



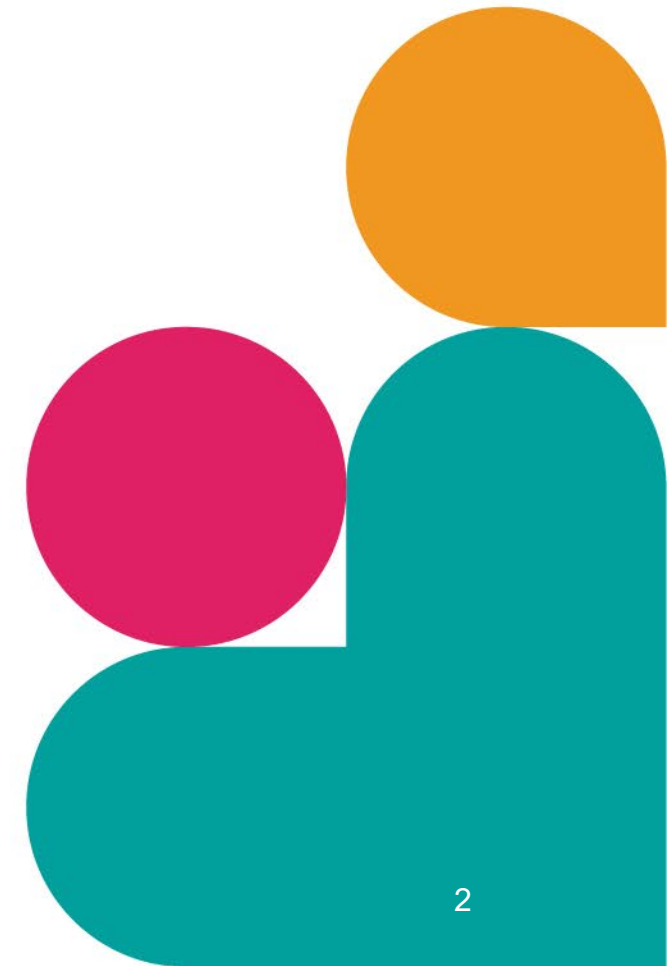
Conversation #6 Changing the Culture and Context of Care

Co-designing policy guidance with and for essential care partners: Moving policy into action

November 29, 2022

About Healthcare Excellence Canada

- Launched in 2021, Healthcare Excellence Canada brings together the Canadian Patient Safety Institute and Canadian Foundation for Healthcare Improvement. We are an independent, not-for-profit charity funded primarily by Health Canada.
- Healthcare Excellence Canada works with partners to identify and spread innovations, build capability and catalyze policy changes so that everyone in Canada has safe and high-quality healthcare.



STRATEGY

2021 - 2026

OUR PURPOSE

To shape a future where everyone in Canada has safe and high-quality healthcare.

OUR HOW

Working with people across the country, we:

