



Northumberland



Partners Advancing
Transitions in Healthcare
A first with Ontario patients

Building The Team Beyond the Family Health Team

*Presentation to the
Association of Family Health Teams of Ontario
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*Brian Ferguson, Executive Director, Northumberland Family Health Team
Gayle Einarsson, PATH Patient/Caregiver Lead*



AFHTO 2013 Conference

Presenter Disclosures

- **Presenters: Brian Ferguson and Gayle Einarsson**
- NO Relationships With Commercial Interests
- NO Financial or In-Kind Support Received
- NO Conflicts of Interest

Presentation Overview

PATH

- What is PATH and what makes PATH unique?
- What are the goals of PATH?
- Who are the Partners?

Enabling the Change

- Experienced Based Co-Design (EBCD)
- Excellence in Gerontology
- Leveraging Technology
- Questions

What is **PATH**?

(**Partners Advancing Transitions in Healthcare**)

- A partnership of **patients, caregivers,** and **health care providers**
- A partnership who will **work together to understand the experiences at key transitions** in the healthcare system
- Grounded in engaging patients and their caregivers in **experience based co-design**
- Funded by **The Change Foundation**

About The Change Foundation

A health policy think tank focused on issues of integration, quality improvement and patient experience

The Change Foundation's mandate is to promote, support and improve health and delivery of healthcare in Ontario

