

Schedule D.3

Annual Evaluation Report Project ECHO Care of the Elderly 2019-2020



Baycrest



North East Specialized
Geriatric Centre
Centre gériatrique
spécialisé du Nord-Est

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This report includes data requested by the Ontario Ministry of Health and Long-Term Care for Project ECHO Care of the Elderly for our Schedule D.3 Annual Evaluation Report.

Executive Summary

This year included many accomplishments for Project ECHO Care of the Elderly (COE). We completed our second full year since launching and, along with running our General COE and Long-Term Care (LTC) programs, we piloted a 6-week Dementia series in partnership with the Alzheimer Society of Ontario. Our focus remains on aligning with the strategic priorities and actions of the Ministry of Health and Long-Term Care by sharing knowledge about caring for older adults with complex medical needs and helping healthcare providers who are stressed and overworked navigate the healthcare system.

Overall, enrollment of healthcare providers continued to increase with every program. In total, over 45 sessions, we reached 211 learning partners from 124 spoke sites/organizations across all 14 LHINs. Our partnership with North East Specialized Geriatric Centre continues to facilitate access to northern Ontario. In addition, for the first time ever, we saw the largest spike in applications from across Canada, demonstrating a need for this important program. Where possible, we accepted some of these learning partners into programs.

Highlights from 2019-2020 include:

- Improved knowledge and self-efficacy for learning partners across all programs
- Increased number of spoke sites by 32% and learning partners by 36%
- Launched a new ECHO COE focused on Dementia
- Partnered with the Alzheimer Society of Ontario
- Awarded 3344 hours of continuing professional development credits
- Presented at multiple local and international conferences
- Supported the Centre for Aging and Brain Health Innovation with ECHO COE Innovation Adoption
- Implemented impact evaluations of case presenters and all learning partners
- Surveyed returning didactic presenters for program quality improvement

Executive Summary

The end of 2019-2020 was impacted by the COVID-19 health crisis. In our Winter 2020 General COE program we included information and discussion about COVID-19 and the impact on older adults. We see Project ECHO as an excellent model to address COVID-19 through dissemination of best practices and to support frontline healthcare workers providing care for older adults. To that end, at the beginning of 2020-2021 our team will pivot to focus on development, implementation and evaluation of an ECHO COE LTC: COVID-19 series in collaboration with the Ontario Centres for Learning, Research and Innovation in LTC. This ECHO will support healthcare providers working in LTC build resiliency and strengthen their teams during this time of crises.

Over the next fiscal year, we plan to continue evaluating the impact of case recommendations on patient-level outcomes as well as investigate whether tools and strategies discussed during sessions are being implemented more broadly by learning partners. Based on feedback from learning partners we will run another Dementia series in collaboration with the Alzheimer Society of Ontario. We also plan to run two “booster” sessions focused on the specific care needs of Indigenous seniors and Indigenous seniors with dementia.

