

The image features a large, stylized graphic on the left side, composed of overlapping geometric shapes in shades of blue and dark blue. The word "Baycrest" is written in white, bold, sans-serif font within a light blue rounded rectangle in the upper left corner.

Baycrest

**Centre for Education &
Knowledge Exchange in Aging**

**Annual Report
Executive Summary**

2020-2021

Innovations in education



Leading the world in healthy aging: Exemplifying excellence and innovation in teaching and learning during the COVID-19 pandemic

Over the past year, the Centre for Education has continued its exemplary work in teaching and learning. With the onset of the COVID-19 pandemic, we were required to shift how we provided our education services.

We are proud of the commitment and resilience shown by Baycrest during this challenging year. Thank you to each and every one of our staff involved in education across the Baycrest campus.

We are pleased to share our annual report, which demonstrates how the Baycrest Centre for Education & Knowledge Exchange in Aging was able to adapt and pivot to deliver innovative, technology-based virtual education in response to the evolving needs of our learners.

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About Us

The **Centre for Education & Knowledge Exchange in Aging** connects Baycrest's large education enterprise under a shared and integrated framework. The Centre for Education provides strategic leadership in education, integrates all educational activities, provides infrastructure and coordination, and supports our staff, educators, and learners.

Centre for Education & Knowledge Exchange in Aging
3560 Bathurst Street
Hospital Building 2N04
Toronto, ON M6A 2E1

Supporting our academic learners



April 1, 2020 to March 31, 2021



140
students/trainees



44,421
clinical placements hours

Enhancing the student learning experience is a high priority for the Centre for Education and this was especially important during the past pandemic year when Baycrest, along with all other TAHSN teaching hospitals, paused academic learner placements. This pause placed a heavy burden on the completion of hospital-based placements and became mission critical because taking no students would result in no newly trained professionals and, thus, no health professional staff to meet an already strained healthcare system. The Centre for Education worked diligently with our internal stakeholders, as well as with our affiliated educational institutions, to safely integrate all students and medical trainees back into appropriate clinical placements at Baycrest.

Our students responded favourably:



94% would recommend Baycrest to fellow students/trainees



90% said the placement enhanced their understanding of unique needs of older adults



92% would recommend their preceptor/supervisor for future student placements

COVID-19 Student Story

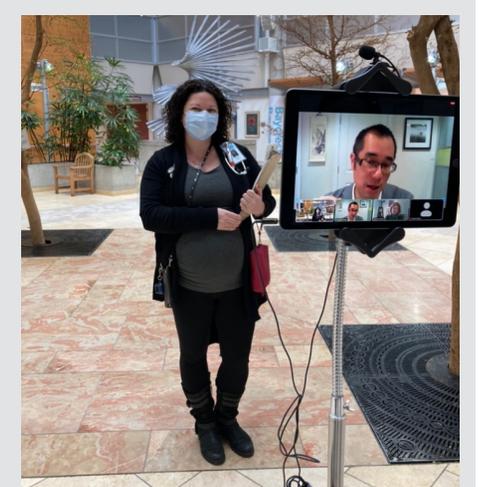
“Because our Pharmacy student placements were cancelled last spring, it had been almost two years since I had a clinical experience. This, coupled with the uncertainty of the pandemic, made me nervous before my placement at Baycrest. However, this feeling melted away instantly when I entered the hospital. From the friendly screeners at the entrance to the abundantly provided PPE and the mandatory weekly COVID-19 testing, I felt like Baycrest was doing everything they could to ensure my safety and the safety of the patients. Even as a student who would be here for only four weeks, I felt as equally cared for as the senior staff. On top of this, my preceptor, the Pharmacy team, and other staff have all been extremely encouraging; the pandemic certainly didn’t interfere with my quality of learning (although, I hope someday to be able to return and see the bottom half of their faces!). Baycrest has been an incredibly welcoming, safe, and supportive place to learn. My experience has been amazing, and I highly recommend it to any students considering it as a placement site.”

- Pharmacy Student

Interprofessional education (IPE) using innovative online platforms at Baycrest

The COVID-19 pandemic caused many medical schools to move to entirely online learning. In response to this challenge, Dr. Michelle Hart, Staff Physician in the Department of Family and Community Medicine at Baycrest and Geriatrics, and Care of the Elderly Theme Lead for the MD program at the University of Toronto, and colleagues devised an innovative way to provide a virtual IPE experience in long-term care (LTC), using **point-of-view live-streaming technology**, for the Year 1 Health in Community curriculum at the Temerty Faculty of Medicine, University of Toronto.