For more information go to www.changefoundation.ca

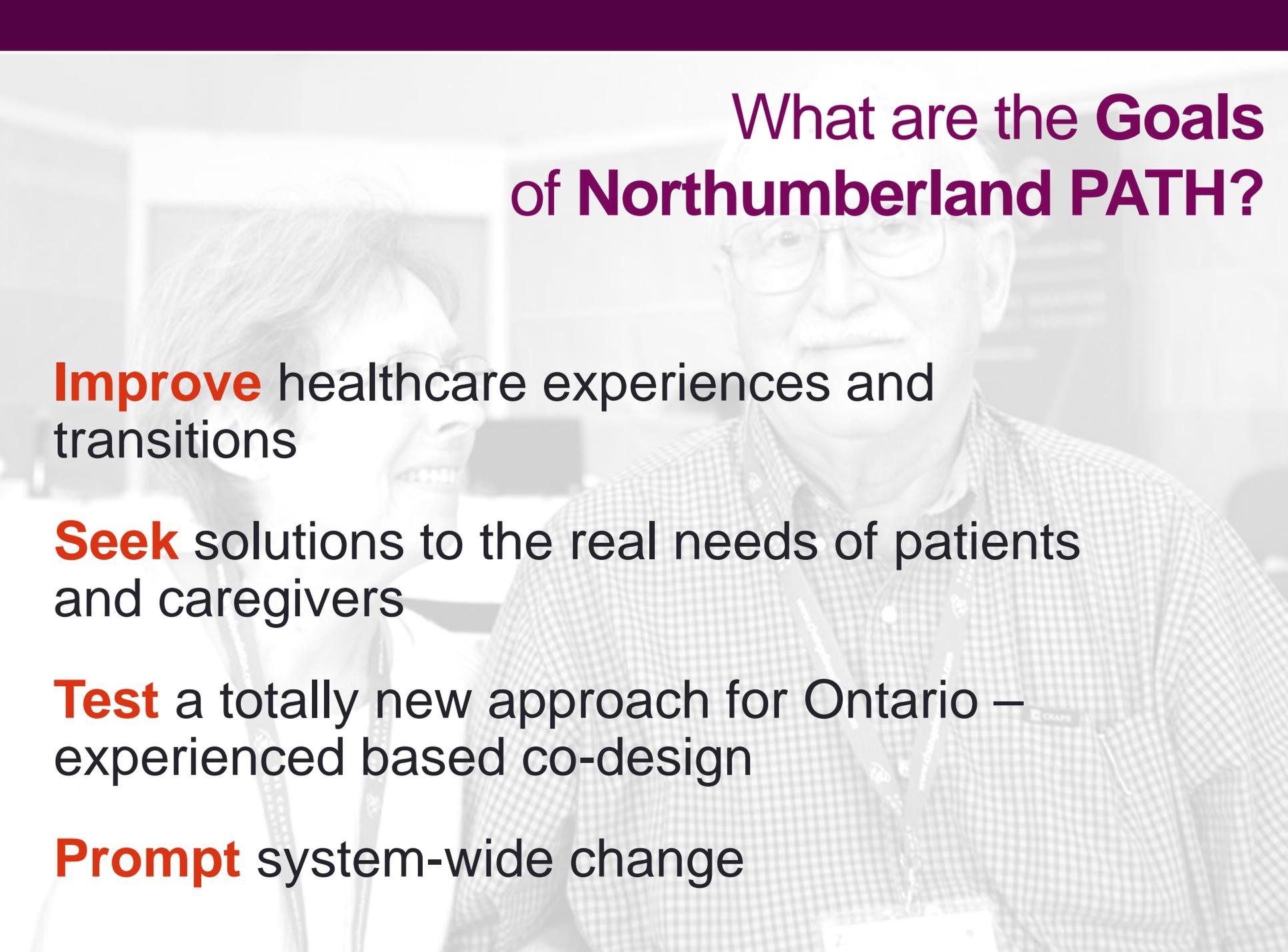


What Makes PATH Unique?

Driven by the needs and experiences of patients and caregivers

Powered by a unique partnership of patients/caregivers and providers

Championed by a community-wide coalition of health and social care leaders



What are the **Goals** of **Northumberland PATH?**

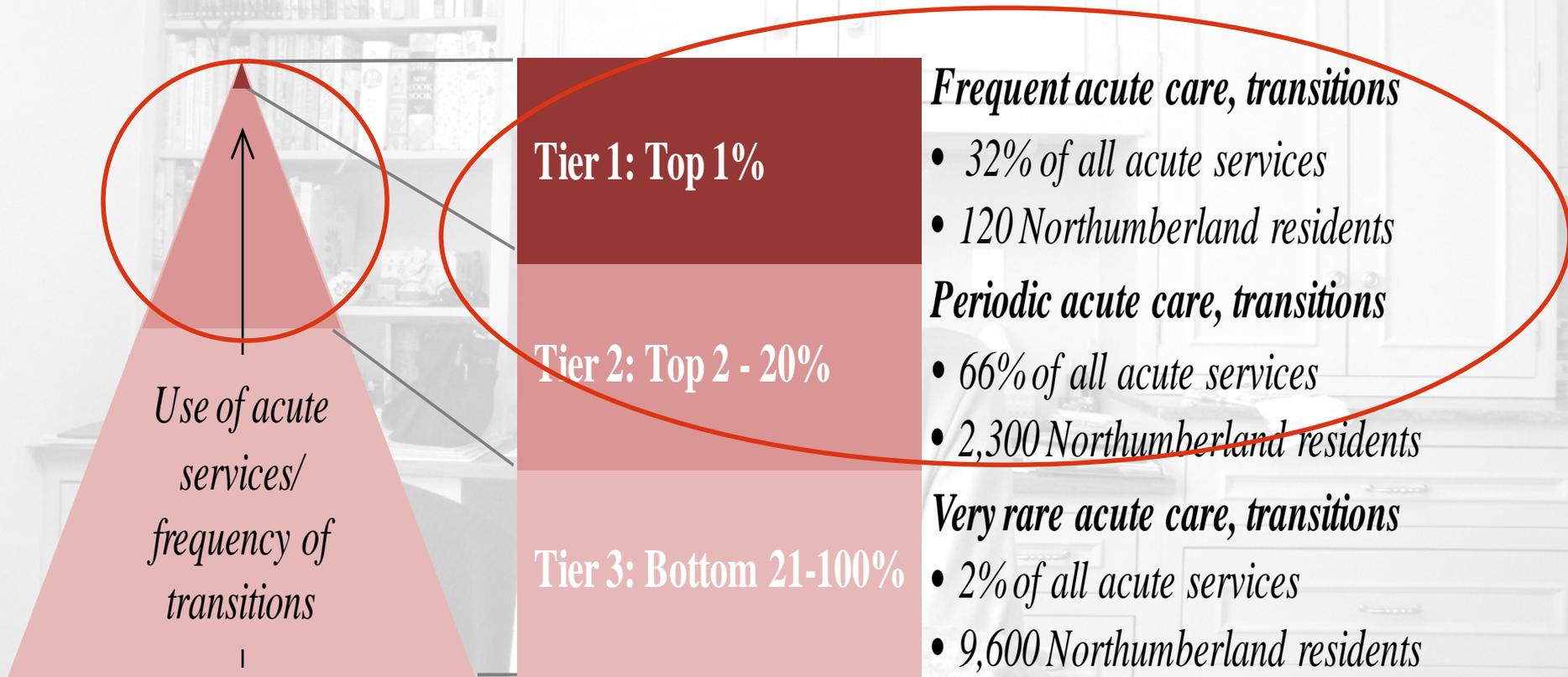
Improve healthcare experiences and transitions

