

## **CFHI Webinar Discussion Series - Community Dementia Care and Support:**

### *Innovations supporting people living with dementia and care partners closer to home*

June 16, 2020 Webinar Discussion Summary

#### *June 16, 2020 Webinar Synopsis:*

This webinar provided an overview of CFHI's Community Dementia Care and Support webinar discussion series. Participants discussed Ontario Health's Quality Standard and associated resources designed to help improve care for people living with dementia, and care partners, in the community. Participants also engaged in a discussion around the potential spread of standards and innovations improving care and support for dementia. The moderators for the session were Mimi Lowi-Young (Chair of the Board of Directors: AGE-WELL Network Centre of Excellence INC.) and Mary Beth Wighton (Chair & Co-founder: Ontario Dementia Advisory Group (ODAG) and Dementia Advocacy Canada (DAC); Member - Federal Ministerial Advisory Board on Dementia), who provided insights throughout the session, including these two quotes:

***"COVID-19 has really pulled what I call the bandaid off the healthcare system. It has really revealed some major issues that we as healthcare providers, policy makers and researchers really have to look at quite seriously....we need to break down barriers that exist so that we can ensure that these innovations can be adopted and adapted by the various segments of the system.....there are truly some innovations that can be adopted and adapted by all provinces and territories, quickly, so that we can really make a difference now in providing timely diagnosis and coordinated services for people living with dementia and care partners in the community."***

***- Mimi Lowi-Young***



***"Dementia is the only condition in the top ten causes of death without a treatment to prevent, cure or slow its progression. If we take a minute to pause and think about that, I don't know what else can help motivate a nation to stand behind that and say, "this is where we are at, we know where we need to go and these are the steps we need to get there." We need innovation to help us conquer that.***

***We have to be quicker at innovating, we know that for a fact. There is a 17-year gap between when an innovation is found in research to the time it is implemented in practice. Most people with dementia from the time of diagnosis to death aren't going to live 17 years. Innovations are out there and they can be done now - so let's get at it."***

***- Mary Beth Wighton***

## Resources:

Resources shared in the June 16 2020 webinar, as well as information about upcoming webinars in the series and how to register, can be found on the CFHI [Webinar Discussion Series webpage](#)

## June 16, 2020 Discussion Highlights:

### (A) Presentation 1: About CFHI Webinar Community Dementia Care and Support discussion series:

- This series, taking place between June 2020 and May 2021 with approximately one, 1-hour webinar per month, will broaden awareness and discuss innovations that aim to improve the following:
  - Timely, compassionate dementia diagnosis, in primary care
  - Post-diagnostic supports, including coordination and navigation
- Innovations profiled will include *emerging innovations* (promising practices that are too new to have results) and *demonstrated innovations* (practices that have significant evidence of improvement).
- Discussion questions featured throughout the series will include:
  - What innovations exist that could be spread across Canada – including in the COVID 19 context?
  - What is the feasibility of your organization and/or community to implement the innovations?
  - Where can CFHI add value to support a multi-jurisdictional approach to spreading these innovations?
  - What are the partnership opportunities to help spread innovations to support community dementia care and support?

### We want more people to register! Here's how you can help:

- Share the [registration link](#) with people you think may want to attend
- Contact [CBD-DMC@cfhi-fcass.ca](mailto:CBD-DMC@cfhi-fcass.ca) to get information you can share on your websites or through social media

### (B) Presentation 2: Ontario Health's Quality Standard, Dementia: Care for People Living in the Community- Stacey Johnson (Lead, Quality Standards, Health Quality Ontario)

- Together with people with lived experience, clinicians, researchers and administrators from across Ontario, Ontario Health has developed quality standards for various clinical topics. Quality standards are a concise set of between 5-15 statements that outline how to support high-quality care and support. A suite of resources accompany each quality standard, including, for example, a patient reference guide and measurement guide. To view [all](#) quality standards and see the full list of associated resources, go to <http://www.hqontario.ca/Evidence-to-Improve-Care/Quality-Standards/View-all-Quality-Standards>
- The [Dementia: Care for People Living in the Community Quality Standard](#) provides guidelines to support high-quality care and supports for people living with dementia in the community, including the assessment of people suspected to have dementia or mild cognitive impairment. The standards are applicable to primary care, specialist care, hospital outpatient services, home care, and community supports. The standard also provides guidance on support for caregivers. The Dementia: Care for People Living in the Community Quality Standard includes 10 quality statements on the following topics:
  - Comprehensive assessment and diagnosis
  - Interprofessional Care Team
  - Individualized Care Plan
  - Named Point of Contact (on care team to facilitate care coordination and transitions across settings)
  - Education and Training for People Living With Dementia and Their Caregivers
  - Education and Training for Health Care Providers
  - Access to Support Services
  - Caregiver Assessment and Support
  - Safe Living Environment

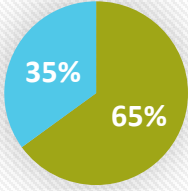
- Access to Primary Care

\*Please see the [quality standard](#) for a full description of each quality statement

