



TAPESTRY

McMaster Family Health Team



TAPESTRY

“Renewal of interdisciplinary team processes to enhance linkages to the community and home based health care”

Disclosures

- Dr. Doug Oliver
- NO CONFLICT OF INTEREST

FUNDING DISCLOSURE

- This project is supported by funding from the following sources: A Health Canada Federal Innovations grant, the Ministry of Health and Long Term Care of Ontario, the Labarge Optimal Aging Initiative and the McMaster Family Health Team
- There are no competing commercial interests, or resale products being promoted in this presentation

Session Outline

- What is **TAPESTRY**?
- How **Volunteers** be used in the Primary Care Setting?
- How is **Technology** utilized within TAPESTRY?
- How has the inter-professional **Team** adapted?
- What do the **Pilot Results** show?
- What are the **Next Steps**?



TAPESTRY

Teams Advancing Patient
Experiences: Strengthening Quality

- Medical students and family medicine residents
 - Lactation Consultants
 - Occupational Therapists
 - Physician Assistants
 - Physicians
- Nurse/ nurse practitioners
 - Social workers
 - Dieticians
 - Pharmacists

The McMaster Family Health Team

McMaster Family Practice and Stonechurch Family Health Centre are clinical teaching units that make up the McMaster Family Health Team.

The McMaster FHT is affiliated with McMaster University's Faculty of Health Sciences, and with Hamilton Health Sciences.

TAPESTRY OVERVIEW

- **A Health Canada funded initiative**
 - » Duration of funding is 3 years
- **Funding awarded to the Faculty of Health Science, McMaster**
 - » Project is coordinated through the DFM
- **Co-Leads on the project:**
 - » Dr. Lisa Dolovich (PharmD), Dr. Doug Oliver (MD), Dr. David Price (MD)

Goal of the Program

“What’s the Point of TAPESTRY?”

“To promote optimal aging in Canada”