Seek solutions to the real needs of patients and caregivers

Test a totally new approach for Ontario – experienced based co-design

Prompt system-wide change

PATH Target Population: Seniors living with chronic health conditions



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' Association of Canada
- QoC Health (Technology)

Supporting the Partnership



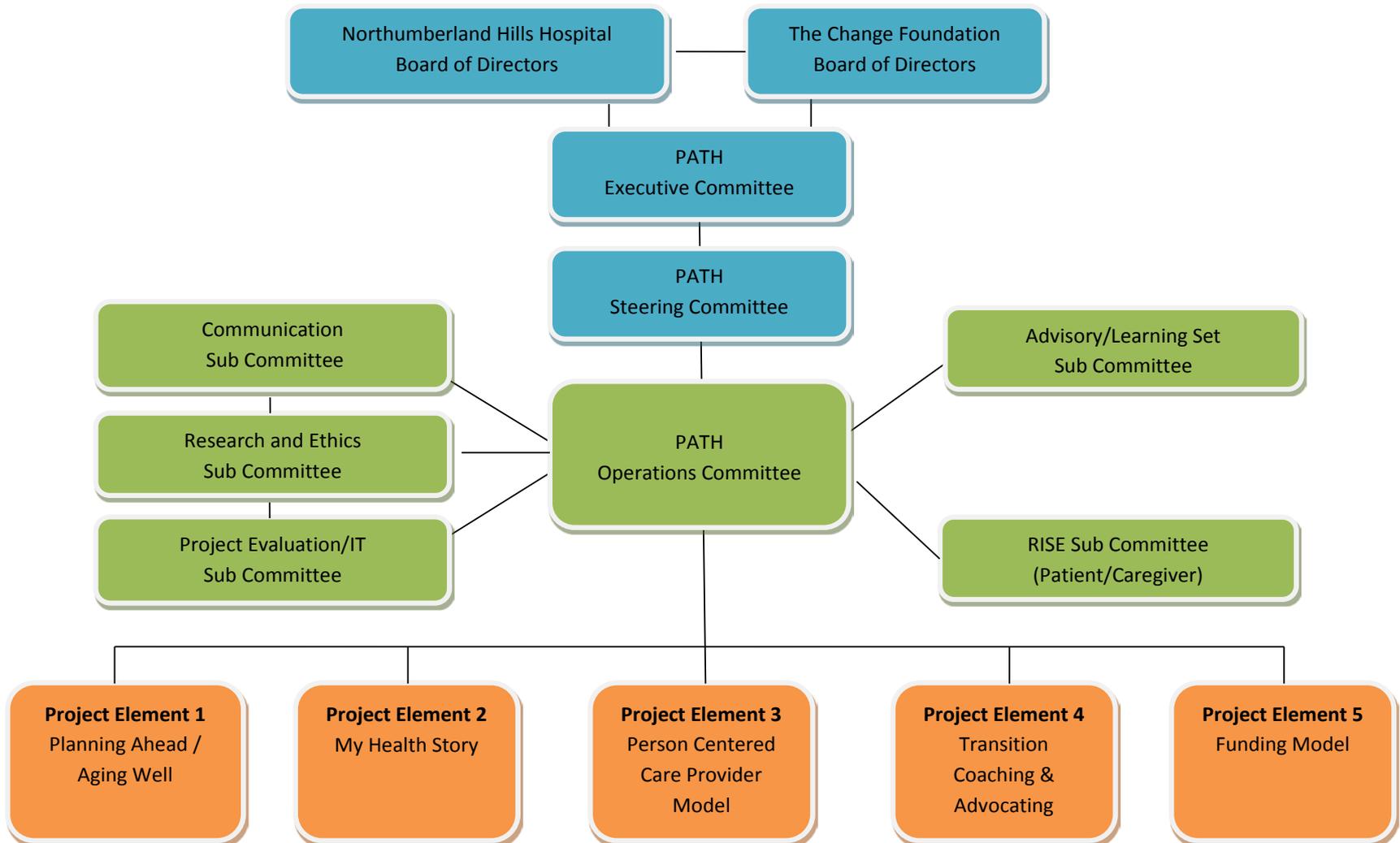
Committees

- Executive Committee
- Steering Committee
 - RISE Team Leader
 - Senior leader from each participating organization
- Operations Committee
 - 50% providers, 50% seniors/caregivers

