Developing a New System Of Care Through Cross-Sectoral Collaboration: A Knowledge Exchange Approach

透過跨界別合作
發展新的護理系統：
以知識交流為方針

安省認知障礙症協會
行政總裁 Gale Carey

2013 年國際認知障礙症會議
The Alzheimer Society of Ontario is the leading care and research charity committed to helping people with Alzheimer's disease and other dementias.

- Network of 37 Societies across the province
- Member of a national Federation of Alzheimer Societies across Canada

安省認知障礙症協會是具領先地位的慈善機構，致力於護理和研究，協助患有認知障礙症及其他失智症的人士。

- 在全省各地共有37 分會
- 全加拿大認知障礙症聯合會 (Federation of Alzheimer Societies) 成員
• In Ontario, Canada’s largest province, over 200,000 seniors (one in ten) have dementia.
• The number of Ontarians with dementia will increase to 250,000 by 2020; in some areas of the province will see increases by more than 40%.

• 在加拿大的最大省份安省，共有逾 20 萬名長者（十分之一）患有失智症。

• 到了 2020 年，安省失智症人士將增至 25 萬；而省內部分地區將有逾 40% 升幅。
The Alzheimer Society provides core services for people with dementia and their families:

- Information
- Education
- Support and counselling
- Public awareness
- Training / education for health-care providers

认知障碍症协会为失智症人士及他们的家人提供核心服务：

- 资讯
- 教育
- 支援和辅导
- 公众意识
- 麦疗護理人員的培訓／教育
Current Context

- In Ontario, Canada’s largest province, over 200,000 seniors (one in ten) have dementia.

- The number of Ontarians with dementia will increase to 250,000 by 2020; in some areas of the province will see increases by more than 40%.

- 30% of home care clients with dementia exhibit some behavioural symptoms.

- Over 65% of long-term care residents have dementia or mental health issues.

- 17% of long-term care home residents are physically restrained; a higher rate than in other countries.

- 34% of nurses in hospitals or long-term care facilities in Canada reported physical assault over the past year and 47% reported emotional abuse.
Behavioural Supports Ontario

• A catalyst for change within the health care system for those with complex health care needs.

• **Target client/patient group:** Older persons with mental illness, dementia and other cognitive impairments.

• **Three-pronged approach:**
  - System Coordination
  - Interdisciplinary Service Delivery
  - Knowledgeable Care Team and Capacity Building

• Value based and Principal driven

• $44 million ongoing investment in better care
  (Funded by the Ministry of Health and Long-Term care- Government of Ontario)
Person-centered and care partner-directed care where...

- Everyone is treated with respect and accepted “as one is”
- Patient/client and care partner/family/social supports are the driving partners in care decisions
- Respect and trust characterize relationships between staff and clients/patients and care providers.

- **Supporting principles bring core concepts to life when making decisions about care...**
  - Behaviour is communication
  - Diversity
  - Collaborative care
  - Safety
  - System coordination and integration
  - Accountability and sustainability
Behavioural Supports System Framework for Care

First Phase: Changing the conversation; develop the Framework for Care

Second Phase: Implement the Framework across the province on regional levels
First Phase—Changing the Conversation

Knowledge Exchange was implemented in order to provide opportunities to create, share and apply promising practices related to responsive behaviours.

Over the last four years, Behavioural Supports Ontario has lead to collaboration across sectors within the health care field and communities across Ontario.

The Alzheimer Knowledge Exchange initiated and lead the work of those sharing and creating new knowledge around behavioural supports by:

• Providing Communication tools and access to others doing similar work
• Building a collection of needed resources and online presence
• Facilitating online and in person knowledge exchange events and connection to larger community
Second Phase—Changing the Care

• Engaged 600 Long-Term Care homes in 14 regions across Ontario

• Implemented 3 major models of care and intervention:
  o Specifically assigned staff
  o Mobile teams
  o Behavioural support units

• Trained over 20,000 health care professionals in behavioural support practices – This training continues

This was facilitated and mobilized through knowledge exchange
The Alzheimer Knowledge Exchange

Who are they?
• A network of over 3,500 people dedicated to improving the lives of persons with dementia and their care partners. AKE provides access to tools, resources and knowledge broker services, as well as others doing similar work across the province.

Who are their members?
• Researchers
• Educators
• Care providers (paid and non-paid)
• Policy makers
• Persons with dementia and their family care partners

By leveraging the knowledge and expertise of the network, The Alzheimer Knowledge Exchange:
• Supports learning needs of people seeking practice change for continuous quality improvement
• Stimulates, supports and shares innovations in dementia care
• Builds and strengthens collaborative partnerships

*The AKE is funded by the Ministry of Health and Long-Term Care and supported by the Alzheimer Society of Ontario
A Knowledge Exchange Approach:
Process used to connect, share and create

• Collaboratives

Groups of people within Behavioural Supports Ontario who have made a commitment to be available to each other to share learning and develop new knowledge to sustain the promising practices around primary care, mobile teams, behavioural support units and enhanced access and flow.

• Collaboration Tools

The Alzheimer Knowledge Exchange provides technology and virtual collaboration spaces to save costs and keep people connected while they work to improve quality and enhance capacity.
A Knowledge Exchange Approach

Process used to connect, share and create

• **Knowledge Broker support**
  Building relationships and facilitating interactions, supporting the effective exchange of knowledge among diverse stakeholder groups and creation of new knowledge.

• **Resources and Tool Development**
  AKE provides easy access to online forums and a variety of behavioural support resources and tools which include:
  o Primary Care Checklist
  o Value Stream Analysis
  o Capacity Building Roadmap
  o Behavioural Education and Training Supports Inventory
A Knowledge Exchange Approach
Process used to connect, share and create

• **Knowledge Dissemination**
  
  The Alzheimer Knowledge Exchange designs and facilitates topic specific webinars/interactive knowledge exchange events (in person and online). Some topics include:
  
  o Engaging the Community in Behavioural Supports
  o Primary Care Engagement
  o Managing Transitions Throughout the Health Care Continuum
  o Behavioural Education and Training Supports
  o Sustainability of Behavioural Support Practices

  Events are held once per month and bring in 350-400 participants per event, reaching all of Ontario including Northern communities. 95% of these participants state they plan on using the new information in their practice.
Collaboration is the Key to Success

Behavioural Supports Ontario and the Alzheimer Knowledge Exchange used a non-hierarchical approach to engage people in respectful conversation and provided change management tools as they worked towards enhancing capacity.

This work continues and behavioural support practices will be sustained through knowledge exchange.
Knowledge Exchange Enhances Capacity & Enables Quality Improvement

By implementing the knowledge exchange approach within the BSO project, the AKE has lead the way for continuous collaboration across Ontario where Long Term Care, Hospitals and the Community sector are working together to sustain the promising practices of behavioural supports.
Get Connected!

• Are you looking for a place to:
  • Learn more about this work
  • Connect and collaborate with others
  • Have your voice heard
  • Access needed resources
  • Link to related networks?

Website: www.akeontario.org

Email: ake@alzheimeront.org
Thank you!

謝謝！

gcarey@alzheimeront.org
www.alzheimerontario.ca