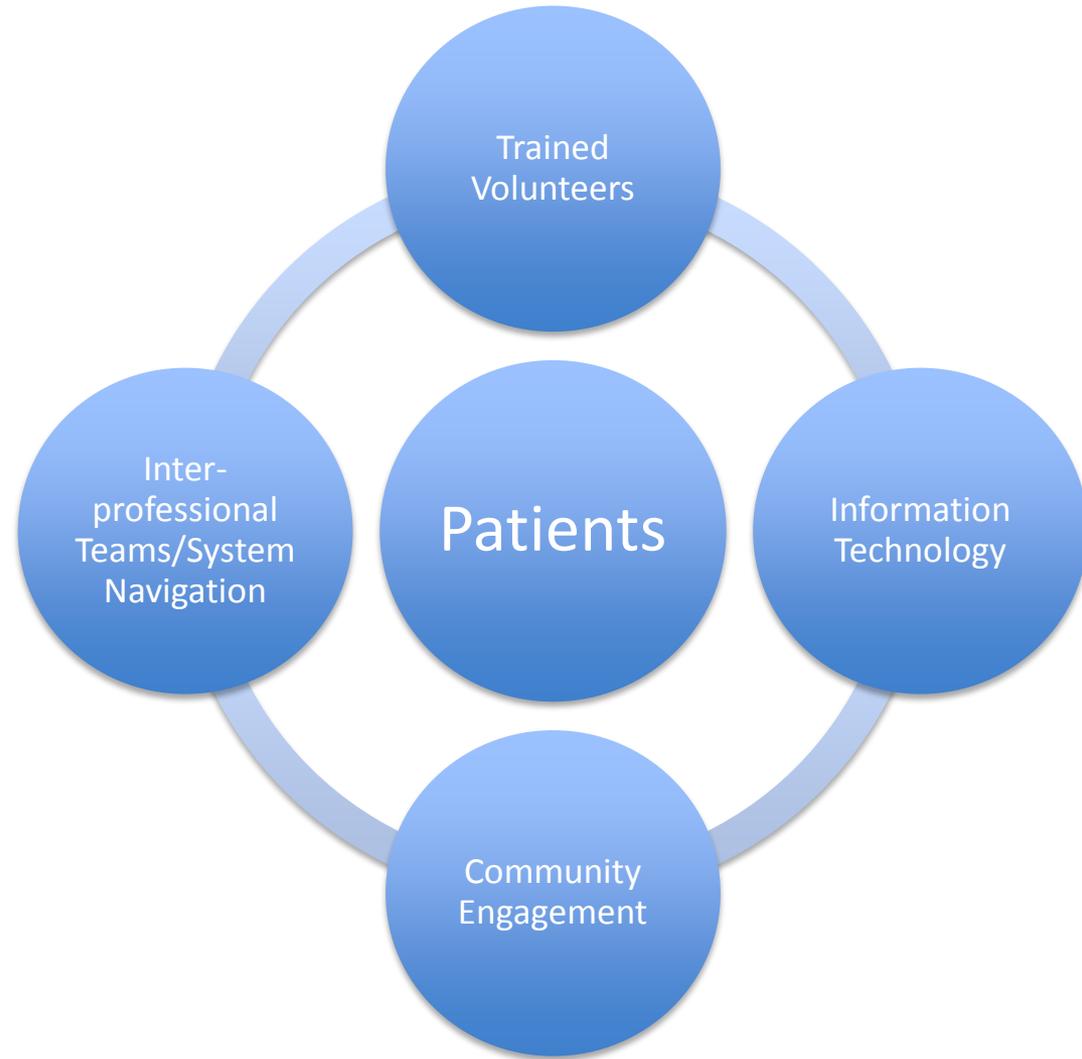


An Approach to Caring for Older Adults: Guiding Principles

- A **collaborative** work environment between inter-professional team members is a phenomenal asset.
- Care planning needs to start by understanding the health related **goals** of our older adult patients.
- Many older adults want to use **technology** to enhance communication and improve care
- There is a lot of good will and good care already being provided by volunteers and other organizations in our communities...our FHT needs to find ways to understand, **connect and coordinate** this care more effectively.
- We need to be more **proactive** in the care we provide

TAPESTRY APPROACH

To foster **optimal aging** for older adults living at home using an interprofessional primary health care team delivery approach that **centres on meeting a person's health goals.**



New Ideas

- **Training Volunteers to serve as a linkage to the primary care team.**
 - Relationships will form in the home
 - Volunteers will add eyes and ears on the ground
- **Using Technology from the home to link directly with the primary care team**
 - iPads with TAPESTRY APP for volunteers to use
 - Introduction of MyOscar (PHR)
 - Innovative resources (ie; Optimal Aging Portal)

The TAPESTRY Timeline

June – Sept 2013

Focus Groups

Patients
Volunteers
Clinicians
Community partners

August 2013 – August 2014

Pilot Study

12 TAPESTRY community
volunteers;

**Over 20 patients from the
McMaster FHT**

November 2014 – March 2016

Larger Study

60 TAPESTRY community
volunteers

**Pragmatic RCT – open to all
practices in the FHT (N=300)**



The TAPESTRY Volunteer Program

WHAT DO OUR VOLUNTEERS DO?



Volunteer Recruitment & Training

- **Coordinated by Volunteer Coordinator & Research Team**

- **Recruitment**

- From already existing volunteer organizations
- Application, Screening, Interview
- Police Check
- Immunization Record
- Proof of Drivers Licence

- **Training**

- Communication skills
- Home visit safety
- Confidentiality and Privacy
- Cultural Sensitivity



i-Pad Training

Understanding the Tools

Use of the TAP APP

Test of Proficiency (OSCE day)

What Do Volunteers Do?