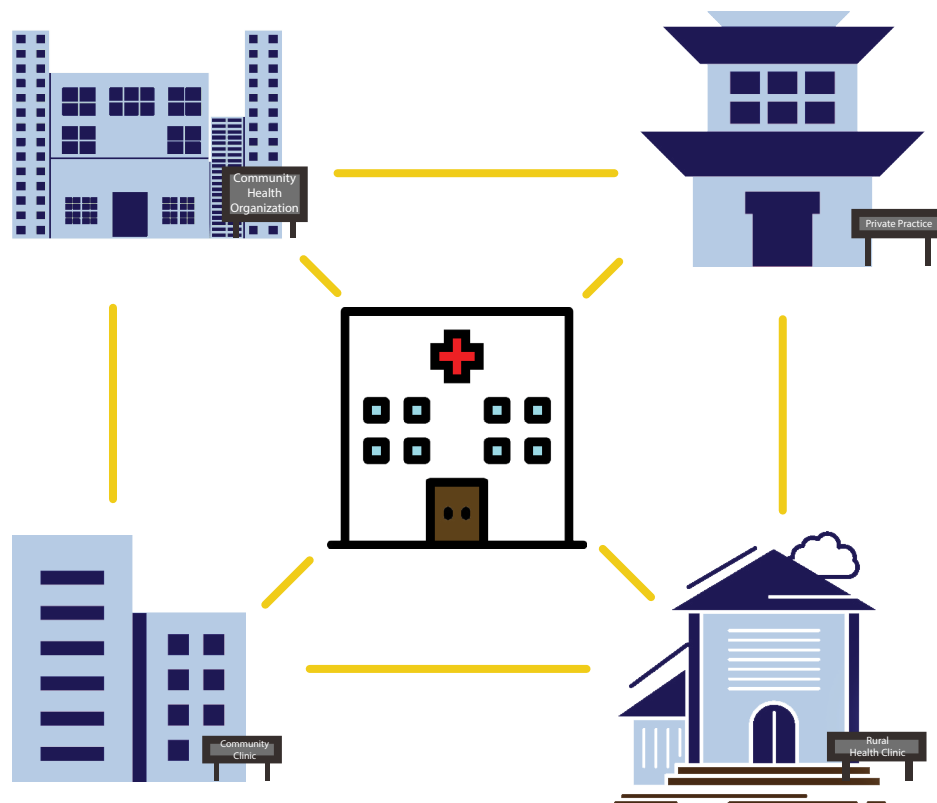
We are grateful for the opportunity to continue implementing such a wonderful program and to be part of the ECHO Ontario team.

David Conn, VP Education
ECHO COE Medical Lead

Lisa Sokoloff, Manager, Training and Simulation
ECHO COE Program Director

About ECHO Care of the Elderly

Since 2018, Project ECHO (Extension of Community Healthcare Outcomes) Care of the Elderly (COE) has aimed to enhance the quality of care of older adults in Ontario by improving the knowledge, skills, and abilities of health care providers. Providers, or learning partners, are connected both to each other as well as an interprofessional team of geriatric specialists through weekly videoconferencing sessions where both didactic presentations and case studies are used to increase healthcare providers' capacity. Through this multi-directional exchange of knowledge, ECHO COE has increased the knowledge and confidence of providers in the care of older adults with complex health needs.



ECHO Care of the Elderly Programs

ECHO Care of the Elderly (COE) General

ECHO COE targets community-based health care providers who wish to expand their skills and build their capacity in caring for older adults with complex care needs.

ECHO Care of the Elderly-Long-Term Care (COE-LTC)

ECHO COE-LTC targets interprofessional teams who wish to expand their skills and build their capacity in caring for older adults living in long-term care homes.*

