Senior Friendly Caregiver Education Project

RGP-T Learning Series Webinar
Sept 19, 2019
12:00pm – 1:00pm
Introduction

The Senior Friendly Caregiver Education Project

- 2 year project
- Led by the RGPO
- Developed in partnership with 7 Regional Geriatric Programs
- Funded by Ministry of Health until March 2020

**Purpose:** to develop educational resources with and for family and friend caregivers caring for seniors living with frailty.

[Watch Our Video!]
What do HCPs Need to Know?

- Caregivers are unpaid family members and friends who support older adults living with frailty.
- They are relied upon to:
  - Provide medical care in the home,
  - Figure out complicated health systems on their own, and;
  - Act as substitute decision makers
- Caregivers provide approximately 75% of all patient care in Canada.¹
- “Supporting the education of caregivers has been identified as an important ethical issue.”²
Why Present to HCPs about this Project?

- Caregivers are caring for complex and vulnerable older adults with little or no formal education in frailty care.
- Caregivers say it is hard to find education and other supports to meet their needs.
- Although most caregivers remain positive about their role, many feel “stressed, overwhelmed, helpless and frustrated” when it comes to their daily responsibilities.²
- HCPs are uniquely positioned to reach and support caregivers on a daily basis.
- Caregivers asked us to share our results with HCPs as they see you as a significant medium between what they need and getting help.
Goals of the Project

• To create educational resources about frailty for family/friend caregivers.
• To design these resources *with* caregivers, using a *co-design* approach.
• To meet the learning needs of caregivers in order to support an improvement in their:
  • Knowledge, ability, attitude, and confidence in care
  • Ability to self-care
• To reach 25,000 caregivers with these tools by March, 2020
What is Co-design?

a) A method of creating something new by consulting the end users of final product.

b) Asking for advice from the end user of the product after the final draft is created, but before it goes live to public.

c) A method of creating something new with the end users of the final product; engaging the end user throughout the entire journey. It goes beyond consultation.
What Will Caregivers Learn About?

- This project used the RGP-T Senior Friendly 7 topics as a foundation for our focus groups with caregivers.
- After listening to caregivers, our educational tools focus on the following topics:

  Caring for the Caregiver
  Staying Active
  Bladder Health
  Changes in Thinking and Behaviour (Delirium)
  Pain
  Nutrition
  Medication Management
  Social Engagement
Quick Question

- Take a moment to consider these topics in your practice
- What topic do you speak to caregivers about most?
- Do you feel that you currently have quick and available resources to give to caregivers about these topics?

Caring for the Caregiver  
Staying Active  
Bladder Health  
Changes in Thinking and Behaviour (Delirium)  
Pain  
Nutrition  
Medication Management  
Social Engagement
Project Phases
August 2018 – March 2020

Knowledge Creation
• Research and preparation:
  - Program’s educational content
  - Co-design methods
• Field preparation with RGP’s

Ready for caregiver feedback

Knowledge Transfer
• Co-design sessions
• Alternative co-design methods
• Research and evidence gathering

Caregiver feedback on content and delivery methods

Knowledge Translation
• Completion of:
  - Curriculum design
  - Delivery method(s)
• Marketing to caregivers and participating agencies
• Program roll-out

Education and training program

Knowledge Implementation
• Test implementation strategies and collect results
• Evaluate participant satisfaction and learning

Evaluation and report
Focus Groups

Sept 2018 – March 2019

Purpose of Focus Groups: To understand what and how caregivers want to learn about frailty.

Caregivers:
- completed individual questionnaires;
- described their caregiving experiences;
- brainstormed their personal strengths and preferred learning approaches; and,
- reviewed materials (i.e. SF7 Toolkit) to offer feedback.

Facilitators:
- moderated small and large group discussions.
Focus Group Participation

10 communities
- Peterborough – Cobourg – Orillia
- Kingston – London – Oshawa – Hamilton
- Ottawa – Waterloo – Thunder Bay

133 caregivers
- Warm, respectful environment
- Respite and mileage reimbursement

78 facilitators
- Skilled interprofessionals
- Knowledge of local services
Who Are the Caregivers?

- Multi-generational
- Unique backgrounds / experiences
- Different learning styles
- Eager to learn
- Caring for multiple people
- Unique relationships
- Men and Women
- Rural / Urban Mix
- Who Are the Caregivers?

...
We Asked 5 Questions

1. What do you want to learn about?
2. What increases your strength in the role?
3. What would you teach other caregivers?
4. What feedback do you have regarding education and the SF7 topics?
5. How do you currently enjoy learning and how would you prefer to learn about frailty?
RESULTS
1. What do caregivers want to learn about?

