



Promoting Standardized & Integrated Paediatric Care Across the Continuum

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Objectives

- Learn about the background, early development & emerging outcomes of Connected Care
- Consider new ways of achieving standardization of paediatric care across the continuum
- Discuss opportunities for connectivity in delivery of paediatric care for children with medical complexity



MISSION: Child & Family Caregiver Perspective

Sophia, mother to Jahlisa- Shares her Story



“I received a call from my daughter’s home care nurse when I was out running errands. She was in a panic so I had to return home... if she had a tool like Connected Care ... they could have supported her ... that would have been most helpful.”

— Sophia L, Family Advisor

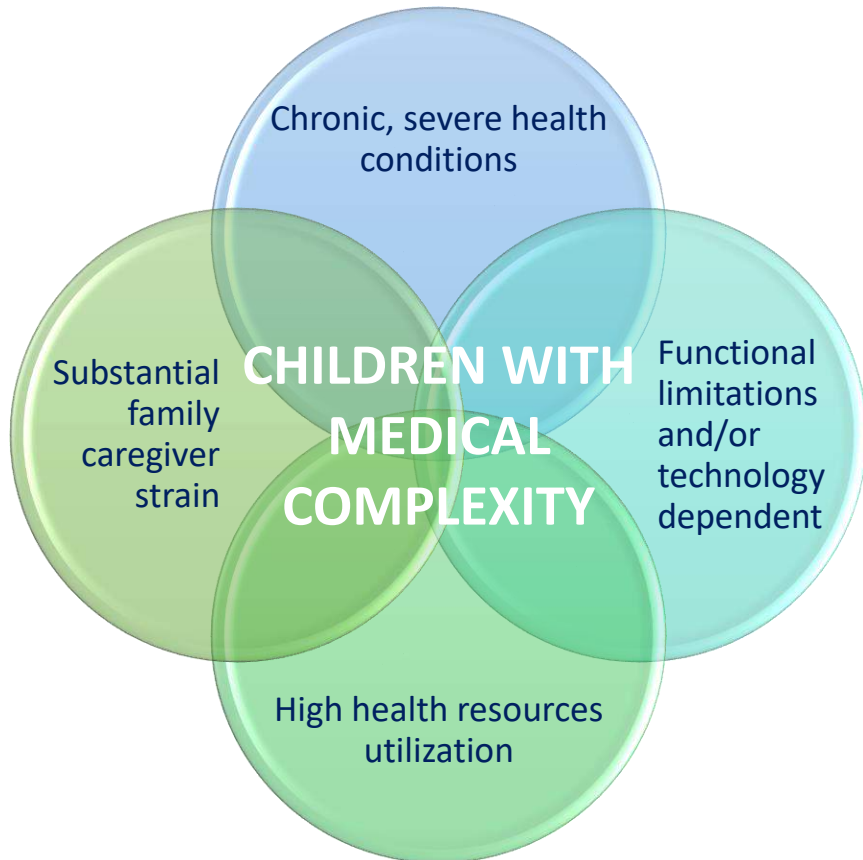
<https://vimeo.com/321267580/9595168081>

Background

- the stage for transformation of paediatric health care



Children with Medical Complexity & Technology Dependence



- <1% of the paediatric patients
- ~32% (\$419 M) of child health spending
- Services lack coordination
- Cross Ministries, multiple payers

Shifting Local & Provincial Landscape

“Home and community care is **quickly becoming** the cornerstone of Ontario’s health system transformation.”