Volunteers will travel to the patient's home in pairs

- Novice (student) volunteer + experienced volunteer (peer)
- VC will attend for initial visit

1. Provide a social connection

1. Gather information.....

- Related to goals:
 - » What are your goals related to health and independence?
 - » What does a good day look like for you?
 - » Where to you see yourself in 5 years?
- Related to function:
 - » Edmonton Frail Scale, RAPA, Manty
- Related to social connectivity
 - » The Duke Index of Social Supports
- Related to nutrition:
 - » The SCREEN II Nutrition Screening Tool

What Will Volunteers Do?

3. Share information.....

- Related to the McMaster PHR
- Related to The Optimal Aging Portal
- Related to other community resources



What Will Volunteers Do?

4. Provide a Longitudinal Connection with Patients

- For social support
- For f/u with self identified goals
- For information sharing with the clinical team



The Virtual Learning Centre, the TAP APP and the McMaster PHR

HOW CAN TECHNOLOGY HELP?

THE MCMASTER PHR

- Improved Communication with Primary Care Team
- Book on-line Appointments
- Access Medical Results
- Utilize Self Management Tools for DM, HTN, Exercise, Nutrition

THE VOLUNTEER LEARNING CENTRE

Sustainable, Adaptable, Interactive



[+ Make a Bug Report](#)

LOGIN TO ACCESS THE TAPESTRY VOLUNTEER TRAINING CENTER





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CONTACT US

1.905.525.9140 x20305



YOUR DISCUSSIONS

Welcome, Doug Oliver.

Make a Bug Report

Ask a Question! Discussion Boards Topics Resources Help Profile

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WHO'S ONLINE

Online Users: Doug Oliver, Priyanka Rajput

PROGRESS

In Progress Your Stats Site Averages

Your Overall Progress: [Progress bar]

INFORMATION TECHNOLOGY (Started: Sep 18th, 2014 2:02pm)

Completion: 0%
Time Spent: 3m 30s 1m 16s

INTRODUCTION (Started: Sep 5th, 2014 8:05pm)

Completion: 50%
Time Spent: 16m 48s

PROGRAM IMPLEMENTATION (Started: Sep 5th, 2014 8:27pm)



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Choose a learning module to get started!

Introduction



Average Time: 48s
You've viewed it 17 times.

Your Time: 16m
Lasted viewed: Sep 19th, 2014

Effective Communications



Average Time: 1m 12s
You've viewed it 11 times.

Your Time: 5m 30s
Lasted viewed: Sep 5th, 2014





TAPESTRY VLC

Intercultural Communications



Average Time: 1m
You've viewed it 0 times.

Your Time: no time yet
Lasted viewed: never

Privacy & Confidentiality



Average Time: 1m 14s
You've viewed it 0 times.

Your Time: no time yet
Lasted viewed: never

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Health & Safety



Average Time:
You've viewed it 0 times.

Your Time:
Lasted viewed: never

Information Technology



Average Time: 1m 16s
You've viewed it 2 times.

Your Time: 3m 30s
Lasted viewed: Sep 19th, 2014



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RECENT DISCUSSIONS



Rings worn?

Started by [Kimberly McKibbon](#)
 Hi, Sorry but I have a problem with the request for not wearing my rings. My e...
 3 weeks ago 1 23



Quiz results and

Chapter tutorials
 Started by [Amanda Lemus](#)
 Hi, I completed the Communications Chapter and I was unable to see which que...
 1 month ago 1 30

WHO'S ONLINE

Online Users: [Doug Oliver](#), [Priyanka Rajput](#) and 1 others.

