

Our Story: The Windsor-Essex Compassionate Care Community

Deborah Sattler¹; Kathy Pfaff², Lisa Dolovich^{3,4} Howard³, Pooya Moradian Zadeh⁵, Suzanne McMurphy² Ziad Kobti⁵, Merrick Zwarenstein⁶

¹WECCC; ²Faculty of Nursing University of Windsor, ³Department of Family Medicine McMaster University, ⁴Leslie Dan School of Pharmacy University of Toronto, ⁵School of Computer Science University of Windsor, ⁶Family Medicine, Western University

OUR REASON FOR BEING

TO:

- **Improve** quality of life for frail elders and supporting families
- **Rebalance** physical, mental, social and spiritual care
- **Tackle** loneliness and social isolation
- **Advance** personalized health care
- **Prevent** chronic disease and premature mortality
- **Normalize** death, dying, loss and bereavement

"Community is the crucible for most important determinants of health as well as for many of the important social relationships that make life worth living."

(Community Research Collaborative CoP)

Lead Agency: the Hospice of Windsor-Essex County

Communities Involved:

- City of Windsor
- Municipalities of LaSalle, Lakeshore, Tecumseh, Amherstburg, Leamington, Kingsville, Essex

Total population coverage: 400,000

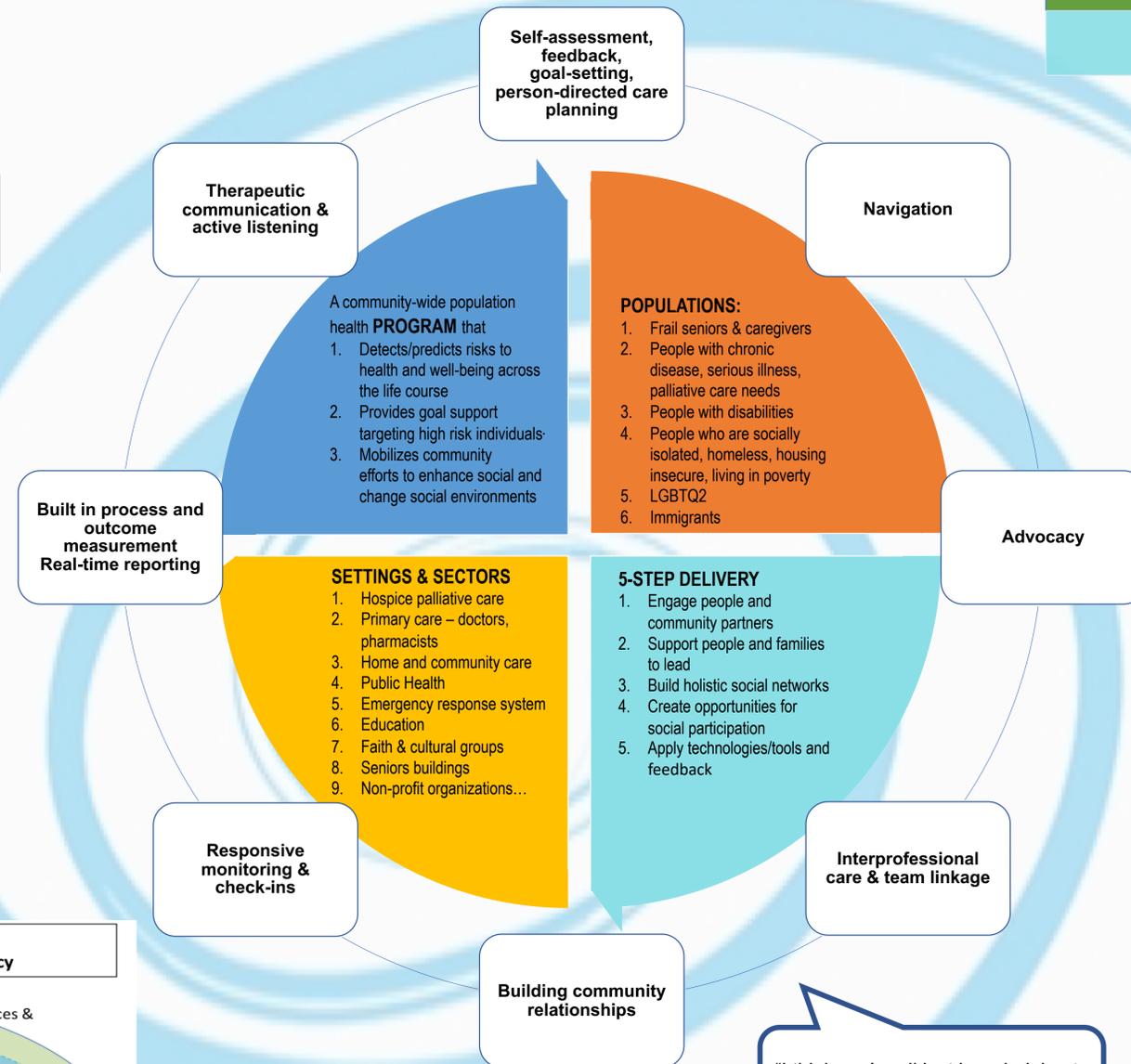
WE ARE THEORY-DRIVEN

Conceptualizing helps us to comprehend elusive phenomena, explain processes, predict outcomes, creatively think about how to develop knowledge, imagine opportunities and uncover patterns and relationships.

(Pfaff et al., 2019)

WE ARE A CATALYST

Care Across The Life Years SYSTEM



RESEARCH & INNOVATION GOALS

To test a theory that emphasizes the ecological and interactive relationship between health and the social and economic environment of communities.

To analyze embedded program data for public value and population-level impact.

To lead innovative ICT solutions for comparable community learning that can be adapted for any community in any jurisdiction.