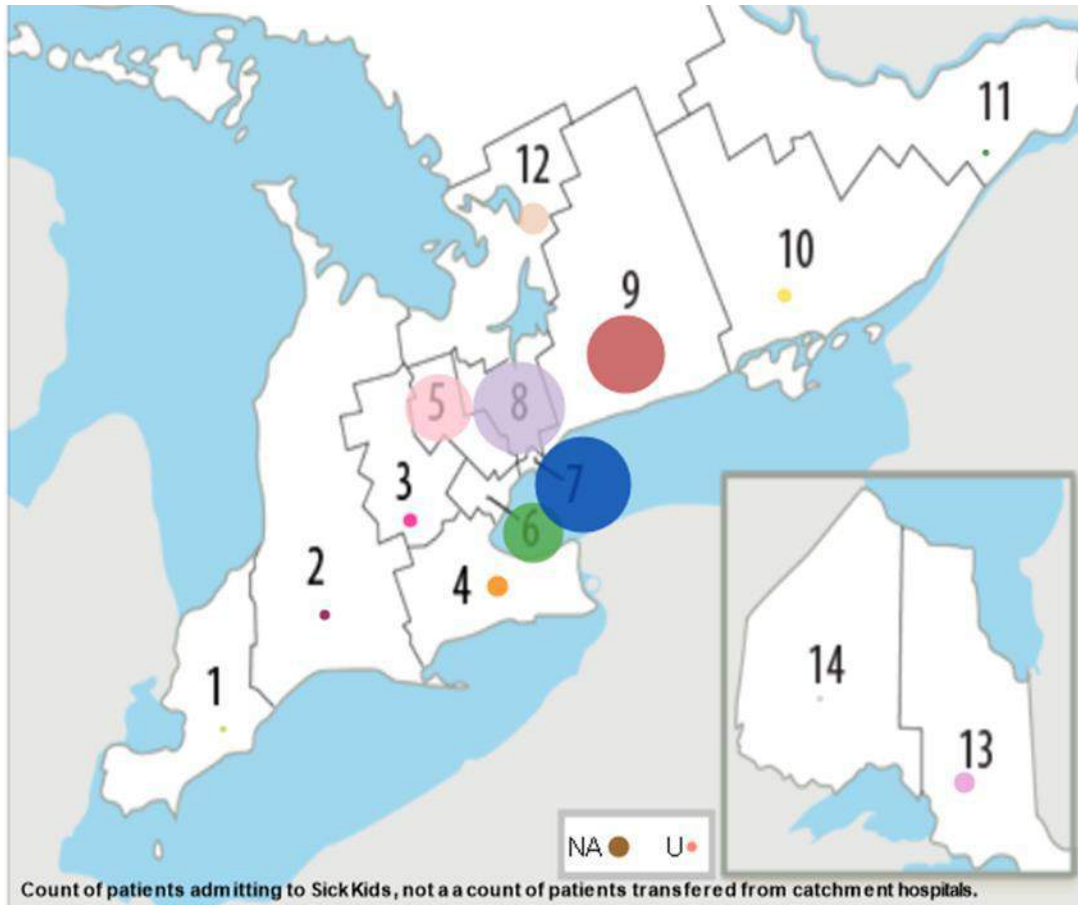
- Quoted from: A vision for home and community care in Ontario, MOHLTC 2014

"We think **it's now time** to allow hospitals and home-care providers to work directly together without a third-party intermediary."

- Published Jan 17, 2019
<https://www.cbc.ca/news/canada/toronto/lhin-ontario-doug-ford-local-health-integration-networks-1.4980509>

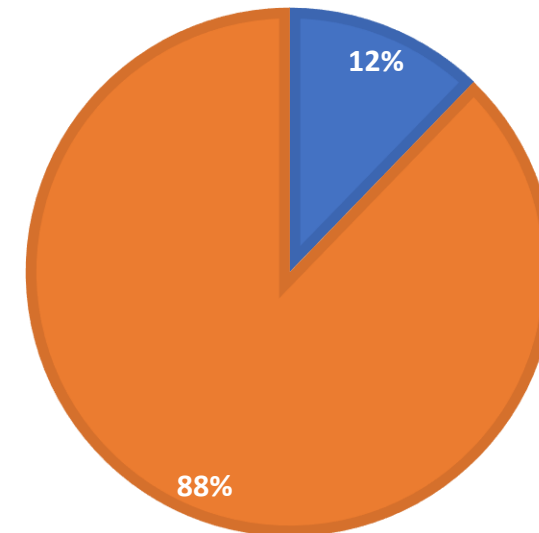
Volume and Distribution of Home Care Referrals at SickKids

- Approx 5000 referrals for home care services/year
- Vast majority of referrals are to LHINs > Toronto Central
- Hospital-based LHIN Coordinators liaise with local LHINs to establish service delivery plan



SK HOME AND COMMUNITY CARE REFERRALS

■ Within TC-LHIN ■ Outside of TC-LHIN



Data from 2015

Family Caregiver (FC) Sleep in Homecare

SYSTEMATIC REVIEW

What do we know about sleep in FCs in home care?

Narrative review

11 studies

- 51%- 100% sleep disturbance
- Sleep complaints ubiquitous

OBSERVATIONAL STUDY

How much sleep is achieved among FCs who are eligible for homecare?

Prospective cohort study

n= 43 FC CMT/TD vs n= 42 FC controls

- 40 mins less/night
- nets out to 20h less/mo
- Ave. 26h/wk homecare

EXPLORATORY STUDY

What factors influence FC sleep when they have homecare?

Mixed Data Sources

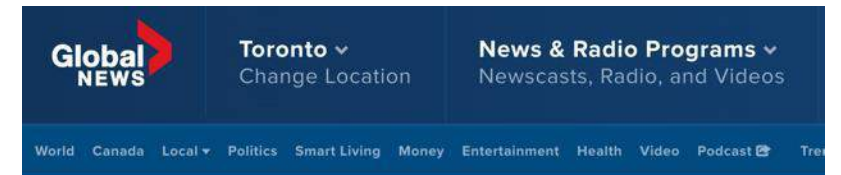
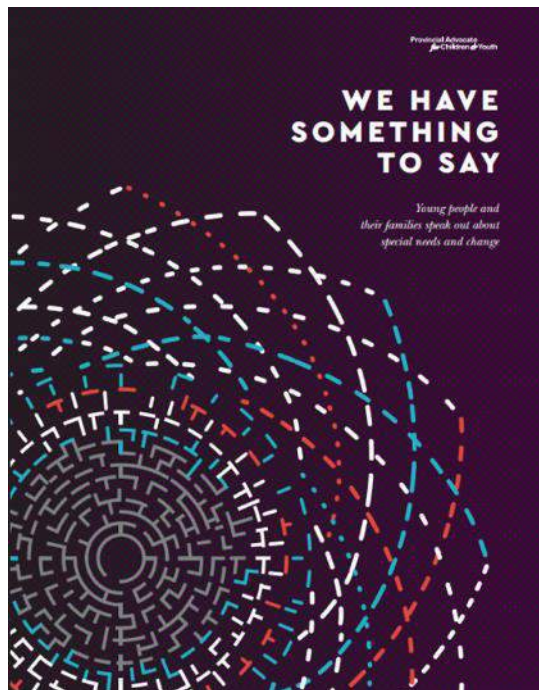
n=16 FCs & n= 25 HCPs