HEALTH & SAFETY

Chapter Title	Estimated Time	Time Spent	Complete?
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CHAPTERS

> Personal Safety	9m 20s	-	<input type="checkbox"/>
> Infection Prevention	2m 20s	2m	<input checked="" type="checkbox"/>
> Health & Safety Quiz	3m	-	<input type="checkbox"/>

[Return to the Topics](#)

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INFECTION PREVENTION



TAPESTRY

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Coughing and Sneezing

When coughing or sneezing:

- Turn the head away from the client
- Maintain a two-metre separation from the client
- Cover your nose and mouth with tissue
- Immediate disposal of tissues into waste after use
- Immediately clean your hands after disposal of tissues



THE TAPESTRY APP

- Goal Setting Exercise
- Questions about What Matters Most

- Nutrition (Screen II)
- Physical Activity (RAPA)
- Index of Social Supports (Duke)
- Edmonton Frail Scale
- Advanced Directives
- Cognition and Mental Health



Username
Password

Login





Welcome, Doug Oliver

APPOINTMENTS

Marianne H.	2015-04-28	09:00
Raied S.	2015-06-23	09:00

PENDING COMPLETION

Declined Appointments



Marianne H.

2015-04-28

Visit Complete

Authenticate PHR

Daily Life Activities

What daily activities do you take part in?

Social Life Index

How do you feel about your social life?

Memory

How is your memory?

Mobility

Do you have trouble moving around?

EQ5D

5 Simple Questions

General Health

How is your general health?

Nutrition

How is your nutrition?

Physical Activity

Do you feel physically active?

Goals

COMPLETED SURVEYS

Advanced Care Planning



Survey Mode

[End Survey](#)

Question 1 of 17

Has your weight changed in the past 6 months?

No, my weight stayed within a few pounds

Yes, I gained more than 10 pounds

Yes, I gained about 5 pounds

Yes, I lost 6 to 10 pounds

I don't know how much I weigh or if my weight has changed

Yes, I gained 6 to 10 pounds

Yes, I lost more than 10 pounds

Yes, I lost about 5 pounds

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TAPESTRY Michael G. DeGroote School of Medicine McMaster University

Patient: Donna R. Date: 08/14/18

TAPESTRY REPORT: 0000-00-00

PATIENT GOAL(S)

Life Goals: Keeping healthy and mobile so she can continue traveling, line dancing, enjoying time with friends and family and having fun. To get downstairs into her own suite

Health Goals: - Prevent osteoporosis
- Control asthma with less medications
- Wants doctor to understand "real" blood pressure
- Keep celiac disease in check through healthy eating

ALERT: Consider Case Review with IP-TEAM

- Some concerns about hearing loss
- RAPA score less than optimal
- Patient would like to have Advanced Care Planning with physician

KEY OBSERVATIONS by Volunteer

Donna is a 69 year old female. She is asthmatic and has celiac disease. She lives alone, believes she is healthy and independent. Donna is well connected to family and friends. She was babysitting her grandchildren during the visit.

PLAN

- Follow up with volunteer for the next visit to discuss the importance of maintaining her health.
- Refer to celiac disease to volunteer/DIEM.
-
-

ADDITIONAL INFORMATION

Do you feel like your memory is getting worse? NO

Does this worry you? NO

Do you have a set of written advanced directives? YES

Have you spoken to your family doctor about advanced care planning? NO

Are you interested in having a discussion with your family physician about advanced care planning? YES

TAPESTRY Michael G. DeGroote School of Medicine McMaster University

Summary of TAPESTRY Tools

DOMAIN	SCORE	DESCRIPTION
Functional Status	18.00	Functional Status: 18.00 (Range: 0-24)
Nutritional Status	4	Nutritional Status: 4 (Range: 0-5)
Social Supports	9	Social Supports: 9 (Range: 0-12)
Mobility	1	Mobility: 1 (Range: 0-3)
Physical Activity	1	Physical Activity: 1 (Range: 0-3)

GOALS

1. Donna will continue to maintain her independence and ability to travel and enjoy life.
2. Donna will continue to maintain her ability to travel and enjoy life.
3. Donna will continue to maintain her ability to travel and enjoy life.
4. Donna will continue to maintain her ability to travel and enjoy life.

