

FEAR **NO** AGE™

Baycrest

# CENTRE *for* EDUCATION

Sharing knowledge,  
innovating care.

2021-22 Annual Report

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The **Centre for Education** connects Baycrest's large education enterprise under a shared and integrated framework. Our Centre provides strategic leadership in education, infrastructure, and coordination, and supports our staff, educators, and learners.





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# Leadership Message

We are excited to share that as of January 2022, the Centre for Education and the Rotman Research Institute have come together to form the new Baycrest Academy for Research and Education. The new Academy represents an integrative partnership using our existing strengths to amplify our reach and impact as we educate, conduct research, and provide exemplary academic services to support the discovery of new knowledge, translation to evidence-informed practice, and adoption of next best practices and innovative solutions across the campus and beyond.

The COVID-19 pandemic has continued to burden the healthcare system and impact healthcare professionals' learning opportunities, especially large group learning or in-person interactions with peers and residents. The Centre for Education understands the complexity of healthcare professionals' roles and responsibilities, and that the education of a workforce caring for vulnerable older adults is multifaceted and challenging. While we remain committed to providing excellent in-person education whenever possible, with the knowledge that learners need to experience direct contact with patients, the pandemic has required a shift to virtual teaching and learning. The Centre for Education has utilized technology to collaborate and learn new ways to connect with educators and learners to deliver innovative curriculum and teaching.

We are pleased to share our annual report, which demonstrates how the Centre for Education continues to provide responsive, innovative, evidence-informed education for all our learners. Thank you to all Baycrest staff, physicians, educators, and researchers for your perseverance and exemplary work in teaching and learning. We are proud of the commitment and resilience shown by Baycrest during another challenging year.

**David K. Conn**

**Faith D. Boutcher**

## BY THE NUMBERS

**428**

STUDENT LEARNERS

**67,737**

HOURS SPENT LEARNING

**36**

STAFF & INTERNS

**188**

STAFF ACADEMIC  
APPOINTMENTS

**95%**

OF STUDENTS RECOMMEND  
BAYCREST AS A PLACEMENT

**19**

ACADEMIC  
PARTNERSHIPS

**\$1.8M**

New Grant  
Funding

**\$2.9M**

Total Educational Spending  
(including operations & grants)

**9**

New Grants  
Received

**322**

Tele-Education  
Events

**249**

Clinical Teaching  
Rounds

**73**

Continuing Education  
Events

**30**

Conference Presentations  
& Publications

### Ontario Centre for Learning, Research and Innovation (CLRI) in Long-Term Care at Baycrest:

**4,239**

Team Members, Students  
and Clinicians Trained

**78**

Educational Events Offered, Including  
Face-to-Face Workshops and Virtual Rounds

**25**

Long-Term Care  
Homes Reached

### EDUCATION PROGRAMS AND SERVICES

Academic Education – Clinical Placements for Health  
Professional Students, Medical and Research Trainees

Ontario Centres for CLRI-LTC at Baycrest

Project ECHO: Care of the Elderly

Centre for Health Information – A Health Information Hub  
for Residents, Families, and Consumers

Faculty Development

Simulation and Virtual Learning

eLearning and LMS Administration

Curriculum Development and Design Consultation

Tele-Education

Library Services

Conference Services



# Supporting and Enhancing the Student Learning Experience with World-Class Training

As a leading Canadian teaching hospital in geriatrics, dementia, brain health, and aging, Baycrest Center for Geriatric Care provides clinical training, observerships, internships, fellowships, and residencies to an array of healthcare professional students locally, nationally, and internationally.

97%

of students said their placement enhanced their understanding of the unique needs of older adults

96%

of students were able to apply learned theory/ knowledge from school to practical situations

# Our students come from a diverse range of academic institutions

## Top 5:

- 1 University of Toronto
- 2 George Brown College
- 3 York University
- 4 Toronto Metropolitan University
- 5 OCAD University

Centennial College  
Concordia University  
Durham College  
Humber College  
McMaster University  
Medicine Hat College  
Medix College

Mohawk College  
University of Guelph  
University of Lethbridge  
University of Victoria  
University of Waterloo  
University of Windsor  
Wilfred Laurier University

**"I was a student in the Neuropsychology & Cognitive Health Team for 10 months as part of the Learning the Ropes & Memory Link programs.**

Even though it was a virtual placement, I felt so supported by my supervisors, who became wonderful mentors to me! I appreciated the developmental approach that they took to training and felt comfortable and ready when it came time to provide direct patient care. It was a wonderful training experience, and I am forever grateful to have had the opportunity to be a student here!"

