Partners Advancing Transitions in Healthcare

Seniors & Family Caregivers: Partners for Change
Healthcare Re-Design Across the Continuum

The Taming of the Queue
Improving timely, appropriate care for patients in an aging society
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Gayle Einarsson, PATH Patient/Family Lead
Video
Marilyn and Jim’s Story
What Makes PATH Different?

(Partners Advancing Transitions in Healthcare)

- A unique and committed community partnership
- Use of Experience Based Co-Design (EBCD) as the improvement methodology
- Engagement of patients/caregivers at every level
- Focused effort that is supported

Learn more about PATH at: http://www.changefoundation.ca/projects/path/
Northumberland Community Partnership

Patients and caregivers recruited from the Northumberland community

Healthcare Providers
• Northumberland Hills Hospital
• Northumberland Family Health Team
• NHH Community Mental Health Services

Community Providers
• Central East Community Care Access Centre
• Community Care Northumberland
• Golden Plough Lodge Long Term Care Home
• Palisade Gardens Retirement Residence
• YMCA Northumberland

Others
• Central East Local Health Integration Network
• Health System Performance Research Network
• Patients’ Canada
• QoC Health (Technology)
PATH Target Population:
Seniors living with chronic health conditions

Use of acute services/ frequency of transitions

Tier 1: Top 1%
- Frequent acute care, transitions
  - 32% of all acute services
  - 120 Northumberland residents

Tier 2: Top 2 - 20%
- Periodic acute care, transitions
  - 66% of all acute services
  - 2,300 Northumberland residents

Tier 3: Bottom 21-100%
- Very rare acute care, transitions
  - 2% of all acute services
  - 9,600 Northumberland residents

How Did We Engage Seniors/Caregivers?

Proposal Stage:
• Project ideas generated based on feedback from seniors & caregivers involved – what was most meaningful

Story Gathering Phase:
• Research study
• Results used to inform to co-design teams

PATH Partnership & Organizational Structure:
• PATH Committees & Subcommittees
• 5 Co-Design Teams
• RISE Team

Pilot Phase:
• Testing of new processes & technology solutions

Methodology: Experience Based Co-Design
**What Did We Create Together?**

**Pathwaytoagingwell.com**
- Community website with information, resources, and planning tools all in one place

**Patient/Provider Portal & Mobile Technology**
- Built by seniors for seniors

**Person Centered Care Model**
- Based on what was important to the seniors/caregivers

**Volunteer Transition Coach Service**
- Opportunity for broader community engagement
- 31 VTC’s to date
Patient/Caregiver Engagement – Lessons from the Field

• **Engage early** and at every opportunity
• Ensure the engagement is **authentic**
• Don’t be afraid of the **patient voice** – harness it and use it
• Use the **power of stories** to engage providers
• **Balance** the number of patients and providers on project/quality improvement teams
• Think about the **needs of patients/caregivers** who are participating with you
  – Room set up, length of meetings, minimize jargon, etc.
• Provide **support**
PATH RISE TEAM
Respect, Inform, Support, Empower
The Power Of Community Engagement
PATH Volunteer Transition Coaches
## What Were the Results of This Engagement?

<table>
<thead>
<tr>
<th>For the Senior/Caregiver:</th>
<th>For the System:</th>
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</thead>
<tbody>
<tr>
<td>➢ An equal voice</td>
<td>➢ Breaking down silos</td>
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<tr>
<td>➢ Meaningful engagement</td>
<td>➢ Working from a systems perspective</td>
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<tr>
<td>➢ Consumers who use the healthcare system the most are included in and have the solutions for system change</td>
<td>➢ Hearing and understanding experiences as the focus for system change- pivotal change</td>
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<tr>
<td>➢ Seniors and caregivers are empowered to be more involved in their own care</td>
<td>➢ Improvement in efficiencies and costs</td>
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<td>➢ Real time feedback</td>
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Video
The Physician Perspective
Additional Impacts for the System

- Early intervention
- Allows for a response without a visit
- Increased system capacity
- Optimizes information for decision making
- Improved responsiveness
- Improved quality of care
- Needs and experiences are central to quality
New Ways of Learning & Evaluating

Health System Transformation

NEEDS

PATH EBCD AND RESEARCH

EXPERIENCE

BARRIERS

Health System Transformation
Questions?

www.changefoundation.ca/projects/path

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