TAPESTRY QUESTIONS

1. Get up between 7-8 o'clock; check email; Facebook on computer; asthma puffer; clean, go out to backgapping, occasional body-piling, occasional gardening, car washes.
2. Daughter works in healthcare OR travel. Approachable because "she's my daughter"
3. Planning trips, getting tickets and hotels.
4. Hearing difficulty with hearing now that did not 8 years ago. Must pressing need is after trips, get off asthma medication as she affects travel insurance.
5. No falls.

VOLUNTEER INFORMATION & NOTES

1. Mary
2. Wendy
3. Wendy

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Donna R - Visit 1 (Deidentified).docx

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Text Box Shape Picture Themes

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TAPESTRY

Patient:	Address:
MRP:	MRP/ CLINIC FAX:
Date of visit:	
Time:	
Visit: Initial Visit	

TAPESTRY REPORT: ----- (0000-00-00)

PATIENT GOAL(S)

Life Goals: *Keeping healthy and mobile so she can continue travelling, line dancing, enjoying time with friends and family and having fun. To get downstairs into her own suite*

Health Goals: - *Prevent osteoporosis*
 - *Control asthma with less medications*
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ALERT: Consider Case Review with IP-TEAM

- *Some concerns about hearing loss*
- *RAPA score less than optimal*
- *Patient would like to have Advanced Care Planning with physician*

KEY OBSERVATIONS by Volunteer

Donna is a 69 year old female. She is asthmatic and has celiac disease. She lives alone, believes she is healthy and independent. Donna is well connected to family and friends. She was babysitting her

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Summary of TAPESTRY Tools

DOMAIN	SCORE	DESCRIPTION
Functional Status	<p><i>Clock drawing test: Normal</i></p> <p><i>Timed up-and-go test score = 1 (0-10s)</i></p> <p><i>Edmonton Frail Scale score = 1 (Robust)</i></p>	<p><u>Edmonton Frail Scale (Score Key):</u></p> <p>Robust: 0-4</p> <p>Apparently Vulnerable: 5-6</p> <p>Frail: 7-17</p>
Nutritional Status	<p><i>Screen II score = 54</i></p>	<p><u>Screen II Nutrition Screening Tool:</u></p> <p>Max Score = 64</p> <p>High Risk < 50</p>
Social Supports	<p><i>Satisfaction score = 18</i></p> <p><i>Network score = 12</i></p>	<p><u>Satisfaction score range: 6-18</u></p> <p><i>(Score <10 risk cut off)</i></p> <p>Perceived satisfaction with behavioural or emotional support obtained from this network</p> <p><u>Network score range: 4-12</u></p> <p>Size and structure of social network</p>
Mobility		MANTY:
Walking 2.0 km	<i>No Limitation</i>	No Limitation
Walking 0.5 km	<i>No Limitation</i>	Preclinical Limitation
Climbing Stairs	<i>No Limitation</i>	Minor Manifest Limitation
		Major Manifest Limitation
Physical Activity	<p><i>Score = 4 (under active regular)</i></p>	<p>Rapid Assessment of Physical Activity (RAPA)</p> <p>Score range: 1-7</p> <p>Score < 6 Suboptimal Activity (Aerobic)</p>

ADDITIONAL INFORMATION

Do you feel like your memory is getting worse?	NO
Does this worry you?	NO
Do you have a set of written advanced directives?	YES
Have you spoken to your family doctor about advanced care planning?	NO
Are you interested in having a discussion with your family physician about advanced care planning?	YES