- access and experience with homecare*

Across all studies, home care is universally appreciated

Keilty K, Cohen E, Ho, M, Spalding, K, Stremler R. (2015). Sleep Disturbance in Family Caregivers of Children who depend on Medical Technology: A Systematic Review. *Journal of Pediatric Rehabilitation Medicine*, 3(4), 68
Keilty K, Cohen E, Spalding K, Pullenavegum, E, Stremler, R. (2016). Sleep in Family Caregivers of Children who Depend on Medical Technology: A Prospective Cohort Study. *Archives of Diseases in Childhood*, 1(14), 68-75.

Child & Family Caregiver Voices



CANADA April 5, 2016 6:26 pm

Families with issues over home nursing care in Ontario say things not getting better

By Christina Stevens

[Comments](#) [Facebook](#) [Twitter](#) [Email](#) [Print](#) [...](#)

Current State of Paediatric Hospital to Home Care Services

- **Increasing complexity, specialization and emerging medical technologies**
 - Challenges in the consistent delivery of responsive and highly specialized paediatric home care
- **Families lacking confidence that child's needs can be met beyond hospital**
 - *Confused by the number of individuals planning and coordinating care*
 - *Frustrated with 'telling their story multiple times'*
 - *Concerned about the access to and preparedness of home care providers*
- **Limited capacity/ critical mass in community/home care linked to**
 - Small **heterogeneous population, multiple service provider organizations** (2-8) per region
 - Prolonged hospital **length of stay**, negative patient/ provider **experience** and increased system **costs**
- **System does not currently:**
 - promote **standardization of clinical practice** across the continuum
 - leverage the **resources and expertise** of tertiary/speciality paediatric centers
 - integrate **knowledge and experience** among **patients/ families**, hospital and home care providers

Connected Care- development/testing/evaluation

-aims, current status, early learning & next steps

Connected Care: Background

- The Toronto Central LHIN approached SickKids in 2016 on the direction from the MOHLTC to explore solutions to **enhance home care for Children with Medical Complexity**
- SickKids developed and submitted a program proposal outlining how it may enhance home care using the following 4 principles:



**Improve
Access**



**Connect
Services**



**Inform Patients
& Families**



**Support Right Care,
Right Time, Right Place**

Components of Connected Care



Aim:

- **Build capacity in the community** to deliver standardized paediatric home care and **improve transitions** between hospital and home care settings through **education, tele-outreach and streamlined navigation services** across sectors

Approach:

- Iterative development of sustainable solutions *to support care coordination and capacity building*



Scope:

- Medically complex and technology-dependent children and their families **within the 5 GTA LHINs**

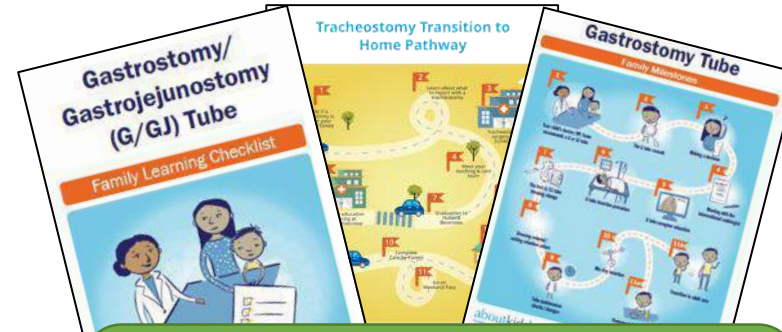
Oversite:

- Executive Table 5 GTA LHINs- TC LHIN led
- TC LHIN/SickKids Steering Committee
- Connected Care Engagement & Integration Advisory Table
 - Family Advisors, HBKR, SPOs, Emily's House & Safehaven, 5 GTA LHIN reps



PAEDIATRIC EDUCATION

Paediatric Education Streams



Standardized Training Tool & Pathway Development:

SickKids Nursing Education, Patient Discharge Teaching, Holland Bloorview Transition and Community Home Care Providers (CHCPs)

Family Caregiver Education

Central, Standardized Sessions

- Nasogastric
- Oxygen Saturation Monitoring
- Central Venous Access Devices
- Home Parenteral Nutrition
- Enteral Feeding
- Subcutaneous Injections
- G/ GJ Tube Care
- Tracheostomy Care
- CPR Training (Artificial Airways)

