

An innovative capacity-building initiative that increases caregivers' confidence and knowledge to take on an active role in community- and home-based restorative care.

What is Restorative Care?

Restorative care (also known as *reablement*) is a strengths-based, person-centred approach that promotes and maximizes independence and well-being. It aims to ensure positive change using user-defined goals and is designed to enable people to gain, or regain, their confidence, ability and necessary skills to live as independently as possible, especially after an illness, deterioration in health or injury.

What is Partners in Restorative Care?

The Partners in Restorative Care (PiRC) is an innovative capacity-building initiative that increases caregivers' confidence and knowledge to take on an active role in community- and home-based restorative care. Through the PiRC Education Program, community- and home-based care providers (regulated and non-regulated) will enhance their abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers when they are supporting a loved-one who is receiving restorative care in their home. This work is supported by a three-year Health Canada Health Care Policy Contribution Program grant.

Why is PiRC Important?

Hospital overcrowding, hallway medicine, delayed discharge from hospital, ineffective transitions from hospital to home—all these events impact the safety and quality of patient care and increase health care costs. Community- and home-based restorative care programs provide solutions to these challenges. For example, a 10% shift in alternative level of care (ALC) patients from acute care settings to home care would result in \$35 million in savings.²

Empowering caregivers and patients through the restorative care journey achieves the following positive outcomes:

- Promotes faster patient recovery from illness.
- Prevents unnecessary acute hospital admissions and premature admissions to long-term care.
- Supports timely patient discharge from hospital.
- Maximizes independent living and reduces or eliminates the need for ongoing community- and home-based care services.²

How is PiRC Unique?

PiRC uses a multi-phase approach to achieve transformative learning.

I. PiRC applies **simulation-based learning** strategies to enhance health care providers' emotional intelligence quotient (EQ) by focusing on core competencies:

- Coaching and mentoring: Sensing others' learning needs and encouraging their abilities
- Empathy: Recognizing others' feelings and perspectives, and taking an active interest in their concerns
- Adaptability: Learning how to be flexible and respond to changing situations

II. PiRC incorporates a **behavioural change methodology**³ to understanding caregivers' and patients' experiences throughout the restorative care journey. Practical tools and strategies address caregivers' unique challenges as they apply to the "head" (new knowledge or information), the "heart" (motivation and desire) and the "hands" (practical skills and actions).

III. Practice teams will identify elements for **sustainable application** in collaboration with the CHCA throughout 2020. This field-testing phase recognizes that in order to use new knowledge and skills, health care providers must have both opportunities (process and systems) and motivation to use them.⁴

What are the Components of the PiRC Education Program?

The program is based on a comprehensive needs assessment, including an international evidence review and synthesis of learning needs of caregivers and health care providers; extensive consultations with caregivers and care providers; and interviews with international experts in restorative care. Co-designed with caregivers and health care providers, the PiRC Education Program includes two courses:

- **Fundamental Course:** Active learning concepts, educational resources, practical tips and tools and simulations for health care providers (regulated and non-regulated)
- **Train-the-Trainer Course:** Program guidance and presentation material to prepare “master trainers” to serve as instructors for the Fundamental Course content

When Will PiRC Educational Program and Intervention be Available?

The needs assessment and PiRC course curriculum were developed between May 2019 and March 2020. The field-testing and course modification phase will take place from April 2020 to February 2021. It will include active participation and input from our six partner organizations: Saskatchewan Health Authority–Regina Zone, Winnipeg Regional Health Authority (MB), Eastern Health (NL), Spectrum Health Services (ON), Closing the Gap Healthcare (ON) and CBI Health Group (ON).

In March 2021, the CHCA will launch the final phase of the PiRC initiative through a CHCA SPRINT Implementation Collaborative™. Uniquely designed for community- and home-based care providers, this customized process focuses on rapid, effective change that requires minimal investment and time to achieve significant results. Selected teams will work with CHCA coaches and subject matter experts to implement and adapt the PiRC Education Program to their local contexts.

How can you get involved?

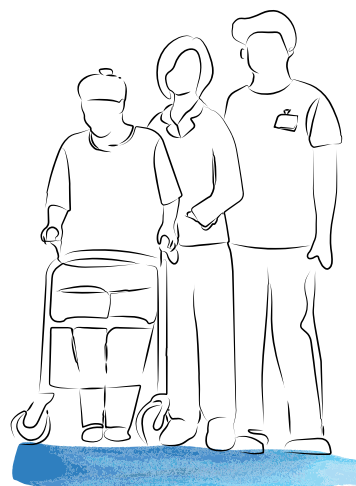
Contact: Catherine Suridjan | csuridjan@cdnhomecare.ca

Visit the CHCA website:

cdnhomecare.ca/partners-in-restorative-care

Contact the CHCA National Office: 905-567-7373

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1 Health Council of Canada. (2012). Seniors in Need, Caregivers in Distress: What are the Home Care Priorities for Seniors in Canada? Retrieved from https://healthcouncilcanada.ca/files/HCC_HomeCare_FA.pdf

2 Social Care Institute for Excellence. (2020). What is reablement? Retrieved from <https://www.scie.org.uk/reablement/what-is/principles-of-reablement#effective-reablement>

3 Singleton, J. (2015). Head, Heart and hands model for transformational learning: Place as a context for changing sustainability values. *Journal of Sustainability Education*, 9. Retrieved from http://www.susted.com/wordpress/content/head-heart-and-hands-model-for-transformative-learning-place-as-context-for-changing-sustainability-values_2015_03/

4 Michie, S., van Stralen, M. & West, R. (2011). The behaviour change wheel: A new method for characterising and designing behaviour change interventions. *Implementation Science*, 6(42). <https://doi.org/10.1186/1748-5908-6-42>

The Canadian Home Care Association (CHCA) is a national non-profit association dedicated to strengthening integrated community-based care. Through our diverse membership, the CHCA represents public and private organizations that fund, administer and provide health care services in the home and community care sector. In partnership with our members, we address pan-Canadian priorities through increased awareness, advocacy, innovation and knowledge exchange. Collectively, we advance a vision of an integrated home and community-care system that provides seamless patient- and family-centred care that is accessible, accountable, evidence-informed and sustainable.