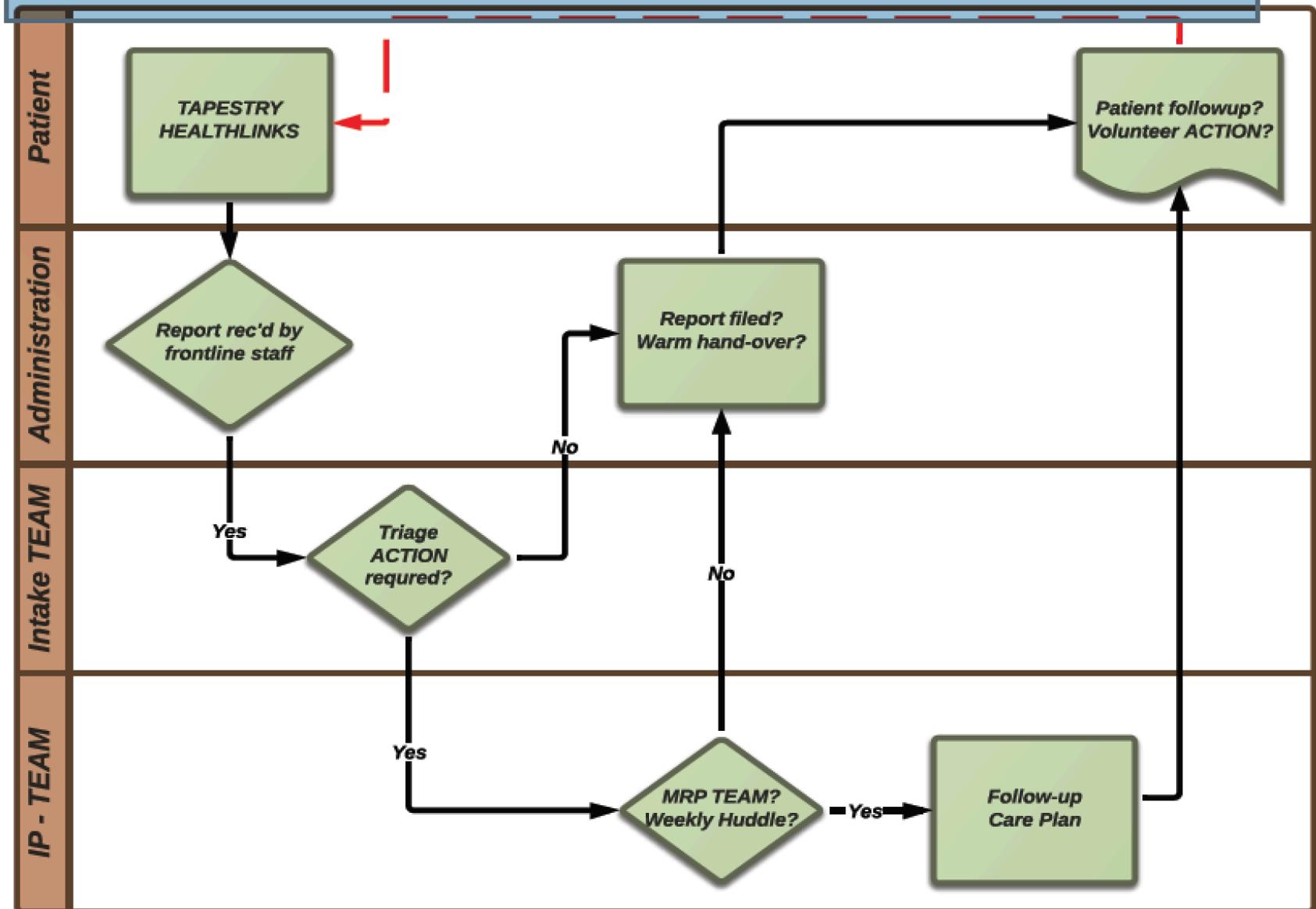
New information coming in, New members of the TEAM

HOW HAS THE FHT CHANGED?

Buy-In & Planning

- Clinical teams agree with TAPESTRY guiding principles
- Weekly huddles occur in our clinical settings to review TAP Reports coming in from Volunteers
- Care plans are developed based on Patient Goals, Results of Clinical Tools (from the APP) and the FHT's knowledge of the patient.