Community Education

Simulation-Based Modules

Regulated Providers (RN/ RPN)

- Paediatric Tracheostomies
- Home Mechanical Ventilation
- Pulmonary Clearance
- Enteral Feeding Tubes
- Central Venous Access Devices

Unregulated Providers (PSWs)

- under review



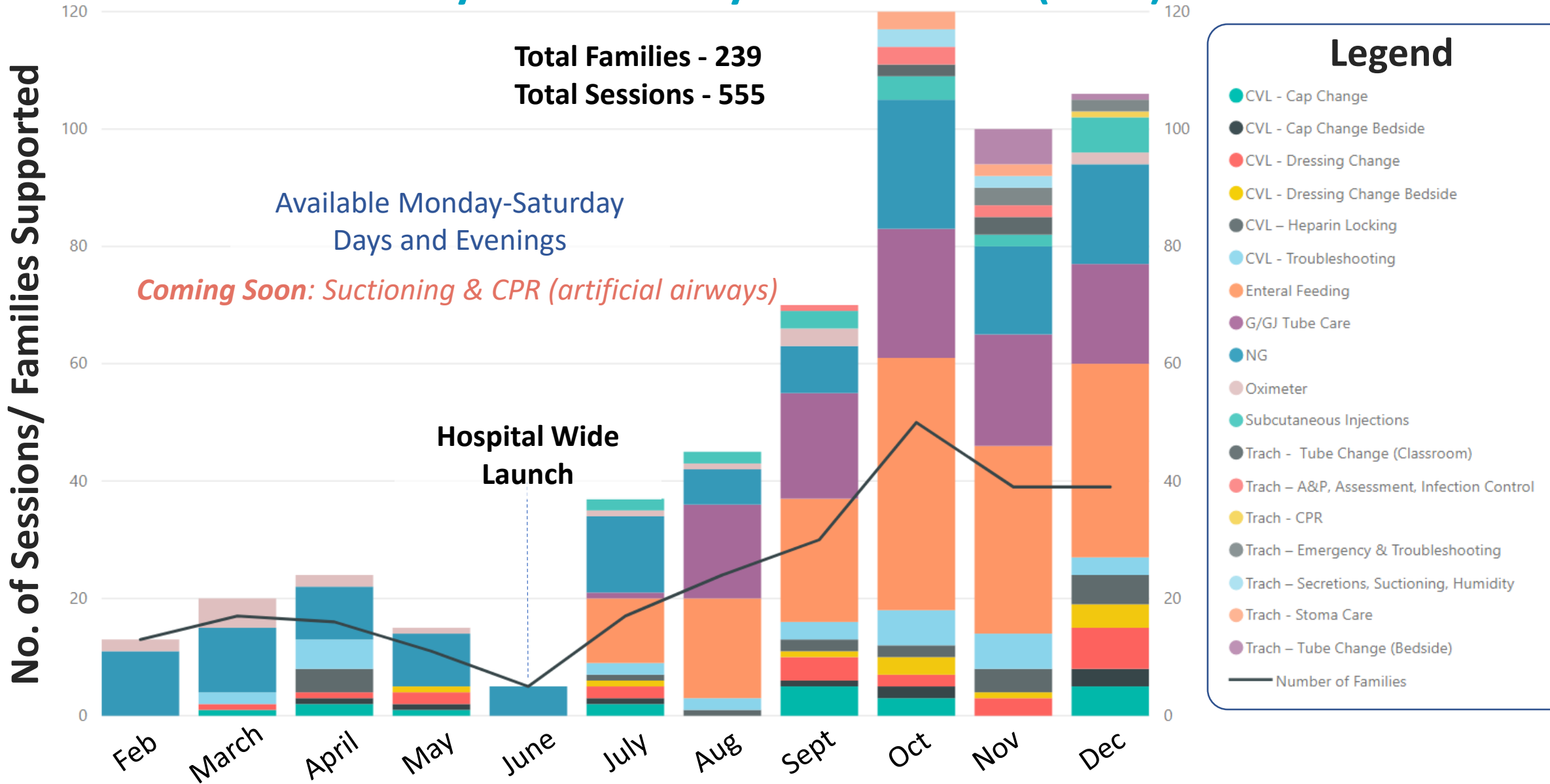
Family Education By the Numbers (2018)

Total Families - 239
Total Sessions - 555

Available Monday-Saturday
 Days and Evenings

Coming Soon: Suctioning & CPR (artificial airways)