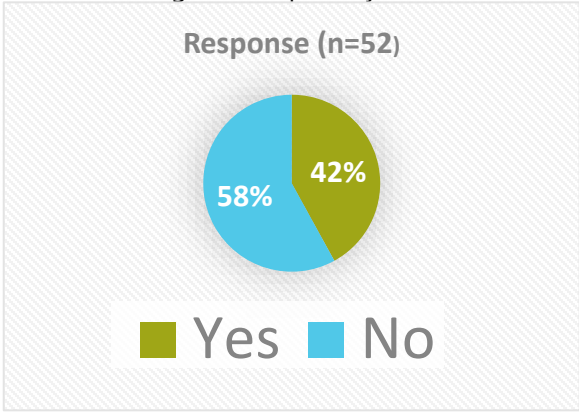
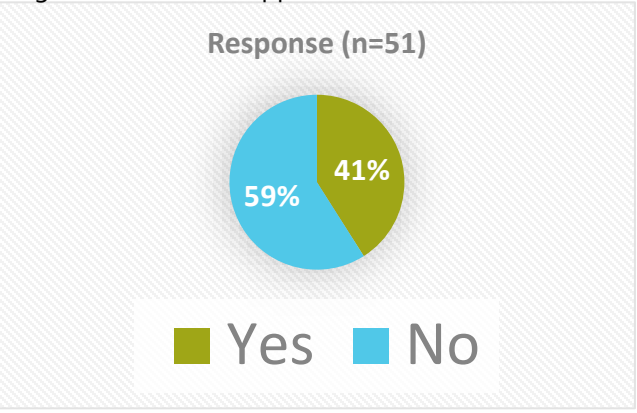
- Ontario Health supports Quorum, an online community where anyone from across Canada can connect with others to improve quality, including related to care and supports for people living with dementia in the community. You can join this online community by going to this website: <https://quorum.hqontario.ca/en/>.

(C) Discussion and Participation: Polling Questions. We asked participants of the webinar to answer a series of polling questions during the webinar. Below are the results of select polls.

### Polling questions on the Quality Standard Dementia Care for People Living in the Community

We asked: Have you used or ever heard of Ontario Health Quality Standards?		
<p>Response (n = 72)</p>  <p>35% 65%</p> <p>■ Yes ■ No</p>		
Quality Statement (QS)	# of times respondents (n=67) selected QS in response to the question, "what QS would most improve care & supports for people living with dementia in your community"; respondents could select up to 3 QS's	# of times respondents (n=54) selected QS in response to the question "what QS you could most feasibly implement in your community, right now, given the current COVID 19 context; respondents could select up to 3 QS's
Comprehensive assessment & diagnosis	40	14
Access to support services	25	11
Interprofessional care team	23	11
Individual care plan	20	24
Education & training for people living with dementia and caregivers	20	21
Caregiver assessment & support	17	11
Named point of contact to facilitate care coordination and transitions across settings	16	13
Education and training for healthcare providers	14	18
Access to primary care	10	7
Safe living environment	7	8
Prefer not to answer	2	5

### Webinar Discussion Series Polling

<p>Do you know about an emerging or demonstrated innovation that could be spread across Canada, that improves: Timely, compassionate dementia diagnosis, in primary care?</p>  <p>Response (n=52)</p> <p>58% No, 42% Yes</p>	<p>Do you know about an emerging or demonstrated innovation that could be spread across Canada, that improves: Coordination and navigation of post diagnostic care and supports?</p>  <p>Response (n=51)</p> <p>59% No, 41% Yes</p>
<p>What is the readiness and feasibility of your organization or community to implement innovations/solutions for a timely, compassionate dementia diagnosis in primary care, right now?</p> <p><b>Percentage of people who responded with high or medium readiness and feasibility</b></p> <p><b>43%</b></p>	<p>What is the readiness and feasibility of your organization or community to implement innovations/solutions for coordination and navigation of post diagnostic care and supports, right now?</p> <p><b>Percentage of people who responded with high or medium readiness and feasibility</b></p> <p><b>50%</b></p>

(D) Discussion and Participation: Questions, Answers, and Comments/Suggestions. Participants were invited to ask questions that were answered in the webinar, and to provide comments and suggestions which were discussed. Comments and suggestions will be incorporated into the content and discussion segments of future webinars.

Below is the list of questions asked and the responses.

**Q:** Are you aware of other quality standards in dementia and how does the Ontario one compared to those?  
**A:** Currently, no other jurisdictions in Canada produce quality standards, but similar programs exist internationally, such as the National Institute for Health and Care Excellence quality standards program in the United Kingdom.

**Q:** How do the quality indicators from Ontario align with the Accreditation Canada Standards?  
**A:** Many organizations participate in accreditation programs to improve quality, safety, and accountability. Some quality statements in the quality standards align closely with these accreditation standards. The quality standards include indicators, definitions, background information, and resources for implementation that may assist organizations in meeting accreditation standards.

**Q:** How do you envision implementation/uptake of the quality standards? Is it done along with clinical practice guidelines?

**A:** The quality standards are meant to be a foundation for evidence-based quality improvement and can be used to help determine where resources are best used. High quality clinical practice guidelines are the primary evidence source for quality standards and, as such, the quality standard can support implementation of some of the recommendations a clinical practice guideline includes.

Tools and resources to support you in your quality improvement efforts accompany each quality standard. These resources include indicators and their definitions to help you assess the quality of care you are delivering, and identify gaps in care and areas for improvement. While it is not mandatory to use or collect data when using a quality standard to improve care, measurement is key to quality improvement.

There are also a number of resources online to help you, including:

- The patient guide helps people and their families have conversations with their healthcare providers about their care.
- Measurement resources, which include data tables to help you identify gaps in care and inform your resource planning and improvement efforts
- The measurement guide of technical specifications for the indicators in this standard
- The “case for improvement” slide deck to help you to share why this standard was created and the data behind it.

**Q:** Is there dedicated government funding to implement and support ongoing use of the quality standards?

**A:** There is no funding specifically dedicated to implement and support the uptake of quality standards. The quality standards are meant to be a foundation for evidence-based quality improvement and can be used to help clinicians and organizations determine where resources are best used. Quality standards can complement and support quality improvement initiatives and other programs at the individual level (e.g., continuing professional development) and organizational level (e.g., quality improvement plans, strategic plan, and accreditation).