In November 2020, 260 first-year medical students attended a **virtual tour** of the Apotex Centre, Jewish Home for the Aged at Baycrest that was captured on an iPad on wheels. The tour, facilitated by Dr. Hart, involved six interviews with members of the Apotex LTC interprofessional team and a resident. The team shared their roles and described how their work contributes to shaping the community life of each resident. The response from the medical students was incredibly positive and shows how the use of live-streaming technology can enhance community-situated, interprofessional learning.



Dr. Hart using live stream technology for IPE training of medical students



First Virtual Structured Interprofessional Education (IPE) placement in collaboration with Sunnybrook.

In March 2021, Baycrest students had the opportunity to participate in a unique **virtual, cross-organizational structured IPE placement** with students from Sunnybrook. The placement was co-facilitated by Baycrest and Sunnybrook educators and included Therapeutic Recreation, Dietetics, Social Work, Clinical Pastoral Education, Pharmacy, Nursing, Occupational Therapy, Creative Art Therapy, and Audiology students.

This inaugural four-week session focused on Care of Older Adults and introduced topics such as successful aging, ageism, and how COVID-19 has affected older adults. Older adult volunteers from Baycrest shared their personal stories about social isolation, loneliness, and pandemic coping strategies.

Multiple strategies were used to optimize student engagement, including small group work, just-in-time polling, facilitated discussions, and students' choice of topics for the sessions and presentations. Students appreciated how the virtual format enabled learning about, from, and with students from another organization.



Long-Term Care (LTC) - COVID-19

The emerging COVID-19 crisis in LTC saw the Baycrest Centre for Education quickly pivot to address LTC learning needs.

Pandemic redeployment training: The COVID Care Learning for LTC and Resident Support Aide (RSA) websites

The Baycrest Centre for Education, in collaboration with the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) at Baycrest, was invited to lend its geriatric expertise to curate, design and develop the LTC section of the new “COVID Care Learning” website at www.covidcarelearning.ca in response to staff from acute and community care being redeployed to LTC. This was the second phase of the website development; the first was at the beginning of the pandemic when the MOHLTC engaged the University Health Network (UHN) to develop the educational website to support staff redeployment to critical care.

We also designed similar curriculum for the Ministry of Health “Ontario Workforce Reserve for Senior Support” portal for new Resident Support Aides hired into LTC.



Ontario Centres for Learning, Research & Innovation in Long-Term Care (CLRI) at Baycrest

In response to the COVID-19 pandemic, the Ontario CLRI program at Baycrest responded to emerging needs in the sector. The Ontario CLRI led and collaborated on several COVID-19 initiatives; for example, COVID-19 specific resources were curated and disseminated via the Ontario CLRI website www.clri-ltc.ca, including a family huddle tool eLearning module for supportive conversations with LTC teams.

In partnership with the Centre for Aging + Brain Health Innovation (CABHI), the Ontario CLRI also received funding from the Ministry of Colleges and Universities for the “implementation, spread and scale of the ‘ALPHA’ program (Accelerator for Learning Inter-Professionally in Healthcare App) to expand skills and employment opportunities in long-term care.” ALPHA provides a virtual simulation-based learning solution to support rapid, centralized virtual orientation, training, and clinical experiences for staff and students. ALPHA was an extremely valuable platform that will support PSW, RPN, and RN training and orientation to LTC during the pandemic.



Curriculum

- Burnout and Resilience
- COVID-19 Myth Busters
- Delirium: Prevention, Assessment and Management
- Ethical Guidance and Tools for Staff
- Loneliness and Social Isolation
- Preparing Your LTC Home
- Rebuilding Relationships with Families
- Rewiring Our Approach to Safety
- Symptom Management and End-of-Life Care
- Stress and Anxiety
- Team Integration of Redeployed Staff
- Virtual Care and Wellness