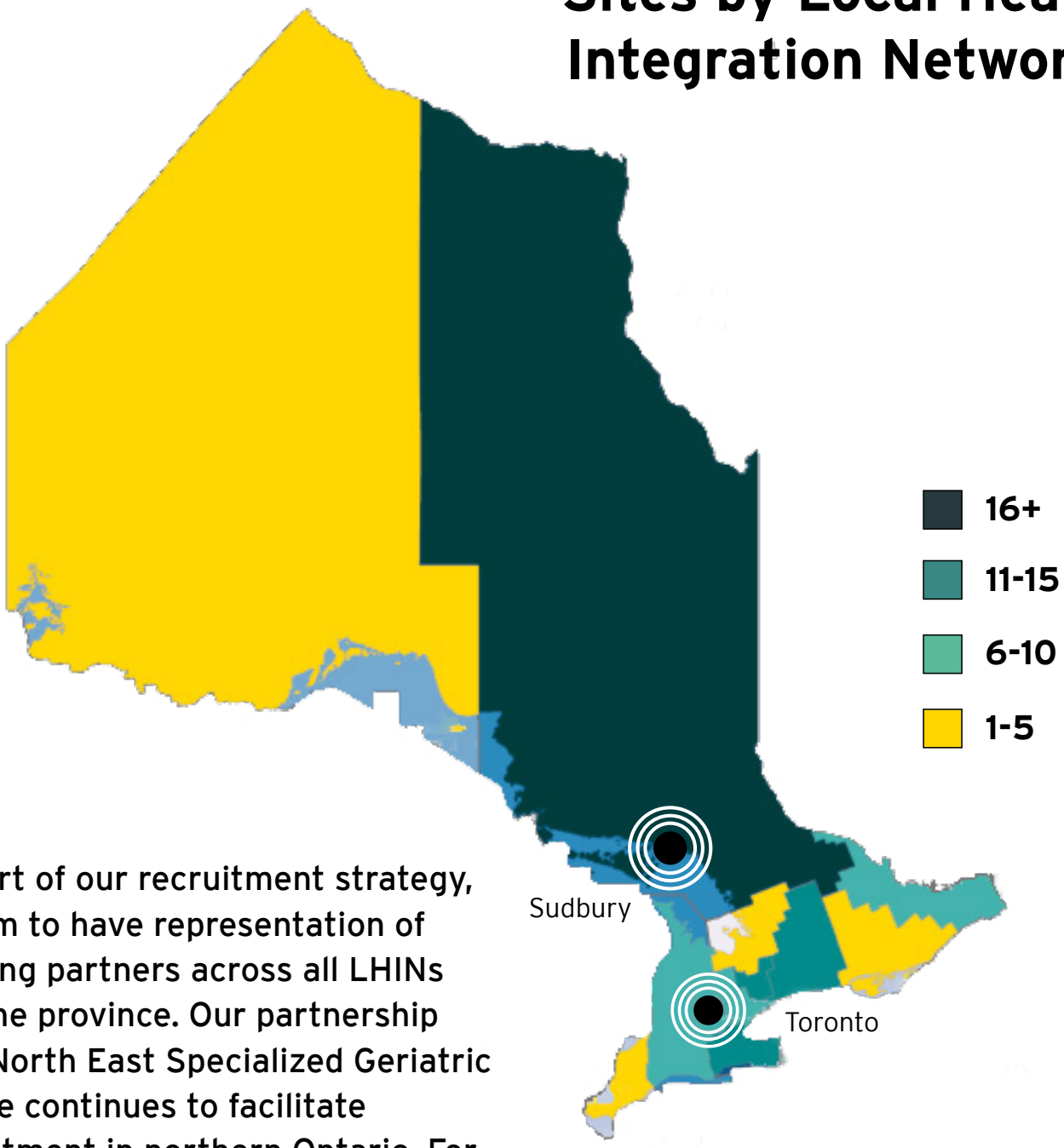
ECHO Care of the Elderly Dementia

ECHO COE Dementia targets community-based health care providers who wish to expand their skills and build their capacity in caring for older adults living with dementia.*

**Program was developed based on learning partner needs and request for programs with a more targeted focus.*

Environmental Scan

Participating ECHO Spoke Sites by Local Health Integration Networks



As part of our recruitment strategy, we aim to have representation of learning partners across all LHINs and the province. Our partnership with North East Specialized Geriatric Centre continues to facilitate recruitment in northern Ontario. For the second year in a row, the North East LHIN recorded the highest number of spoke sites/organizations.