Find and promote innovators and innovations

Drive rapid adoption & spread of quality and safety innovations

Build capabilities to enable excellence in healthcare

Catalyze policy change

OUR FOCUS

Care of older adults with health and social needs

Care closer to home and community with safe transitions

Pandemic recovery and resilience

QUALITY & SAFETY PERSPECTIVES

Lived experience of patients, caregivers and communities

People in the workforce

Value

Culturally safe and equitable care

First Nations, Inuit and Métis priorities

OUR VALUES

Partner meaningfully

Innovate courageously

Act with integrity

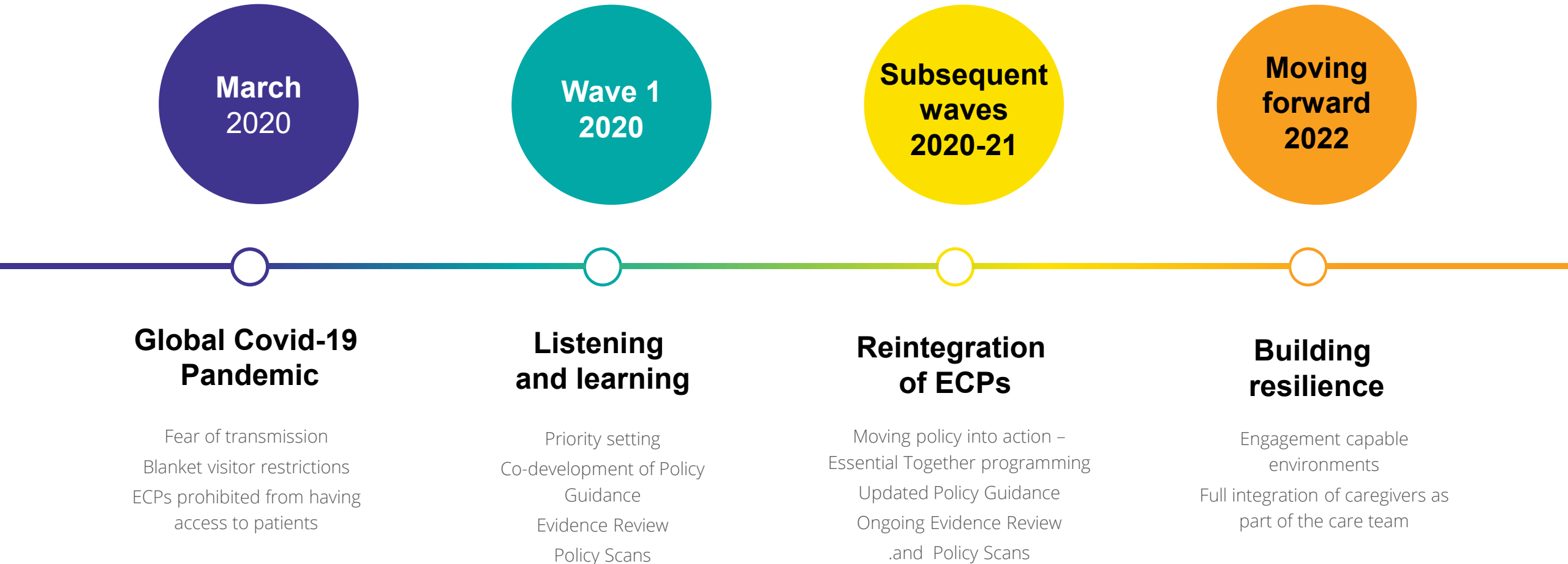
Be inclusive

About Essential Together

- Essential Together is an open-access program designed to support the safe reintegration of Essential Care Partners (ECPs) into health and care settings, during COVID-19 and beyond.



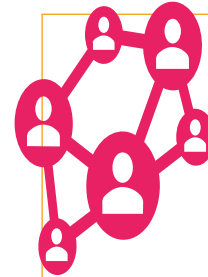
The journey so far...



Foundational Principles for Essential Together



Differentiate between visitors and family caregivers as essential care partners



Recognize the value of caregivers as essential care partners



Ensure patients, families and caregivers have a voice in the development of policies

Policy Guidance for the Reintegration of Caregivers as Essential Care Partners

Identification and preparation of essential care partners (ECPs)

Develop mutual expectations of responsibilities

Establish pre-entry preparation for essential care partners

Establish staff education to understand roles and safety protocols for ECPs

Establish a rapid appeals process

Entry into facility

Establish a clearly communicated screening process

Establish caregiver IDs for essential care partners

Ensure essential care partners are informed about existing and updated infection prevention and control protocols

Moving Policy into Practice



The Essential Together Pledge

We value the role of Essential Care Partners and recognize how this role is different from a visitor.