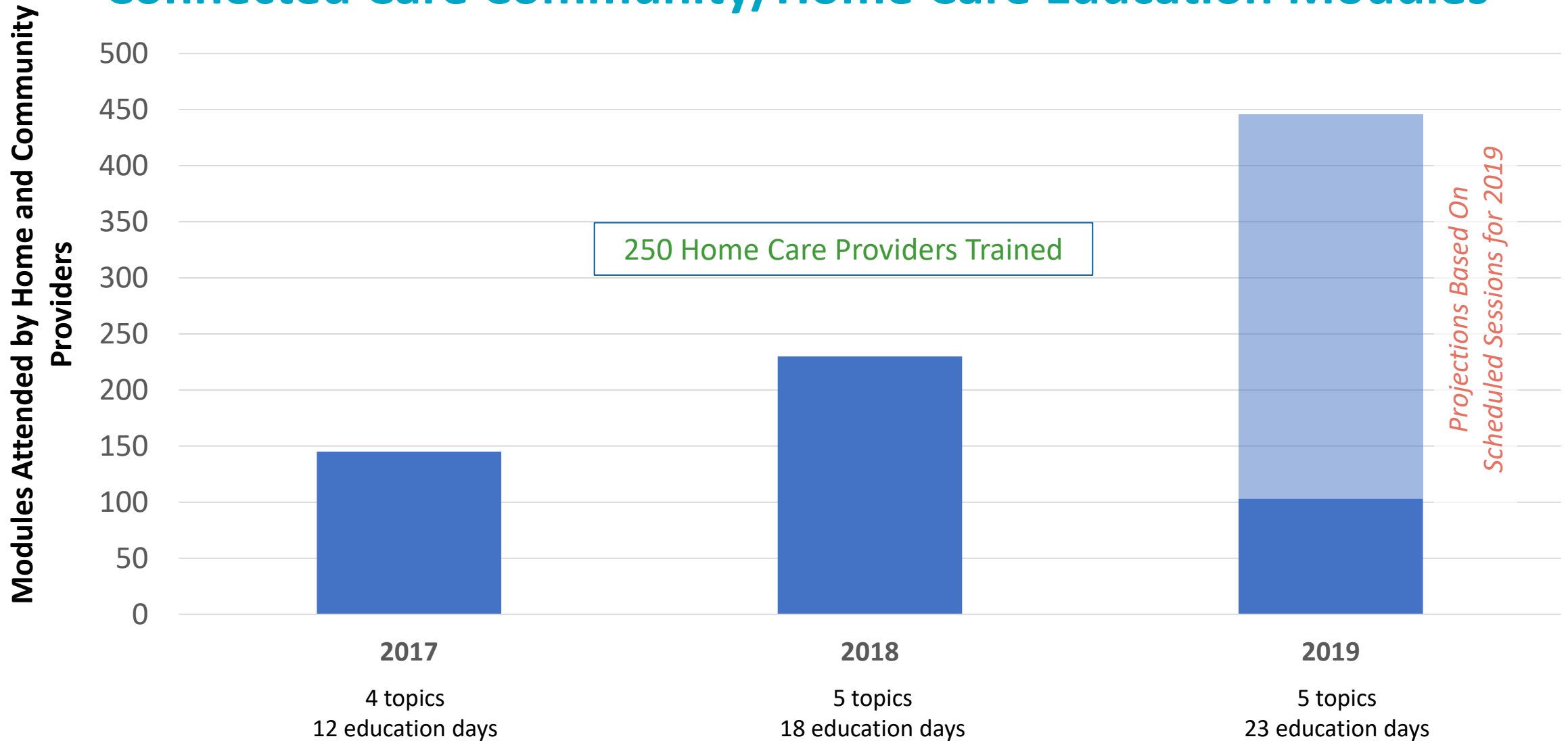
Hospital Wide
 Launch



Legend

- CVL - Cap Change
- CVL - Cap Change Bedside
- CVL - Dressing Change
- CVL - Dressing Change Bedside
- CVL - Heparin Locking
- CVL - Troubleshooting
- Enteral Feeding
- G/GJ Tube Care
- NG
- Oximeter
- Subcutaneous Injections
- Trach - Tube Change (Classroom)
- Trach - A&P, Assessment, Infection Control
- Trach - CPR
- Trach - Emergency & Troubleshooting
- Trach - Secretions, Suctioning, Humidity
- Trach - Stoma Care
- Trach - Tube Change (Bedside)
- Number of Families

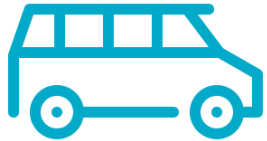
Connected Care Community/Home Care Education Modules



Exploring New Modes of Delivering Community Education



- **Repackage community education - shorter focused sessions**



- **Explore feasibility of a mobile Connected Care Team**



- **Increase use of virtual & responsive solutions education**



- **Tailor for unregulated providers & support Family Managed Care**



PAEDIATRIC OUTREACH

What is Virtual Outreach?