2019-2020 at a Glance



211

learning partners

↑ 36% from 2018-2019



124

spoke sites

↑ 31% from 2018-2019



3344

**hours of Continuing
Professional Development
credits awarded**

↑ 27% from 2018-2019



44

patient cases discussed

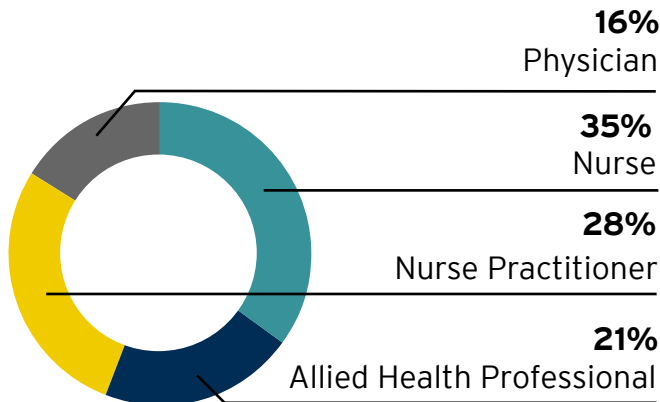
↑ 7% from 2018-2019



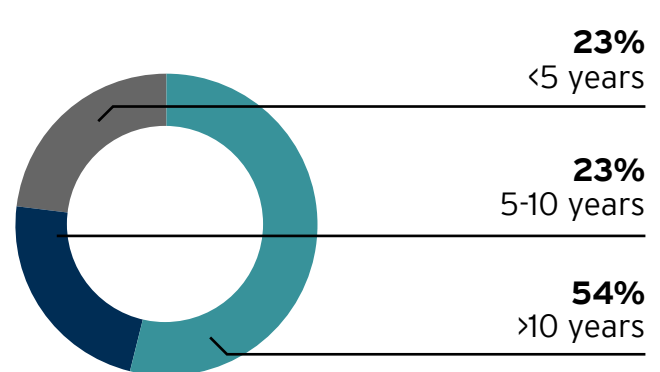
45 sessions

↑ 13% from 2018-2019

Primary Profession (n=61)



Years in Practice (n=61)



Knowledge

↑ 14% from pre- to post-ECHO

Self-Efficacy

↑ 17% from pre- to post-ECHO

Quotes from Learning Partners

It was probably the highest caliber training that I've taken easily in 5 or 6 years. I love the sessions, the audience was a very high-level targeted audience - typically doctors, nurse practitioners and other allied health professionals. I really felt that I gained from my participation.

I think [the case presentations] was really a powerful way of teaching and learning and I think that the reflection of the case helped to retain the knowledge as well because you're in the moment directly relating to a person.

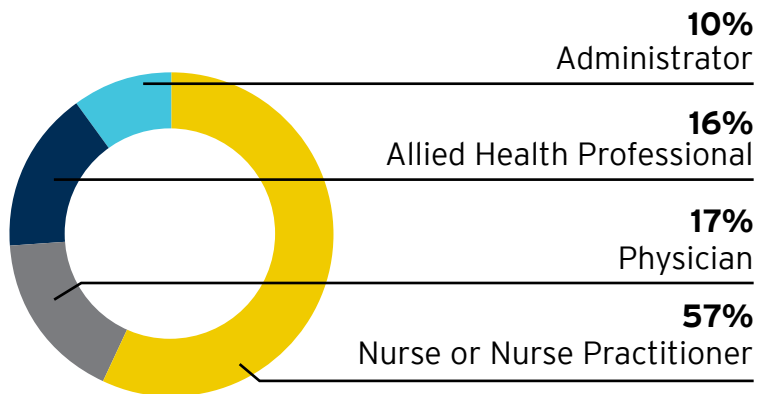
CURRICULUM

- Behavioural and Psychological Symptoms of Dementia
- Delirium
- Dementia
- Driving and Dementia
- Falls & Bone Health
- Frailty
- Goals of Care
- Incontinence
- Medical Cannabis
- Mood Disorders
- Movement Disorders
- Nutrition and Appetite
- Pain
- Polypharmacy
- Sleep Disorders

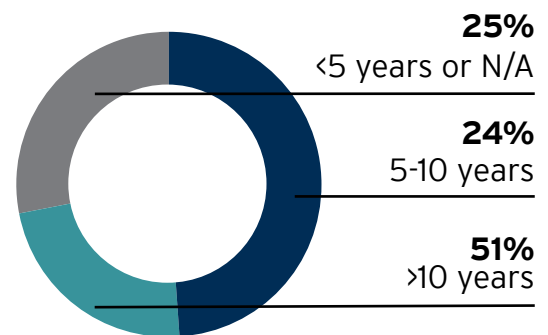
Care of the Elderly-Long-Term Care

Fall 2019

Primary Profession (n=51)



Years in Practice (n=51)



Knowledge

↑ **5%** from pre- to post-ECHO

Self-Efficacy

↑ **9%** from pre- to post-ECHO

CURRICULUM

- Acute Changes
- Behavioural and Psychological Symptoms of Dementia
- Congestive Heart Failure
- Dementia
- End of Life/Palliative Care
- Engaging Families in Care
- Falls & Bone Health
- Movement Disorders
- Nutrition and Appetite
- Polypharmacy
- Sleep Disorders
- Wound Care