*Psychology student from Toronto Metropolitan University, Ph.D. Year 2 doing a placement in our Neuropsychology and Cognitive Health department*

”

**What our students say**

**"My placement at Baycrest allowed me to build upon my academic knowledge, provided me with diverse experiences, encouraged me to think critically, and afforded me the autonomy to develop my skills.**

My preceptors continually sought out unique experiences to enrich my learning from education on tube feeding systems, attendance at rounds with the Wound Specialist, and an opportunity to shadow ostomy care. I am grateful for the mentorship I received from my preceptors and I look forward to applying the skills I developed at Baycrest in my future career."

*Dietetic student from the University of Toronto, Masters Year 2*



# Ontario CLRI-LTC at Baycrest

The mandate of the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) is to enhance the quality of seniors' care in long-term care homes through education, research, innovation, evidence-based service delivery and design, and knowledge transfer.

## KEY PROJECTS FOR THE BAYCREST SITE IN THE CENTRE FOR EDUCATION INCLUDE:

### Learning Inter-Professionally Healthcare Accelerator (LIPHA)

LIPHA is a simulation, coaching, and community platform that provides a virtual space with simulated cases and a serious educational game for teams and individuals in any branch of health care to practice caring for virtual patients or residents. The software uses simulation and case-based learning grounded in a serious educational game. Learners will be taken through different levels and cases. They are given hints and can compete through a point system. Team members and students can apply what they learn to real-world resident simulations. This virtual learning platform is accessible online anytime, anywhere, on any device. LIPHA can train learners (team members or students) individually or in groups. Learners can access on-the-job tools and can save their favourites for easy reference. LIPHA was created with the latest practice recommendations.





## Preceptor Resource and Education Program in Long-term Care (PREP LTC)

PREP LTC will provide Ontario long-term care (LTC) homes with online education and mentoring to equip them with the necessary skills to support positive and successful clinical placements and build capacity for student mentorship. Funding is also provided for preceptors' time supporting personal support worker and nursing student placements. Between 2021 and 2024, PREP LTC will support more than 15,000 student placements, train more than 17,000 preceptors, and engage LTC homes across the province. Students will graduate with the training and experience needed to pursue a rewarding career in LTC, growing a much-needed, highly skilled workforce for the sector. PREP LTC is funded by the Ministry of Long-Term Care.

## Ontario CLRI at Baycrest's Internship in Aging & Innovation

In the summer of 2021, Baycrest's internship program offered 20 undergraduate students from across Ontario opportunities to engage in learning activities such as facilitated sessions with Baycrest experts, resident pairing, older adult community interactions to learn about their experiences as they age, e-Learnings modules on dementia best practices, and daily interactions in LIPHA, a simulation- and game-based app. The skills, knowledge, and attitudes gained from those learnings were then applied to an innovative group project, where learners collaborated with mentors to develop a solution to enhance social connectedness in LTC during the COVID-19 pandemic. There were two, four-week internships delivered online representing students from nursing, kinesiology, medicine, pre-medicine, therapeutic recreation, social work, occupational therapy, and nutrition.



# 94%

**of the interns were  
satisfied and would  
recommend the  
program to others**

**"The innovation project was a great way to use our creativity and what we learned. It was definitely the most rewarding part of the internship. I look forward to seeing the next cohort's project."**

*Aging & Innovation intern*



# Launch of Possibilities by Baycrest™ : A Shared Discovery Experience

We are excited to highlight the launch of a unique, innovative, neuroscience-based, interactive learning experience for those caring for older adults with moderate to advanced dementia.



**Possibilities by Baycrest™ : A Shared Discovery Experience** is an onboarding learning experience to enable the adoption of emerging evidence and best practices, as well as the growth and well-being of community members. Self-care, reflexivity, and learning about the personal and professional self are embedded in this experience. The Possibilities by Baycrest™ community of learners (team members and leaders, residents, families, and students) co-create possibilities for themselves to learn and grow. Engaging in this learning is a critical step in providing exceptional care for persons living with dementia.