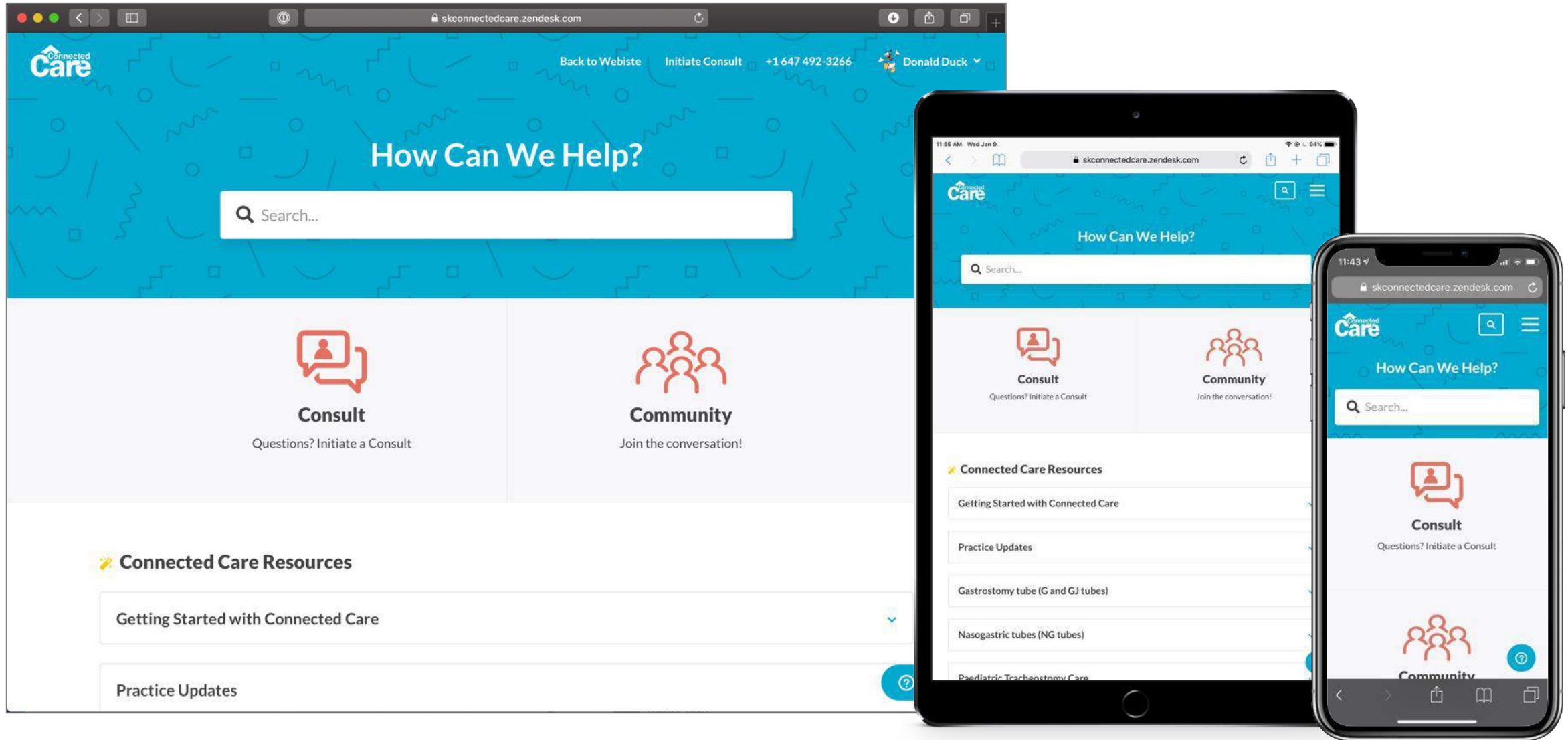
eHealth solution delivering self-directed and consultative services to Community Health Care Providers (CHCPs) through a secure platform to enable:

- **24/ 7 nurse-led consultative service** to support and strengthen paediatric expertise among home/community providers
- Access to **specialized self-directed paediatric resources** (articles) along with real-time practice updates
- Access to a virtual **community of practice** to share knowledge and explore solutions to common paediatric practice challenges



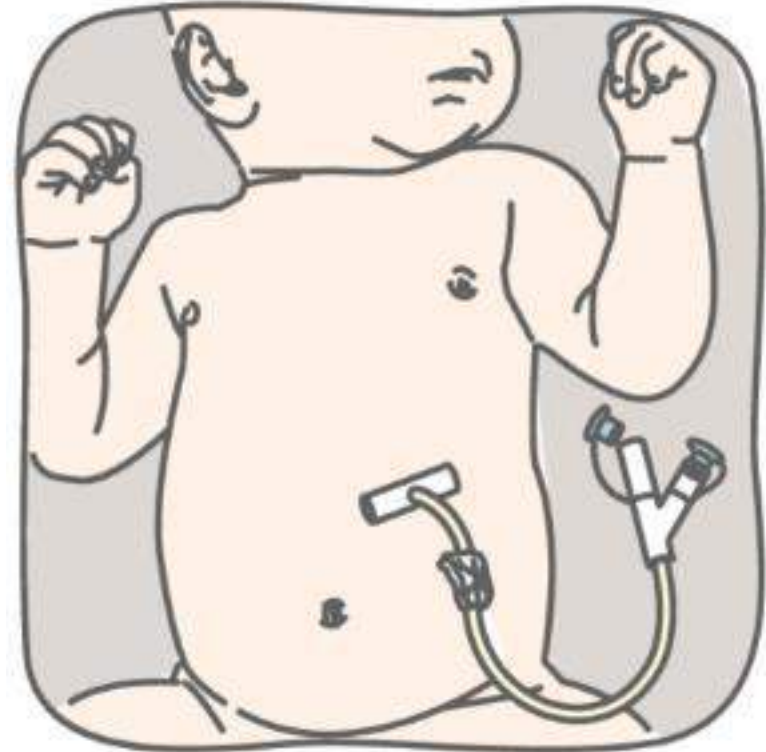
Target Audience: CHCPs providing direct care to Children with Medical Complexity and Technology Dependence (CMC-TD) in 5 GTA LHINs