WE ARE A 'LEARNING HEALTH SYSTEM'

Science, [theory] informatics, incentives, and best practices are seamlessly aligned in program delivery. New knowledge is simultaneously generated, evaluated, and fed back into the system to promote change and scale.

(Institute of Medicine, 2007)

IMPACTS & OUTCOMES

Engagement:

- 1000+ participants; 300 volunteers
- Interprofessional care: social workers, nurses, pharmacists, physicians
- 85+ stakeholder organizations

Pilot findings:

- Increased social connectedness
- Improvements in pain & symptom management, environmental safety
- Increased access to primary and social care
- Decreased unnecessary EMS and ED use

"The program helped me with seeing a doctor, getting prescriptions...and appointments with healthcare at the mental health unit. I didn't have a family doctor...It is a miracle..."

(Elmer, client)

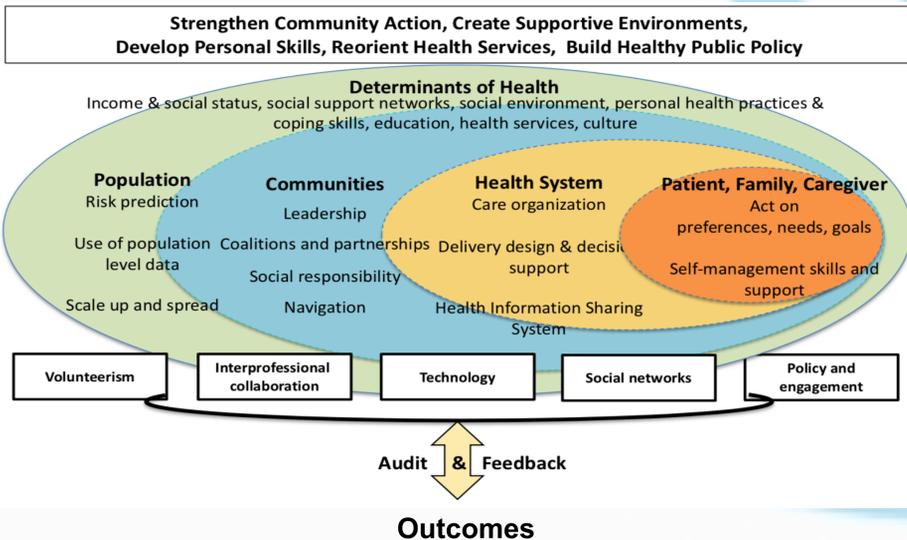
LESSONS LEARNED

There is "no best way of delivering...the emphasis on discovery as we develop policy and practice...don't be afraid to add and change tools as you go...keep a focus on equity at the forefront...focus on capacity building, not doing"

WE ARE SCALING UP

We are partnering with other communities (Toronto, Compassionate Markham) and stakeholders (OHRI, Health Commons Solutions Lab) to test, integrate, and evaluate the same surveillance and outcome tracking tools.

We are working with McMaster and the Red Cross to expand primary care engagement.



"I think, we're all just here helping to walk each other home." (volunteer)

"I'm actually for the first time in five years looking forward to the beginning of the month when I will have a routine of going Tuesdays and Thursdays [to yoga] and then plus I have the compassion people that come to my house [for friendly visits]."

(Shawn, client)



In partnership with