## Pedagogical Methods

Evidence-based and leading innovations in curriculum design and technologies are applied to accelerate and deepen care competencies (knowledge, skills, and attitudes) to foster enriched and meaningful living and care experiences. A focus on relationship-centred care practices, storytelling, self-care, dementia care, and teamwork supports community members in developing a shared understanding of the Possibilities by Baycrest™ model.

Possibilities by Baycrest™ : A Shared Discovery Experience uses a blended approach of online and in-person learning. Baycrest's Learning Inter-Professionally in Healthcare Accelerator (LIPHA) is a digital, serious educational game that provides a cohesive, interactive, and multimedia learning space for interprofessional learners to apply resources to solve real-world client simulations (e.g., persons living with dementia who express responsive behaviour during mealtimes). In this version of LIPHA, learners play individually, together, and with a virtual team, which sets the stage for the team to co-learn together. LIPHA is complemented by in-person learning that enables application of the material and interprofessional exchange through a variety of modalities, such as interactive simulation activities, facilitated discussions in the context of building Possibilities plans, and relational huddles.



## Implementation and Evaluation

The team at the newly designed Memory Care Unit at the Baycrest Terraces was the first to complete Possibilities by Baycrest™ : A Shared Discovery Experience. As residents and families begin to join the community, the learning experience will be iterated and expanded in Phase 2 to include families and residents based on their learning needs. Phase 3 will enable continuing and shared education among community members. Evaluation of the learning experience will be ongoing and include the quality of the learning experience and its impact on learners. This will be expanded in Phase 3 to include performance and organizational outcomes, as well as the unique innovation of a co-learning experience among community members.



### Launch of the Learning and Growth Experience for Team Members

Synchronous and asynchronous, simulations, experiential activities, speakers, and traditional learning resources

#### 25 Hours of Serious Game Play

Simulations and Activities to Rehearse, Apply, and Reflect The Model, Core Experiences, and Values  
Relational Care, Story Care, and Arts-Based Care  
Possibilities Tools and Communication  
Culture Change, Community, and Teamwork  
Dementia and Palliation  
Support from the Centre for Education

#### 13.5 Hours of Synchronous Learning

Possibilities Framework  
Dementia and Behavioural and Psychological Symptoms of Dementia (BPSD)  
Relationship-Centred Care  
Possibilities Tool Practice  
Resiliency and Mindfulness  
Team Building  
Reflection and Practice

#### 13 Hours of Curated Supplemental Learning

BPSD  
Application & Practice of Possibilities Tools  
Team Building, Trust, and Relationship Development  
Stress Tolerance  
Baycrest Experts - Audiology, Dental, and Quick Response Caregiver Tool  
Smart Suites  
Kunin-Lunenfeld Centre for Applied Research & Evaluation (KL CARE)  
Crisis Intervention / Security

**Experience: 6.4 days**

# Project ECHO: Care of the Elderly

We collaborate with the North East Specialized Geriatric Centre to host Project Extension for Community Healthcare Outcomes (ECHO) Care of the Elderly in partnership with the Alzheimer's Society of Ontario and the Ontario Centres for Learning, Research and Innovation in Long-Term Care. Project ECHO provides virtual, real-time, interprofessional education sessions to enhance quality of care for older adults by improving the knowledge, skills, and abilities of healthcare providers.

**98%**

of participants would recommend ECHO Care of the Elderly to a colleague

**4.6/5**

satisfaction rating across all cycles

**13%**

increase in self-efficacy for participants across all cycles

## **40 sessions across four series: LTC, COVID-19, Community, Dementia**

with a 4-session ECHO session on COVID-19 information for LTC providers

### **Curriculum**

- Dementia, depression & delirium
- Responsive behaviours
- Driving & dementia
- Dementia in a First Nations context
- Consent & capacity
- Medical cannabis
- Polypharmacy
- Frailty
- Falls & bone health
- Advanced care planning
- Movement, sleep, and mood disorders
- Engaging families in care
- Supporting caregivers
- Provider burnout & resilience

**"I've really been enjoying these interactive sessions. I have found that ECHO is the best at getting participants involved and encouraging discussions between participants."**

*Project ECHO participant*





# SAGE

Our Simulation Activities in Gerontological Education (SAGE) program is one of only a few in the world teaching older adult volunteers to be Simulated Participants (SPs).