Connected Care Platform

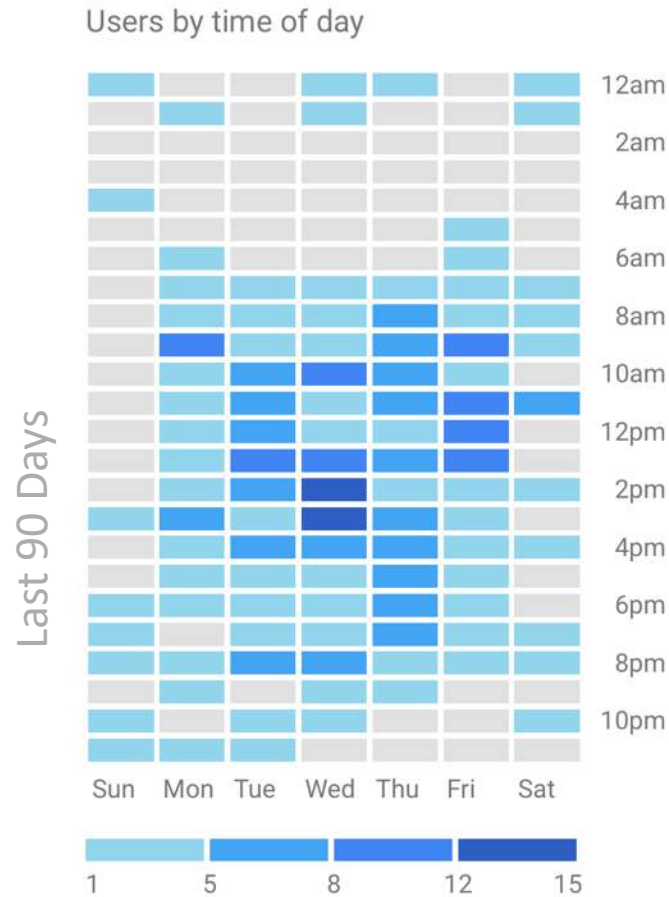


Virtual Outreach Cases to Date

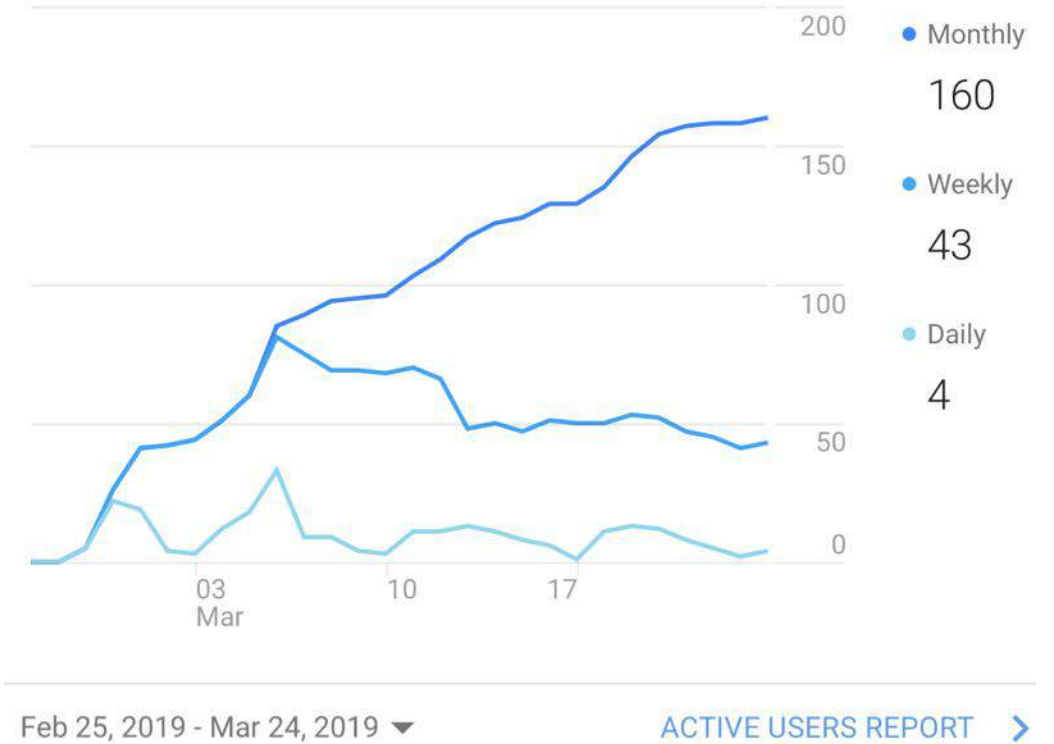
- Early trends towards consultations related to:
 - Administration of Medications
 - Uses and troubleshooting of G/GJ tubes



VO Uptake: Onboarding & Tracking



Active Users





BRIDGED TRANSITIONS

What is a Bridged Transition?