TAP-LINKS Clinic Intake Process



Communication Plan

- **FAQs developed to help staff address patient calls**
- **Contact information of TAPESTRY Research Team**
- **Access to Volunteer Coordinator**
- **TAPESTRY Website**
- **Monthly or prn updates from Volunteer Coordinator about patients enrolled in TAPESTRY**

The goal is to fit into our current workflow

Lessons Learned About the Process

PILOT STUDY RESULTS

Pilot Study Results

Volunteer PROCESS Measures:

- Number of applicants = 17
- Number interviews = 14
- Number accepted = 12
- Number trained = 12
- **Volunteer activity log:**
 - Total number of hours (excluding travel) = 10.5
 - Total number of volunteer coordinator hours = 479.25
- **Narratives (N=78):**
 - 46% were impressions about patient (health, well being, mindset, willingness)
 - 38% were logistical (location, travel, planning visits)
 - 11% were about interactions with other volunteer or VC
 - 4% were about technology

RESULTS: Volunteer Training, APP Usability and IT Abilities

Training day feedback (n=11)

- Highly positive feedback
- Mean scores of response to individual items ranged from 3.9-5.0 (out of 5.0)
- All training sessions and modules found to be effective and useful

OSCE training day feedback (n=12)

- Overall high ratings for statements:
- Ability to be resourceful
- Able to deal difficult situations
- Capable of coming up with solutions
- Easy to stick with their goals

Usability evaluation of TAP-APP prototype (n=8)

- Means scores were highly weighted on the positive side
- Found iPad easy to use
- Liked using TAP-App

Technology Skills Assessment (n=7)

- Sound knowledge & experience with computer, emails, & internet
- 1 volunteer unsure of how to download files from internet and install software from internet

Pilot Study Results

- **Home Visits:**
 - Total home visits by volunteers = 27
 - Average number of visits per patient = 2.5
 - Number of visits attended by staff = 11
 - Number of visits Cancelled = 2
 - Average length of each visit = approx. 57 ± 22 min
- **Alerts:**
 - Total alerts generated = 13
- **MYOSCAR:**
 - Number of Patients interested in McMaster PHR = 10
 - Number of Patients trained for McMaster PHR = 10

Pilot Study Results

What Type of Goals Did our Patients Have for Themselves?

HEALTH-Related GOALS

- Weight loss
- Exercise/Active (4)
- Nutrition/Diet (7)

LIFE-related GOALS

- Read more often
- Family connection
- Keep driver's license
- Keep socially active (3)

Key Survey Findings

(N=10)

- 60% clients had seen a family doctor over the last 3 months
- 50% clients had seen a specialist over the last 3 months
- 50% clients have used supporting equipment over the last 3 months
- Average number of medication: 4.9 ± 3.0 (HCU)

Key Survey Findings

(N=10)

- 27% clients scored “apparently vulnerable” and 1 client scored “moderately frail” (EFS)
 - 27% clients had minor or other errors on the clock draw test (EFS)
- 26% clients identified “at risk” for nutrition (Screen II)
- Majority (>70% of clients) reported “no problems” with their own general health (EQ5D)