This unique simulation program has generated interest locally and internationally within the simulation community and beyond. With the publication of a collaborative framework for working with older SPs, the SAGE team is leading the next best practices in simulation and presenting widely on how to develop and sustain vibrant, older adult volunteer SP programs<sup>1</sup>. The SAGE program was recently featured in a chapter in a textbook entitled "Defining

Excellence in Simulation Programs" (Gerzina, Lewis & Smith, 2022), demonstrating the program's excellence in implementing the Standards of Best Practice from the Association of Standardized Patient Educators.<sup>2</sup> The program also evaluated the virtual experiences of older SPs during COVID-19 "to inform virtual simulation practice" (Smith, Guttman-Sokoloff & Gallucci, 2021).

<sup>1</sup> Smith, C. M., Sokoloff, L. G., & Alsaba, N. (2020). Collaborative framework for working with older simulated participants (SP). *BMJ Simulation and Technology Enhanced Learning*, bmjstel-2020-000613.

<sup>2</sup> Lewis, K. L., Bohnert, C. A., Gammon, W. L., Hölzer, H., Lyman, L., Smith, C., . . . Gliva-McConvey, G. (2017). The Association of Standardized Patient Educators (ASPE) Standards of Best Practice (SOBP). *Advances in Simulation*, 2(1), 10.

## The Global Reach of Telehealth

Coordination and support of tele-education activities (local, national, international) including all clinical rounds.

**322**

educational sessions

**45**

workshops and webinars

**28**

journal clubs

**249**

clinical rounds

**30,032**

participants

**20**

countries

# eLearning and Educational Technology

The eLearning team provides instructional design, course creation, technical support, and access to eLearning tools across Baycrest. This includes learning management system (LMS) administration, creation and maintenance of core curriculum, and LMS reporting.

**129**

available eLearning courses  
in the Baycrest LMS

**2,103**

LMS core curriculum  
courses completed

**3,800 external LMS users have been supported**

including private companions, caregivers, local, national, and international healthcare providers, and students who access eLearning modules such as the Memory and Aging Program

## Key Projects

The eLearning team designed and developed the Cannabis for Older Adults eLearning modules for the Canadian Coalition for Seniors' Mental Health that are accessible in English and French at no cost to healthcare providers and students across Canada via our LMS. Funding for this project was provided by Health Canada.

The team also contributed to two Ontario Academic Health Sciences Centre (AHSC) AFP physician innovation projects:

- Bespoke - A Wish to Die MAiD, Depression and the Older Adult
- The Virtual Trigger Room - An educational Tool to Identify and Mitigate Environmental Triggers of Responsive Behaviours in Persons with Dementia







## Library Services

**4,416** visits to library homepage

**106** literature searches performed by library staff

**2,089** ▶  
articles requested

Leadership  
**20%**

Physicians  
**17%**

ECHO  
**17%**

Management  
**14%**

Allied Health  
**12%**

Nursing  
**10%**

Research  
**10%**





# Patient, Family and Consumer Education (PFCE)

Through the generous donations of our donors, we were able to grow and sustain our Health Information (HI) Portal and revitalize our patient, family, and consumer health information services in a newly designed Centre for Health Information located on the first floor of the Apotex.





# 7,267

total page views\*

# 5,814

unique page views\*

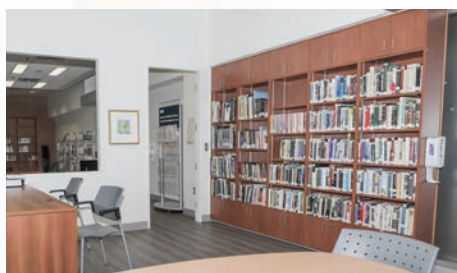
\* Health Information Portal Analytics:  
April 1, 2021 - March 31, 2022

## The New Centre for Health Information

With input from our community of older adults and our patient and family partners, we redesigned the former Wellness and Resident Libraries to provide residents, patients, staff, caregivers, and community members with an exceptional person- and family-centred education experience. With access to reliable health information, they can participate in their care and better manage their condition for better health. Our tailored and curated educational resources aim to improve patient engagement and experience, and encourage active partnership in care and quality of life.

The Centre for Health Information started welcoming patrons in the summer of 2022.

Our HI Portal is an emerging online health education resource that aims to educate residents, patients, staff, caregivers, and community members about aging and brain health through reliable online health education resources. The Portal offers high-quality educational materials in various formats.