Satisfaction Rating

4.5



100% would recommend sessions to other healthcare providers

Self-Efficacy



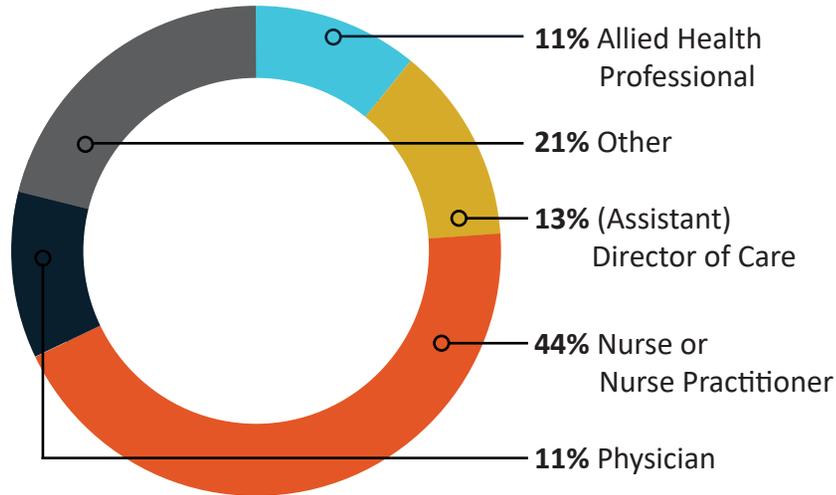
17% increase from pre-to-post ECHO

ECHO Care of the Elderly: Long-Term Care, COVID-19

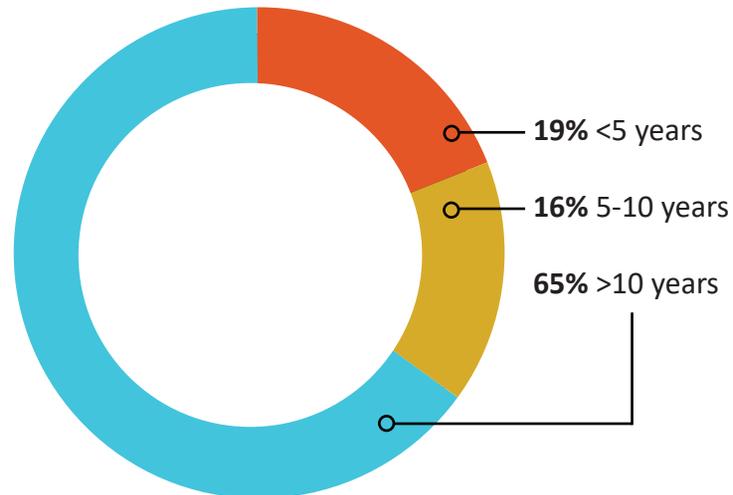


Project Extension for Community Healthcare Outcomes (ECHO), in collaboration with the North East Specialized Geriatric Centre and the Ontario Centres for Learning, Research, and Innovation in Long-Term Care (CLRI) at Baycrest offered virtual, real-time education sessions to help staff feel better prepared to manage COVID-19 cases in their LTC homes.

Primary Profession (n=161)



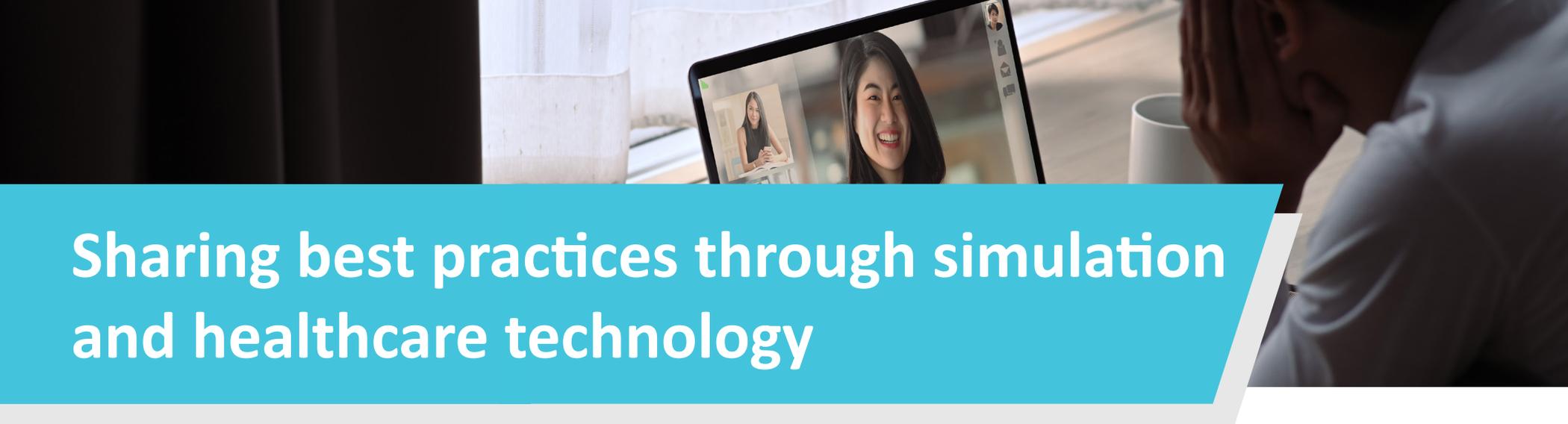
Years in Practice (n=161)