- **Information:** Clinical topics in a way I can understand (caregiver friendly)
- **Resources:** What are they and where to find them?
- **Strategies:** Practical application....How to...?

**Seven Topics**

<table>
<thead>
<tr>
<th>Pain</th>
<th>Staying Active (Mobility)</th>
<th>Changes in thinking (Delirium)</th>
<th>Nutrition</th>
<th>Bladder Health (Continence)</th>
<th>Medication Management (Polypharmacy)</th>
<th>Social Engagement</th>
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15
1. Continued - What do caregivers want to learn about?

“How can I learn about these topics if I don’t know how to take care of myself?”

Eighth Topic

Examples: Strategies for Caregiver Wellness, Finding Support, and Resources for the caregiver
2. What increases caregiver strength in the role?

1. Linking to strong social supports.
2. Feeling knowledgeable.
3. Feeling supported by the healthcare system and professionals.
5. Focusing on positive feelings resulting from caregiving.
6. Drawing upon a source within myself.
3. What would caregivers teach other caregivers?

1. Understand your caregiver role and what to expect.
2. Understand the senior you are caring for.
3. Get connected.
4. Know how to care for yourself.
5. Never stop advocating for your person.
Quick Question: Can you apply these results to your practice or programs? How?

**What Gives Caregivers Strength?**
1. Linking to strong social supports.
2. Feeling knowledgeable.
3. Feeling supported by the healthcare system and professionals.
5. Focusing on positive feelings resulting from caregiving.
6. Drawing upon a source within myself.

**What Would Caregivers Teach Other Caregivers?**
1. Understand your caregiver role and what to expect.
2. Understand the senior you are caring for.
3. Get connected.
4. Know how to care for yourself.
5. Never stop advocating for your person.
4. What feedback do caregivers have about the SF7 toolkit and educational resources?

“Had I only had this language years ago... things would have been so different.”

- Really helpful topics
- Relevant to their caregiving
- Change the language to be “caregiver friendly”
- Add content about strategies
- Add content about self-care for caregiver
Results

5. How do caregivers prefer to learn about frailty in the future?

Top Three Methods: Support Groups; Online; Booklets.
NEXT STEP: Building the Resources
Engaging Caregivers and Professionals

Educators Working Group (EWG) convened with a total of 15 members (caregivers, health, and education professionals)
- Expert review, advice, and support
- Created learning objectives
- Designed the course curriculum and curriculum map

Established Partnerships with Recognized Experts
- McMaster, Continuing Education (and Caregiving Essentials online course)
- D2L (Desire2Learn): Learning Management System
“Caregiving Strategies” Educational Resources

Rigorous review process

Handbook
- 8 chapters online
- Can be printed
- Downloadable PDF “handouts”

Online Course
- Learning journey
- Learn from other caregivers
- Complementary to Caregiving Essentials (McMaster)

Marketing
Reach out to caregivers through partners, social media and advertising

Knowledge Translation
Equip HCPs with these resources to share with caregivers

Live Launch

Website

Caregivers told us they want online/printable resources

Caregivers told us they want to connect with other caregivers
Implementation and Evaluation
Caregiving Strategies: Our Resources

1. Caregiving Strategies Handbook: Providing Care and Support for a Senior Living with Frailty
   - Can be downloaded and printed in separate “chunks”
   - Divided into eight chapters
   - Caregivers can learn at their own pace, reading the chapters that matter most to them

2. Caregiving Strategies: FREE Online Course
   - Designed to be a learning journey taken over eight weeks
   - Divided into eight modules
   - Caregivers engage in the content through activities and tools, applying new knowledge to their own personal caregiving situations
   - Caregivers can connect with other caregivers across Ontario on the discussion forum

3. Caregiving Strategies: Website [https://www.rgps.on.ca/caregiving-strategies/](https://www.rgps.on.ca/caregiving-strategies/)
   - Caregivers can access resources, tools, and register for the online course
Help us Reach Caregivers across Ontario!

- HCPs can review these resources and share them with caregivers
- HCPs are key stakeholders in dissemination, please help!
- You play a role in ensuring that people with limited online capability can still access these resources.

Questions?
- Email: Susan Bacque, BSc, MA, Project Manager sbacque@rgpo.ca
- Website: https://www.rgps.on.ca/caregiving-strategies/

Get Ready for Launch!
- Website: Early October, 2019
- Handbook: Mid October, 2019
- Online Course: Early November, 2019
- Final Report: March, 2020
Quick Question

• Are there ways you can disseminate these resources through your practice or programs? Share an example.
• Is there anything you need from us in order to make the process of sharing these resources with other HCPs and caregivers easier?
Acknowledgements

Thanks to Steering Committee:

Dr. Jacobi Elliott (Co-chair), RGP South Western Ontario
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Questions?

Thank You!

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