*This year, we expanded the Portal to include information about in-home health and wellness services, and a bookmark was created and distributed to promote our growing resources.*

### Baycrest

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## Questions About Health Information?

Visit the Baycrest Health Information pages to find reliable online resources about a wide range of topics including:

- ✓ Memory & Dementia
- ✓ General Health & Wellbeing
- ✓ Mental Health
- ✓ Safety
- ✓ End of Life & Palliative Care
- ✓ Caregiving & Home Services

Learn more at:  
[www.baycrest.org/healthinformation](http://www.baycrest.org/healthinformation)



# Our Publications

Boutcher, F., Berta, W., Urquhart, R., Gagliardi, A.R. (2022). The roles, activities and impacts of middle managers who function as knowledge brokers to improve care delivery and outcomes in healthcare organizations: a critical interpretive synthesis. BMC Health Serv Res. 2(1):11. doi: 10.1186/s12913-021-07387-z.

Checkland, C., Benjamin, S., Bruneau, M-A., Capella, A., Cassidy, B., Conn, D. et al. (2021). Position Statement for Mental Health Care in Long-Term Care During COVID-19. Canadian Geriatrics Journal 24:367-72.

Conn, D.K. (2022). Scaling up Innovative Interventions for Family Caregivers. International Psychogeriatrics Feb 28:1-7. doi: 10.1017/S1041610222000138. Online ahead of print. (commentary)

Conn, D.K., Amdam, L., Blumberger, D.M., Frank, C., Grief, C., Madan, R., Rabheru, K., Dilara, A., Minchopoulos, D. 2021 CCSMH Guideline Update. Canadian Guidelines on Prevention, Assessment and Treatment of Depression among Older Adults. Canadian Coalition for Seniors' Mental Health CCSMH, (2021).

Cranley L., Sivakumaran G., Helfenbaum S., Galessiere D., Meyer R., Duggleby W., McGillis Hall L., & McGilton K. S. (2021). Co-design of a communication tool for resident- and family-led care discussions in long-term care through patient and family engagement. International Journal of Older People Nursing, 17(2), 1-11. DOI: 10.1111/opn.12429.

Farb, N., Murchison, J., Madan, R., Goldberg, H., Grief, C., Conn, D., Khatri, N. (2021). Mindfulness-Based Stress Reduction Interventions for Mood in Older Adults: How do Qualitative Experiences Inform Clinical Response? Mindfulness 12(7): 1733-42.

Gerzina, H., Lewis, K., & Smith, C. M. (2022). The Association of SP Educators (ASPE) Standards of Best Practice: Advances through Application. In J. C. Maxworthy, J. C. Palaganas, C. A. Epps, & M. E. B. Mancini (Eds.), *Defining Excellence in Simulation Programs* (2 ed.). Philadelphia, PA: Lippincott Williams & Wilkins.

Guy, S. & Majumder, S. Fulfilling the Potential of Evidence-Based Research: The Collaborative Nature of Implementation Public Policy & Aging Report. Jan 31, 2022.

Mulder-Heijstra, M, Jokel, R., Chertkow, H., Conn, DK., Mah, L. (2021). Primary Progressive Aphasia presenting with Neuropsychiatric Symptoms. Journal of Geriatric Psychiatry and Neurology. DOI: 10.1177/08919887211036189 online

Rabheru, K., Cassidy, K-L., Conn, DK. Mental Health and Cognitive Resilience / Vitality in Promoting the Health of Older Adults: The Canadian Experience, I. Rootman et al. (Eds). Canadian Scholars. (2021).

Smith, C.M., Sokoloff, L.G., Gallucci, C.E. (2021). "It's like a shot in the arm:" Evaluating the experiences of older adult simulated participants in structured virtual meetings during COVID-19. International Journal of Healthcare Simulation; 1(1): 33-40.

Wang, D., Kirsh, B., Conn, D., Cameron, J. (2022). A Qualitative Study of Caregiving to Older Adults with Depression: "Not the Person I used to Know". Canadian Journal of Community Mental Health. 40(3): 55-71.







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[baycrest.org/Baycrest/Academic-Education-Training](https://baycrest.org/Baycrest/Academic-Education-Training)

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Baycrest is fully affiliated  
with the University of Toronto



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