Quote from a Learning Partner

“The sessions highlighted the professional and personal realities we bring to the work we do, the people we serve; and, those we feel a great sense of responsibility for, especially, in light of COVID-19. This includes our residents, LTC staff colleagues, our loved ones, and ourselves. Being able to speak with staff who are returning to LTC, not just around their plans for the care they hope to provide to residents with responsive behaviours, but also, how they are ‘feeling’ about going back in, was critically important. I know there may be challenges ahead, but have a few more tools in the ‘kit bag’ to draw from.”

Read the Project ECHO Care of the Elderly’s [2020-2021 annual evaluation report](#).



Sharing best practices through simulation and healthcare technology

The shift to virtual learning became critical at the onset of the pandemic when clinical care moved to a virtual format.

Our Training and Simulation team facilitated virtual sessions to support training for virtual care using the Simulation Activities for Gerontological Education (SAGE) program. The sessions involved trained, older adults who portrayed individuals such as patients, family members, or caregivers in simulated learning situations.

When outpatients were no longer permitted onsite at Baycrest, our psychologists had to shift to virtual neuropsychological testing for assessment or treatment. Our SAGE program worked with the psychologists so they could practise administering virtual tests with the trained, older adults who simulated patients being tested. Feedback from both groups was extremely positive. The psychologists were grateful for the practice to help them become more comfortable working in a virtual setting and the older adult participants felt valued and pleased to contribute to the psychologists' success, appreciating the opportunity to work while they were socially isolating.

- [Showcased “...And Action” a documentary about the program \(YouTube video\)](#)
- Blog post: Alsaba N, Sokoloff L, & Smith C. [Working with older adult simulated patients \(SPs\) to deliver effective geriatric simulations](#)
- [Engaging Older Adults during COVID-19 and Beyond \(YouTube video\)](#)



eLearning and Educational Technology

Our eLearning and Ed Tech team led the design and development of key COVID-19 resources:

- COVID-19 eLearning modules pertaining to infection prevention and control and pandemic procedures
- Content and administration/management support for registered Private Companions and Caregiver's infection prevention and control training
- Mealtime and feeding assistance training for staff volunteers
- Reference guides including orientation for emerging pandemic roles (team leads, screeners, covering managers); troubleshooting guide for eVisits and virtual care appointments, Zoom® Basics, and how to don and doff a procedure mask for COVID-19



Baycrest Staff Medical Library moves to virtual

The COVID-19 pandemic had a significant impact on the way people sought and retrieved evidence-based information for clinical care. In response, the Baycrest Staff Medical Library shifted from a physical space to a virtual-based model. Providing the same customized service, the library accessed biomedical databases, and used evidence-based strategies to provide timely, online access to information that supported evidence-informed decision-making and best practices. The library continued training sessions on information resources and search techniques via Zoom® and has also supported the Project ECHO Care of the Elderly LTC - COVID-19 series.



Tele-Education

During the pandemic, all education rounds and workshops for our health professional staff moved to a virtual format and were broadcasted locally, nationally, and internationally to 22 countries*. Participants and presenters connected via their own devices (laptops, desktops, tablets, etc.) using the Zoom® conferencing platform.

Tele-Education Statistics: April 2020 to March 2021

**Total education events:**

327 rounds, webinars, and workshops

**Total participants:**

22 countries: 31,808 total participants

Virtual care, Telemedicine, and eVisits

As the pandemic evolved, the need for virtual healthcare increased. Our telehealth coordinator and members of our team partnered with the Baycrest Telemedicine Rapid Implementation Team (TRIM) to support physicians in the Apotex Centre, Jewish Home for the Aged and Baycrest Hospital to see their clients via Zoom® or the Ontario Telemedicine Network (OTN). This support included providing training, developing toolkits, and offering live sessions for staff and physicians.

The TRIM team also deployed “t-carts” to patient care units to enable virtual visits between clients, residents, and their families and reduce feelings of isolation during lockdown. T-carts are mobile carts on wheels fitted with a large screen or tablet. For successful virtual care appointments and consults, members of the Centre for Education team co-created plain language, onboarding packages to boost client and family confidence in virtual visits.

