



## Project Brief

The Partners in Restorative Care (PiRC) project is an innovative capacity-building initiative designed to enhance home care providers' skills to support and empower caregivers of persons' receiving home-based care. This initiative specifically focuses on Restorative care (also known as reablement), a care model that employs a strength-based, person-centred approach to support early and appropriate discharge from acute care for patients who have been admitted due to physical trauma or injury (e.g., falls, or stroke).

## KEY ACTIONS

### Needs Assessment and Identifying Learning Gaps

The project started with a thorough needs assessment to identify the challenges and learning gaps faced by caregivers and home care providers:

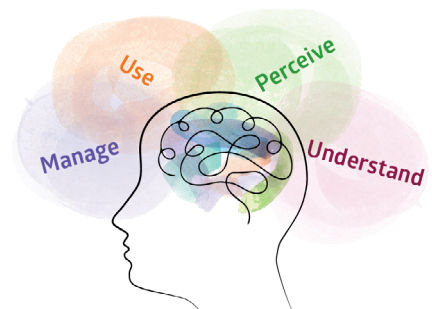
- **Evidence and Experience Review:** Analysed 32 systematic reviews and 17 primary studies.
- **International Expert Interviews:** Gathered insights from experts in Australia, Ireland, the UK, and the US.
- **Caregiver and Healthcare Provider Consultations:** Engaged 83 home care providers and 24 caregivers across four provinces.

### Development of the Emotional Intelligence Learning Program

Recognizing the importance of emotional intelligence (EI) in caregiving, the CHCA developed an innovative EI Learning Program. This program equips healthcare providers with the skills to understand and manage their emotions and those of the patients and caregivers they support.

Key components included:

- **Webinars on EI Competencies:** Five 90-minute sessions on self-awareness, empathy, flexibility, decision-making, and coaching.
- **Emotional Quotient Inventory Assessment (EQ-i 2.0):** Personalized self-assessments and debriefs for 62 participants.
- **Self-Directed E-Learning Modules and Microlearning Modules:** Nine comprehensive online learning modules focused on the practical application of EI skills.



## Implementation through SPRINT Implementation Collaborative™

The SPRINT Collaborative played a crucial role in implementing the EI Learning Program. Five home care organizations participated, testing and refining the program with:

- **Planning Tools and Training Plan Worksheets:** Resources to help set training goals and evaluate outcomes.
- **Virtual Learning Sessions and Collaborative Discussions:** Opportunities for teams to share experiences and learn from each other.

## OUTCOMES

The Partners in Restorative Care project has enhanced home care providers' skills in recognizing and responding to patients and their caregivers' emotional needs, empowering them to participate in home-based care.

- **506 home care providers** participated in the EI Learning Program and reported better skills in recognizing and addressing emotions.
- **87% of learners** shares a high level of satisfaction with the self-directed e-learning modules.
- **100% of learners** felt the new EI skills were applicable to their roles in providing restorative care at home.
- **Learners gained** new knowledge in flexibility, problem-solving, empathy, and communication.
- **SPRINT Collaborative teams saw high value** in the program's practical tools, resources and collaborative approach.

## TOOLS FOR HOME CARE PROVIDERS

- **Head-Heart-Hands Lens:** A framework to better understand caregivers' experiences by focusing on what they think (head), feel (heart), and do (hands).
- **Head-Heart-Hands Reflection Guide:** A short quiz to help providers reflect on personal experiences.
- **Memory Aids and Presentation Slides:** Easy-to-use resources for team meetings and individual reflection and knowledge reinforcement.
- **Emotional Cycles of Change:** An interactive model illustrating caregivers' emotional journeys, helping providers anticipate and respond to emotional challenges.
- **Self-Directed E-Learning Modules:** Nine comprehensive modules offering flexible, accessible learning on EI skills, including:
  - Perceive Emotions: Self-awareness and mindfulness.
  - Understand Emotions: Empathy and mindful listening.
  - Manage Emotions: Flexibility and adaptability.
  - Use Emotions: Decision-making and coaching.

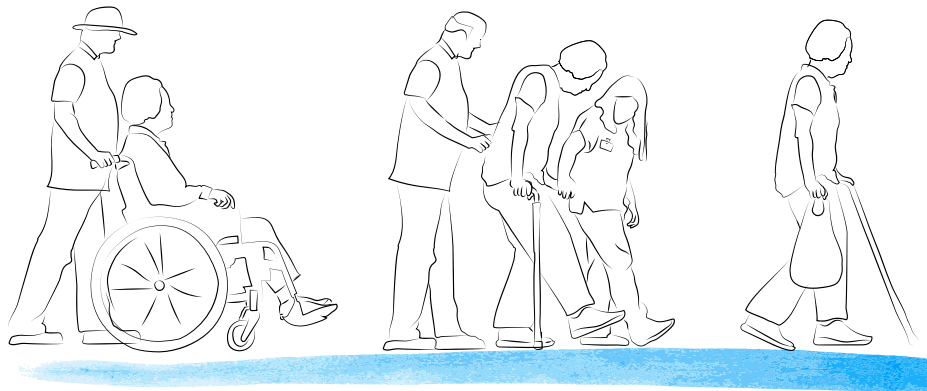


## NEXT STEPS

The CHCA is committed to expanding the reach and impact of the PiRC project. Future actions include:

- Promoting the Head-Heart-Hands Lens to understand patients' and caregivers' experiences better.
- Adapting the EI Learning Program for specific populations, including home-based palliative care.
- Designing a robust learning platform to support broad access to the Emotional Intelligence Learning Program.

For more information on the tools and resources available through the PiRC project, visit the CHCA site at [cdnhomecare.ca/partners-in-restorative-care](https://cdnhomecare.ca/partners-in-restorative-care)



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.

Partners in Restorative Care is an innovative capacity-building project to enhance home care providers' abilities to recognize, understand and address both the physical and emotional challenges experienced by caregivers through Emotional Intelligence training.