Quotes from Learning Partners

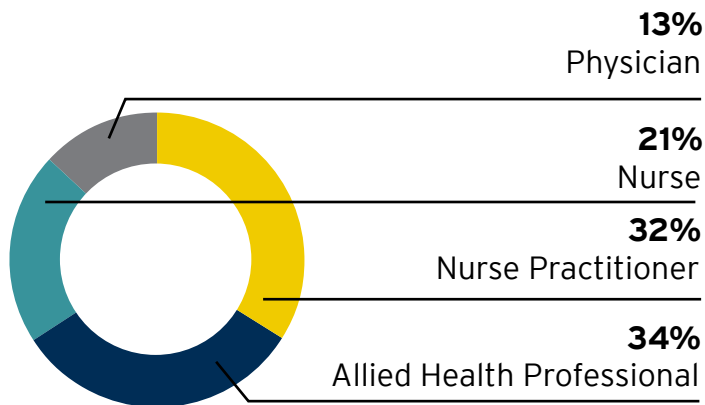
I learned a lot from the didactic lectures because there's so many resources where I knew absolutely nothing about and it has helped me manage my patients much better.

ECHO COE-LTC is a good resource [...] for family physicians who are in remote communities doing long-term care and it's their first five years of practice. The first five years is quite a bit a shock [...] especially in the rural community where you have long-term care patients [...] with] multi-morbidity and lots of medications [and] trying to find resources to deal with such things is a bit difficult so ECHO COE-LTC is a very big platform.

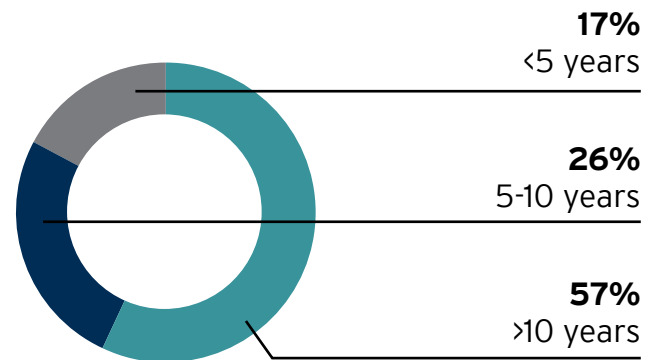
Care of the Elderly Dementia

Fall 2019

Primary Profession (n=53)



Years in Practice (n=53)



Knowledge

↑ 7% from pre- to post-ECHO

Self-Efficacy

↑ 17% from pre- to post-ECHO

Quotes from Learning Partners

I like that the topics were very relevant to what we do here, the presenters were knowledgeable and I really like having the exposure to experts. We don't have the opportunity as a frontline staff to speak directly to experts [in] psychogeriatrics and geriatrics very often, so it's really a good opportunity to get their feedback on certain things.

[I would recommend COE Dementia] given how effective it is because you can go to a normal conference, you can be an audience but you don't really get your own case specific questions answered. There are so many participants with different expertise [...] like medical consultants, nursing consultants, allied health, Alzheimer society [...]. So I think this is very a good opportunity for anyone who is struggling with any case.

CURRICULUM

- Dementia: Screening, Assessment and Pharmacological Approaches
- Subtypes of Dementia
- Behavioural and Psychological Symptoms of Dementia
- Reducing Risk Factors of Dementia: Lifestyle Changes
- Psychosocial Care
- Driving and Dementia

Provider Practice Change

Because I'm an Occupational Therapist I really like the part where they talked about dietary information recommendations for people with loss of appetite. Usually in the past I [...] do a mini-nutritional assessment and then I'll refer it to the nutritionist on our team and now I can provide some recommendations right on site.

– COE General Learning Partner

I find I am doing a better job at treating residents as a whole person rather than focusing on a single issue.

– COE-LTC Learning Partner

I really find the polypharmacy session very, very helpful and as I've been accepting some new patients [and] I've been going through the medication lists with a much more critical eye and seeing where I can take off things that are not helpful and modify what they're on and [...] I've set up a meeting with the pharmacist so that we can start trying to look at these things together.

– COE-LTC Learning Partner

I'm now trying to implement some ABC charting to actually look at understanding some of the behaviors of one of my new patients that is particularly challenging. I thought that was a really good concept and so we're trying to move ahead with that.