Navigation



Safety & Standardization



Warm Handover

Components to include:

Assess home/community provider learning needs - Provide customized Just in Time Training

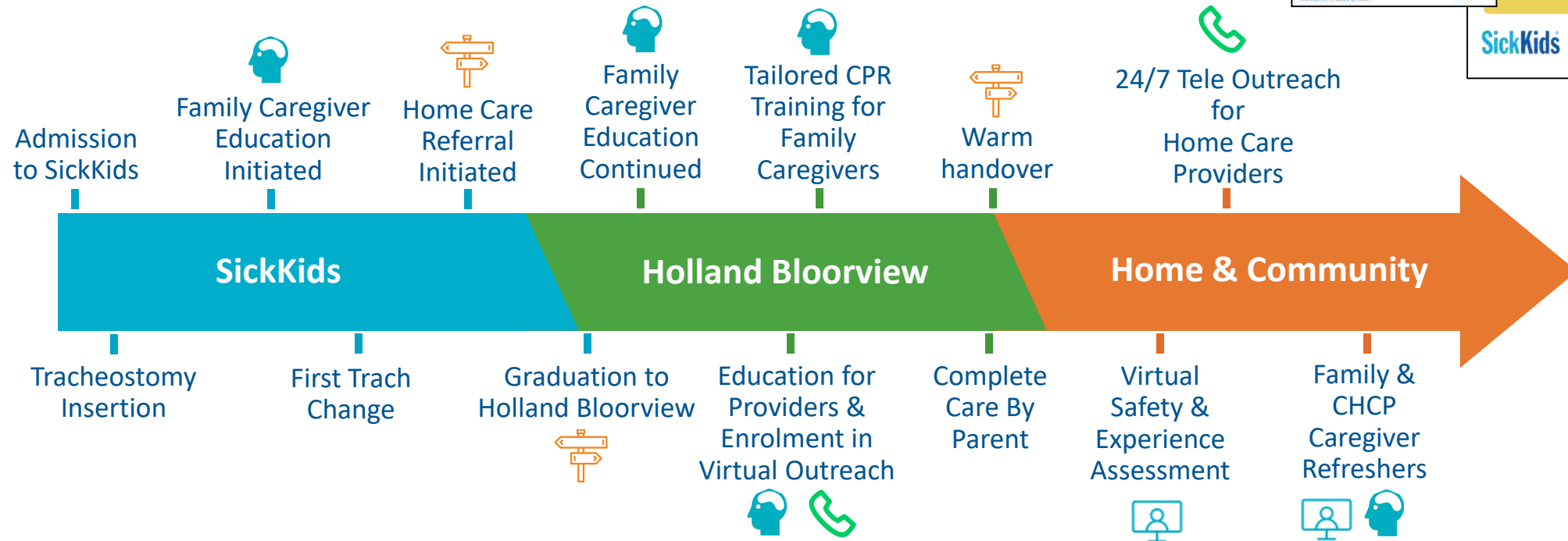
Facilitate review of care plan & family preferences - Support early therapeutic relationships

Onboard to Virtual Outreach Platform - Conduct Virtual Safety & Experience Assessments

Patient Journey

Profile: Zoe, 3-month old

- Prematurity, Subglottic stenosis
- Technology dependent- requiring tracheostomy & gastrostomy tube





Connected Care Evaluation

-quality improvement, research & evaluation

SickKids QIP - Connected Care

*Each year, in accordance with the Excellent Care for All Act (2010), SickKids posts its QIP publicly and submits it to the provincial government. The QIP outlines SickKids **quality and safety priorities** for the year.*

2019 Targets



Total number Connected Care competency-based modules completed by home and community care providers

320

Connected Care Research- Program Evaluation



- Submission in preparation for CIHR's Transition in Care (TiC) Initiative Evaluation Grant
- Focused on the evaluation of Child and Family experience with Bridged Transitions supported by the Connected Care Program
- **Proposal submitted February 5th 2019**

Questions & Feedback?



Consider how Connected Care may support:

- your child/family/client experience?
- your providers, administrators, practice leads?
- integration in paediatric service delivery?

What do you want Connected Care to understand about:

- your population/organization?
- your resources? practice supports? model of care?

When hearing about Connected Care, what are you:

- most excited about? most worried about?
- wanting to help with? be informed about?

Please visit and explore: www.connectedcare.sickkids.ca

Send feedbacks & ask questions: inquiries.connectedcare@sickkids.ca