Map of International Educational rounds Participants



*Canada, United States, South Africa, Germany, Argentina, Georgia, Albania, Colombia, Netherlands, Egypt, Ghana, France, Uruguay, Romania, Kazakhstan, Spain, Israel, Italy, Australia, India, and Russia.



Staff used t-carts to enable virtual visits

Virtual learning for older adults and their caregivers



We actively supported the health literacy and virtual education needs of clients, families, residents, caregivers, and the public during the pandemic.

The **eLearning and Ed Tech team** partnered with Dr. Adriana Shnall from Baycrest@Home and Petro Canada to develop eLearning modules for family caregivers (caremakers.ca/en/resources).

Patient, Family & Consumer Education (PFCE) Program

- Received the 2020 international Institute for Healthcare Advancement Health Literacy Award for outstanding achievement in health literacy for “Enabling health literate engagement in care in Canada: Development of a new Patient, Family & Consumer Education program in a post-acute geriatric rehabilitation and long-term care setting.”

PFCE partnered with:

- The Baycrest Innovation Office (BIO) to pilot a 12-week Technology Enablement for Older Adults (TEA) digital literacy education program for older adults.
- The Baycrest Marketing & Communications department, and client and family stakeholders, to design, develop, and deploy “COVID-19 Helpful Resources” - a collection of diverse, reliable, and multilingual consumer health resources on the Baycrest.org website; and to launch a New Health Information Portal.

The portal supports our ongoing response to the diverse health literacy needs of clients, residents, patients, families, caregivers, and the public. Baycrest.org/Baycrest/Health-Information is a centralized, online repository for reliable geriatric health information culled from the existing website to create a user-friendly navigational experience. The portal provides resources, links, and tools in multiple formats from Baycrest experts and vetted external resources of value. The portal was developed with input from Baycrest’s Client and Family Partner Panel and the Centre for Aging + Brain Health Innovation (CABHI)’s Seniors Advisory Panel. We are grateful to the donors who made this portal possible through their support of the PFCE Program.

Portal analytics: January 1, 2020 to March 31, 2021



Publications



1. Cassidy K-L., Vallis M., Conn D., Massie A.S., Checkland C., Parsons D., Mitchell J.S., Rabheru K. (2020). Applied Positive Psychiatry Using Fountain of Health Tools: Comparing a clinician-assisted and app supported behavioural activation intervention to promote brain health and well-being in frontline care. *International Psychogeriatrics*. Aug24:1-11 (online ahead of print).
2. Conn, D., Hogan, D.B., Amdam, L. et al. (2020). Canadian guidelines on benzodiazepine receptor agonist use disorder among older adults. *Canadian Geriatrics Journal*. 23: 116-122
3. Lingum, N., Guttman Sokoloff L., Chau J., Feldman S., Gingrich S., Grief, C., Meyer R., Moser A., Shaikh S., Santiago A., Sham R., Sodums D., Conn D. (2021). ECHO care of the elderly: Innovative learning to build capacity in long-term care. *Canadian Geriatrics Journal*. 24(1): 36-43.
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5. Meyer, R.M., Reguindin, J., Helfenbaum, S., Boutcher, F., Tsui, J., Tafler, M., Kelson, E., Conn, D. (2021). Toward a learning-to-performance program for interprofessional long-term care teams: Team Essentials to foster engagement, reciprocity, and meaningful, sustained practice change. *Gerontology and Geriatrics Education*. 42(2):224-242.
6. Rabheru, K., Conn, D., Parsons, D., Massie, A., Mitchell, J., Vallis, M., Checkland, C. Cassidy, K. (2021). Promoting health behavior change in Canada: A quality improvement project integrating prevention and wellness in frontline care. *Open Journal of Psychiatry*. 11, 125-137.
7. Smith CM, Sokoloff LG, Alsaba N. Collaborative framework for working with older simulated participants (SP). *BMJ Simulation and Technology Enhanced Learning* Jun 2020, bmjstel-2020-000613; DOI: 10.1136/bmjstel-2020-000613
8. Wolfe D, Corace K, Rice D, Smith A, Kanji S, Conn D, Willows M, Garber GE, Puxty J, Moghadam E, Skidmore B, Garritty C, Thavorn K, Moher D, Hutton B. (2020). Effects of medical and non-medical cannabis use in older adults: Protocol for a scoping review. *BMJ Open*. Feb 28 10(2): e034301.

The logo for Baycrest, featuring the word "Baycrest" in white, bold, sans-serif font inside a light blue rounded rectangle.

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