– COE Dementia Learning Partner

Provider Practice Change

I have always connected with family members and/or POA and now have increased contacts to learn even more about the elderly resident, most particularly reaching out to family members whom we do not see on the unit very frequently. This small change has made a large impact on care approaches.

– COE Dementia Learning Partner

[I now] always consider medication side effects and polypharmacy when patients fail to progress in rehabilitation. [I learned from ECHO COE Dementia that] mood can also have a significant impact on progress in rehabilitation and should be identified and addressed promptly.

– COE Dementia Learning Partner

Being mindful about triggers, assessing and educating family on paying attention to responsive behaviour has improved my relationships with patients and family, and I'd like to think also improved my clinical judgement.

– COE Dementia Learning Partner

Impact on Patient Care

The group really helped me a lot. It was a dietitian who actually gave very practical points on how to make nutritional shakes for our patients to maintain their weight. Very practical points, so one specific thing that I can remember that I have actually implemented was to go back and suggest to my team to make that specific protein shake and we had huge success on that patient and they liked it - that shake and they are drinking it now.

After the palliative care session I really looked into pain management of a palliative care patient that we have and talked to the doctor about really trying to stay on top of their pain management and we revised their pain management orders to make them more comfortable. [The outcome was that] we found them much more comfortable and the family related more and discussed with them what we expected their end of life care to look like [...], so I've felt more comfortable after having that conversation with them.

So during my case presentation, someone had actually brought forward a program [...] that I wasn't familiar with [...] and they do a twelve week, one-on-one home exercise programs. So due to limitations in transportation and then just based on my client's physical and health concerns, this program was probably the best physical therapy or rehabilitation that we could've arranged. So we went forward and sent that referral, so [they'll] be starting in January. Prior to doing the ECHO [COE Dementia] session, I didn't know about that program. So I actually had a lot of benefit in terms of offering my client something that could help.

ECHO COE Innovation Adoption

Project ECHO® COE Innovation Adoption focuses on the adoption and implementation of innovation in Seniors Quality Leap Initiative (SQLI) organizations. ECHO® COE Innovation Adoption aims to connect long-term care leaders together to learn new practices, support each other with technical and implementation challenges, and generate solutions and strategies to confront those challenges.

This year, the ECHO COE team supported the final 3 sessions of this series. The following topics were discussed:

- Building cultures of innovation within LTC
- How to sustain, adapt and improve an innovation adoption
- Adopting, redesigning and reiterating: identifying barriers to sustainable adoption and learning from “failure”

ECHO COE Innovation Adoption was highlighted at the ECHO Ontario Annual conference in January 2020 with a podium presentation:

Integrating ECHO: Using ECHO to support the early adoption of innovation in health care organizations

<https://baycrest.echoontario.ca/about-cabhi/>



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Presentations

Project ECHO-Care of the Elderly (ECHO COE). Poster presentation at the Family Medicine Forum 2019. Vancouver, BC.

Project ECHO: Utilizing Virtual Education to Build Capacity in Geriatric Mental Health. Workshop at the Canadian Academy of Geriatric Psychiatry -Canadian Coalition for Seniors Mental Health Annual Scientific Meeting 2019. Banff, AB.

Project ECHO Care of the Elderly-LTC: An effective educational tool to build capacity. Poster presentation at the Ontario Long-Term Care Clinicians 2019 Conference. Toronto, Canada.

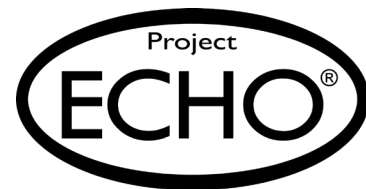
Project ECHO Care of the Elderly-The Need for a Dementia-focused ECHO. Poster presentation at the 10th Canadian Conference on Dementia. Quebec City, QC.

Project ECHO Care of the Elderly Long-Term Care. ePoster presentation at the Biennial Global Ageing Conference/This is Long Term Care 2019. Toronto, Ontario.

Partnerships



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We would like to acknowledge the work of the Kunin-Lunenfeld Centre for Applied Research & Evaluation (KL-CARE) team at Baycrest for overseeing the evaluation and research components for our ECHO Care of the Elderly programs.



This report was designed and prepared by: Brittany Ellington
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