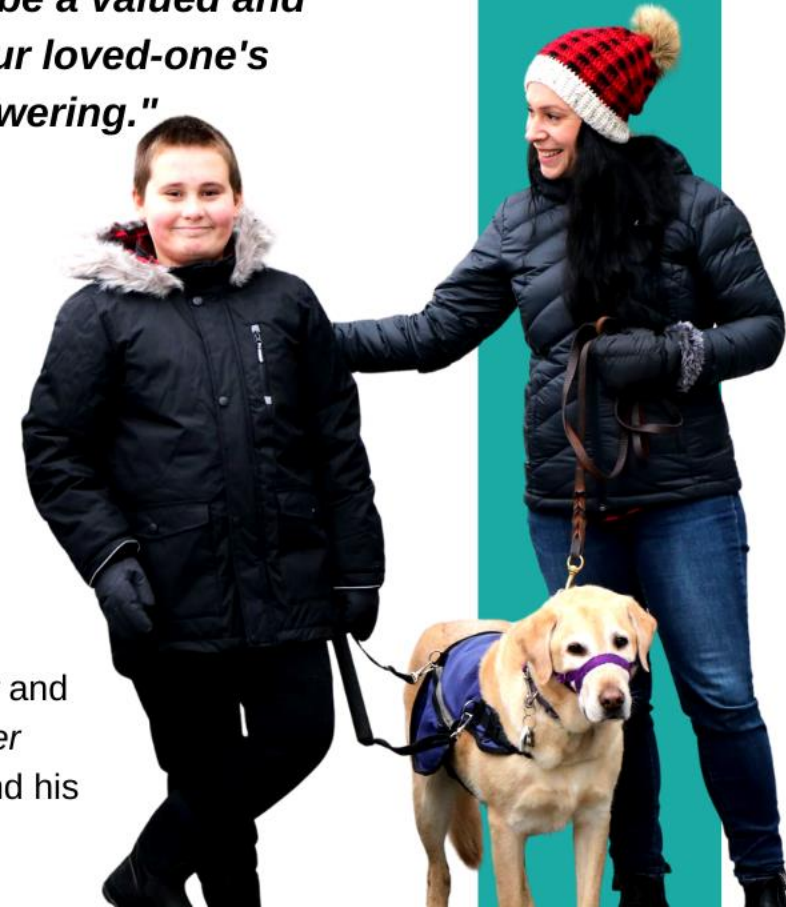
For
Caregivers like
Kat
Anderson

*"I am a caregiver to
my son, who has autism,
and requires constant
support."*

"Navigating healthcare systems can be challenging. Especially when you're feeling overwhelmed with concern over the wellbeing of your loved one. Journeying as a caregiver can be exhausting, which is why I was very drawn to the Caregivers in the Hills Program. There have been times I've felt my concerns have been dismissed, and I haven't been heard as a caregiver. To be a valued and respected member of your loved-one's healthcare team is empowering."



Heidi Vanderhorst
Project Lead
Caregivers in the Hills



*Caregivers in the Hills member and
Community Wellness Partner
Kat Anderson, her son Atlas, and his
service dog Harris.*

Connect with Caregivers in the Hills

Online: yourvoicehillsofheadwaters.ca

Email: caregiver@hillsofheadwaterscollaborative.ca

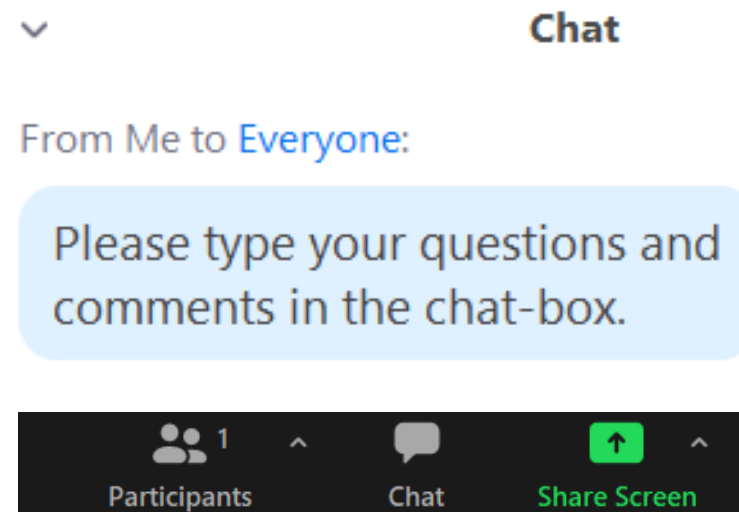
Phone: (519) 216-6671

Toolkit: [Caregivers in the Hills - Caregiver Organizations Resources](#)

Questions?



**We want to hear
from you**



Questions and Thought Starters to Take Back to Your OHT

1. How can we better understand the role that caregivers play in supporting our priority populations?
2. Are we engaging caregivers in OHT planning and co-design to enhance care delivery models?
3. Do our plans for improved transitions include a focus on caregivers and their role?
4. Which of our OHT working groups, committee, task forces would benefit from hearing about the ideas shared today?
5. Could any of the ideas and tools shared today help to build a culture that recognizes and values the role of caregivers across our partners?
6. Are we taking steps to enable the safe presence of essential caregivers during Covid-19?

Moving Ideas to Action



Make it an agenda item - initiate conversations about the critical role caregivers can play at your Core Leadership Tables, Patient Family Caregiver Advisory Tables, Working groups, Community Engagement opportunities.



Explore OCO's Care Provider Resource Centre for tools and resources to support, include and engage caregivers.



Meet with Us – Contact OCO at partners@ontariocaregiver.ca to set up a 30-minute introductory meeting. We would love to hear about your work and explore how we can support you.



Join the Partners in Care Learning Collaborative – hear from other organizations that have successfully implemented Caregiver ID and essential caregiver programs during Covid-19.

Contact Us

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[@CaregiverON](https://www.instagram.com/CaregiverON)