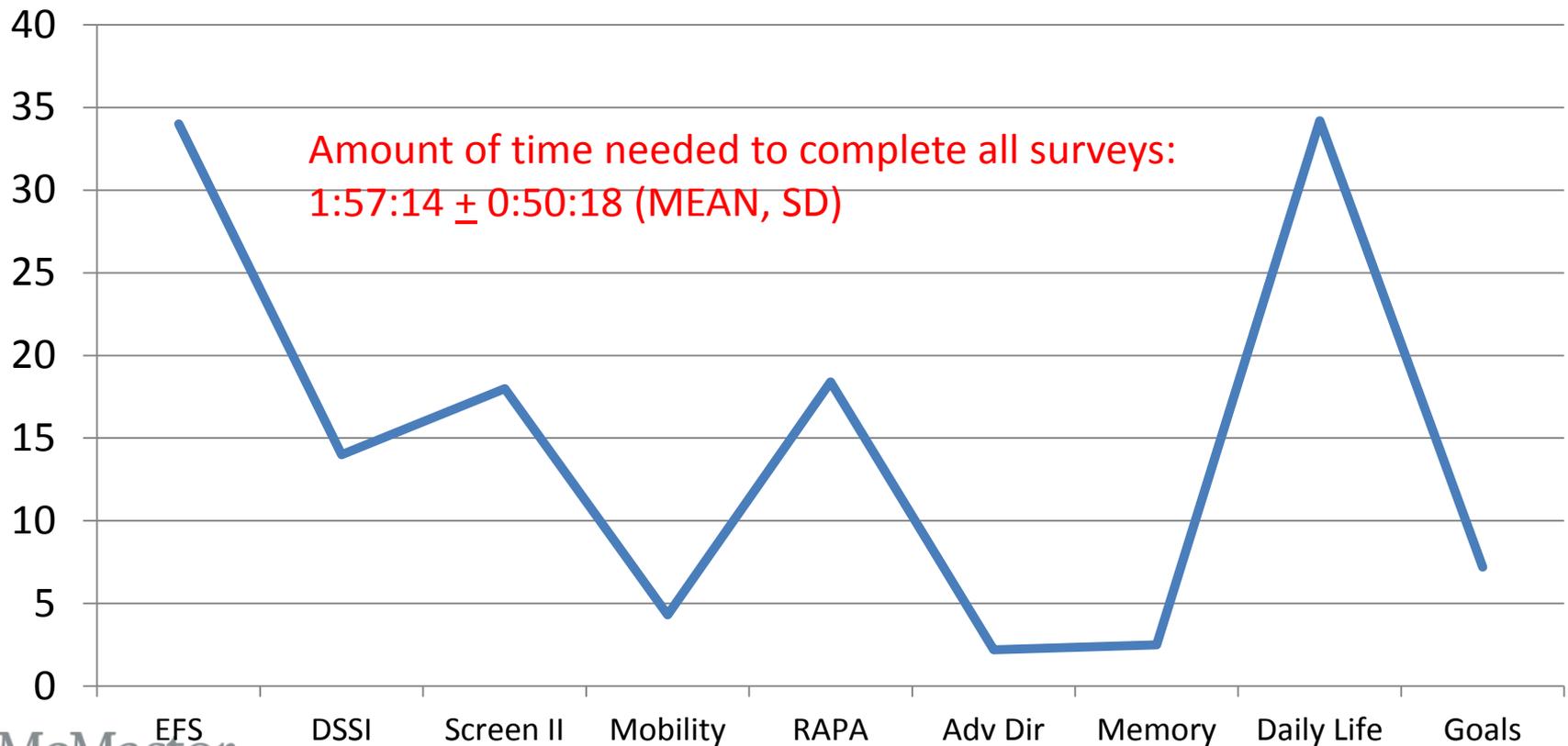
Key Survey Findings

(N=10)

- 45% would like to have a discussion with family physician about advanced care planning
- 66% clients reported memory getting worse and 18% are worried about their memory
- 64% have limitations with walking; 36% have limitations with climbing stairs (MANTY)
- 36% scored sub optimal aerobic activity (RAPA)

Time needed to Complete Surveys (TAP APP)

MEAN TIME (Minutes)



Next Steps

1. RCT (November 2014-March 2016)

- McMaster FHT
- Step Wedge Design (control & intervention groups will all get the intervention)
- Primary Outcome: Ability to identify health goals and work towards achieving them
- Secondary Outcomes: QOL, cost effectiveness, caregiver burden, volunteer attitudes towards older adults and many, many more..

1. Roll Out to Other Jurisdictions (Jan 2015-)

- Vancouver
- Sturgeon Lake First Nation (Sask)
- Alberta/NFLD
- Montreal (McGill)



TAPESTRY

The End...Thank-You

Dr. Doug Oliver

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