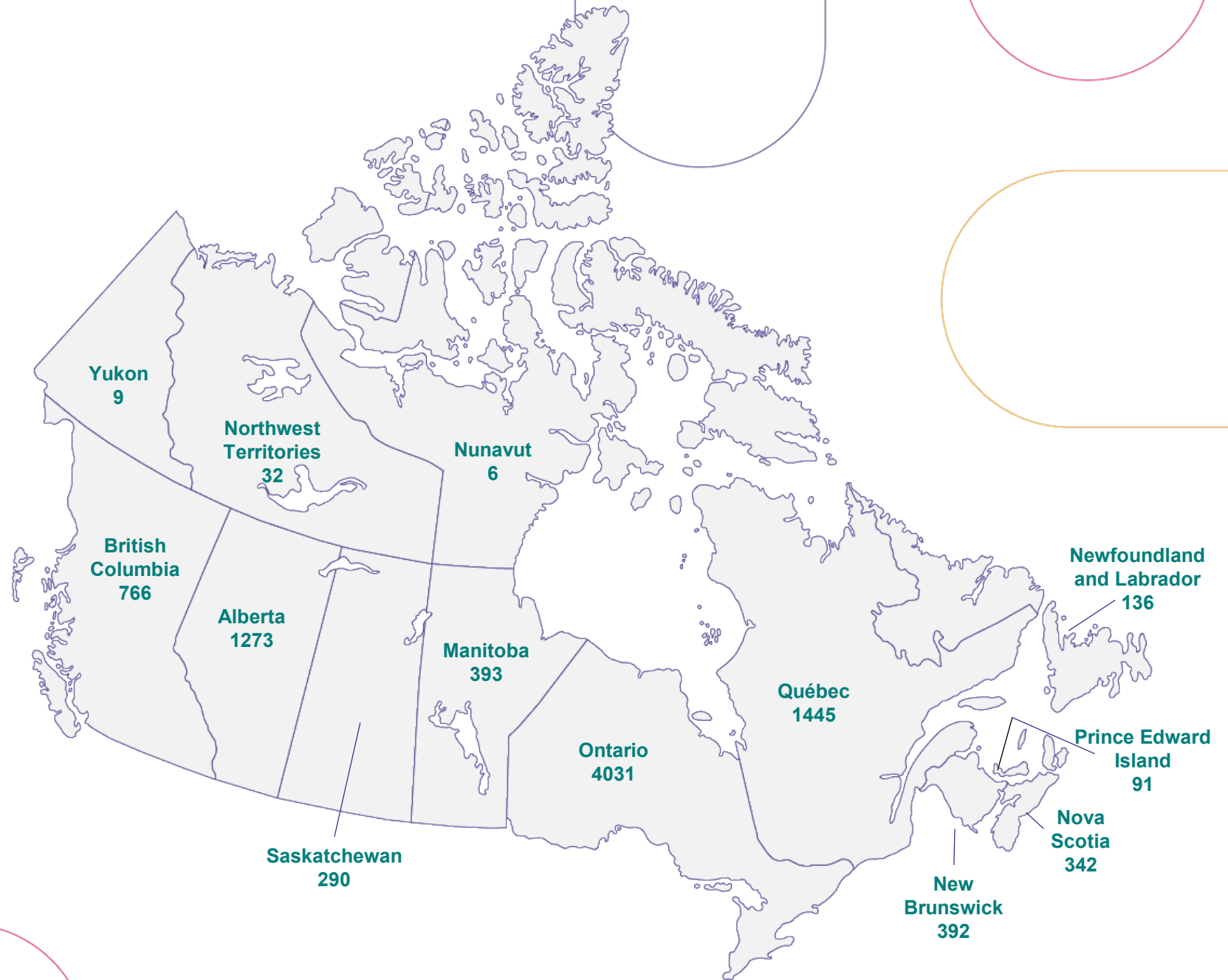
As a result, we are committed to working together with those who are receiving care, caregivers and staff to take the following actions:

- 1** We will engage with those who are receiving care, caregivers, and staff to review existing visitor and caregiver presence policies and practices.
- 2** We will work in collaboration with those who are receiving care, caregivers, and staff to develop and implement person-centred policies, practices, and programs that enable the presence of essential care partners at all times, ensuring compassion, equity, dignity, safety, and well-being for all.
- 3** We will be transparent with our caregiver presence policies and practices and ensure clear and consistent communication.
- 4** We will promote the role and benefits of essential care partners across our organization and the health system.

Those accessing Essential Together materials:

March 2020 –
November 2022

[Essential Together](https://healthcareexcellence.ca)
(healthcareexcellence.ca)



Elements of Success

1

Change in language that differentiates visitors from essential care partners

2

Change in policy directives/guidance across Canada

3

Implementation of policy guidance across health and care settings

4

Uptake of open access learning bundles and resources, peer learning

5

Engagement of patients/residents/families/caregivers in policy development and implementation

Looking forward: Building resilience into the health system

- Creating 'Engagement Capable Environments'
 - Partnerships with patients, caregivers, communities to co-produce policies/practices
- Moving from notions of 'safe reintegration' to 'full integration' of the role of essential care partners as members of care teams

Essential Together Resources

[Essential Together \(healthcareexcellence.ca\)](https://healthcareexcellence.ca)

- The Essential Together Pledge
- Essential Together Change Package
- Essential Together Learning Bundles
- Policy scans of essential care partner presence policies
- Evidence Brief: Caregivers as Essential Care Partners
- Bringing Evidence to Life and Busting Myths through Stories

Interested in learning more?

Please contact Essential.Together@hec-esc.ca

#EssentialCarePartner

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