Subcommittees

- Research & Ethics
- Communications
- Advisory/Learning Set
- Evaluation/IT
- RISE Team (senior/caregiver committee)

PATH Governance Structure



Supporting the Seniors & Caregivers

Respect,
Inform,
Support,
Empower

PATH **RISE** Team

- Team of seniors and caregivers involved in the project
- Led by the RISE Team Leader

Enabling the Change

Using the Experienced
Based Co-Design
Approach

Engaging Seniors and
Caregivers

Integrating Gerontological
Principles

Leveraging Technology

What is **Experience Based Co-Design?** (EBCD)

- An exciting **new way** of bringing patients, caregivers and healthcare providers together
- **Sharing the role of improving care** through the re-design of services.

Evolution of Patient Experience in Healthcare

Doing “to” patients

Doing “for” patients

Doing “with” patients

Barbara Balik, Common Fire, Meeting of the Minds June 2011

To	For	With
Provider makes rules and controls all schedules	Patient/family have some input	Patient/family as source of control
Information not shared with patients	Some transparency, public data	Shared knowledge and decision making
“I talk-you listen”	“We help you”	“We walk together”
Compliance focus	Improvement focus	Co-design focus
Unilateral	Benevolent	Partnership

The EBD Approach – A Service Improvement Methodology



Capture the experience



Understand the experience



Improve the experience



Measure the improvement

Don't forget
to include
measurements
throughout.



Capture the experience



Understand the experience





Improve the experience

Planning Ahead and Aging Well

- Develop *Aging Well Kit, Aging Well Plan*
- Raising awareness in community

My Health Experience

- Life story
- Health Story

Person Centred Care Provider Model

- Building relationships w/ providers
- Person centred care transitions

Transition Coaching

- Transition partners trained
- Matched with patients in transition

Funding Model

- Explore a patient centered funding design consistent with Excellent Care for All Act



Improve the experience

Excellence in Gerontology

All persons, regardless of age, illness conditions, or life situation, can be helped to achieve a higher level of wellness, which is uniquely and personally defined.

(Touhy, Boscart, 2012)

All project work must integrate current gerontological knowledge.



Improve the experience

Connected Care



Connecting seniors, caregivers and providers through mobile technology



Improve the experience

PATH EBCD Teamwork

Patients,

caregivers,

providers,

Working Together

④ THEME ⑦

Family Discussion Starters

- what I want and how need it to happen
- continuum of life journey
- flexibility (changes in health)
- dying and death

'Advanced Care Planning'

1) How do I want to live as I continue to age?
2) How do I want to live when my health declines?
3) How do I want to live at the end of life?

⑤ THEME ②

Resources to Support?

Speak Up Campaign
Life Insurance
Legal Rights - Will
Financial Planning/Retirement
Health Care Directives
Advance Care Directives
The Place of Grandchildren and Family
Elder Abuse





Improve the experience

PATH EBCD Teamwork

Recruiting and Engaging Seniors and Caregivers

- **Used story gathering phase to solicit interest**
- **Initial call by PATH RISE team leader**
- **In home visit**
- **Seniors/caregivers matched to project element of interest**





Improve the experience

PATH EBCD Teamwork

Recruiting and Engaging Providers

- **Unique challenge with large number of partners**
- **PATH ambassadors**
- **Outreach teams**
- **Physician recruitment**



Measure the improvement

Measure the Improvement

- **Each project team identifies what is important to measure**
- Evaluation/IT Subcommittee assists in identifying appropriate indicators
- **Small tests of change**
- Mobile technology is to gather real time feedback
- **Evaluating the use of EBCD**

PATH Project Summary

- **Community** wide partnership
- **Hearing** and understanding the stories
- **Driven** by the needs and experiences of patients and caregivers
- **Grounded** in experience based co-design
- **Integrates** gerontological best practices
- **Leverages** mobile technology

QUESTIONS?



Northumberland

PATH

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For Further Information

- **PATH Updates**

- <http://www.changefoundation.ca/projects/path/>

- **Experience Based Design**

- <http://www.institute.nhs.uk/ebd>

- <http://www.kingsfund.org.uk/projects/point-care/ebcd>

- <http://www.changefoundation.ca/events/hot-talk-2012-patient-experience-redesign-healthcare-services/>

- **Patient and Family Centered Care**

- <http://www.ipfcc.org/>

- <http://planetree.org/>

- <http://www.quality-patient-experience.com>