Connecting for Learning and Support

Bob Lomax, MSW, RSW
Social Worker
ABI Outpatient Program
Parkwood Institute

Kelly Williston, BSc, MClsC (OT), OT Reg. (Ont.)
Clinical Consultant
Brain Injury Outreach Program
Parkwood Institute
Session Overview

• **The Need:** What do people with brain injury and their families need to live successfully in their communities?

• **A Response:** Parkwood Survivor and Family Education Series

• **Connecting with Technology to Increase Accessibility:** Family Education meets videoconferencing

• **Reflecting:** What we have learned, successes and opportunities for improvements

• **The Application:** How could this work for you?
Parkwood Institute ABI Rehabilitation Program

• Regional acquired brain injury rehabilitation program in London, Ontario

• Serves 10 counties of southwestern Ontario (~ 1.5 million people)
Parkwood Institute ABI Rehabilitation Program

- Services include:
  - 10 bed inpatient program
  - 5 bed neurobehavioural program
  - Outpatient program
  - Community-based Outreach program
  - Community-based third party funded program
  - Third party funded assistive technology program
  - Driver Assessment and Rehabilitation Program
The Need
What do survivors and families need to live successfully in their communities?

• Assimilate - knowing their way around, fitting in, being accepted

• Social supports - being part of a network of family, friends and acquaintances

• Occupations - having opportunities to be productive and engage in recreational activities
What do survivors and families need? (cont’d)

- Independent living – having a level of independence performing everyday tasks and making everyday decisions

- Information and education - topics and issues related to recovery from brain injury
A word about lifespan development and brain injury...

- Development continues across the lifespan, with new developmental tasks and challenges.
- Brain injury may make it more difficult to successfully meet these challenges.
- People benefit from “tune-ups” - ongoing support and education - as they face developmental tasks and new situations.
  - Needed to provide support in the absence of formal rehabilitation.
  - ABI is lifelong, rehab services are not.
A Response
Survivor and Family Education Series

- Created in 1994
- Two hour interactive education sessions, offered one evening per week for eight weeks at Parkwood Institute
- Speakers: Parkwood staff, community professionals, survivors, and family members
- Attendance averaged 10 - 25 people per session
- Audience completes session evaluations - consistently positive
Session Topics

- Some regular topics presented at each series
  - Brain Injury 101
  - Practical Strategies
  - Survivor Stories

- Topics of interest and concern across the spectrum of brain injury and the lifespan
  - Sleep
  - Pain
  - Driving
  - Legal Issues
  - Addictions
  - Mental Health
  - Changes in Roles
Advertising

- Patients from clinic in past year
- Current clients in ABI program
- Placement of ad in newsletter of local brain injury association
- Media release sent out by Communications Department
Advertising (continued)

• Far site locations advertise in local communities

• Mail out information to various community agencies

• Occasional radio or TV interviews
Challenges and Barriers

- Geography
  - Rural and urban
- Lack of transportation
- Weather
- Timing of sessions
- Different cognitive abilities
- Fatigue and medical issues
- Psychosocial issues
Geography... Not just a rural issue

Greater Toronto Area (GTA)
Connecting with Technology to Increase Accessibility
What is videoconferencing?

- A live discussion conducted between people in separate locations across a telecommunications link.
- This allows people to see and hear one another in full motion video in real time, even though they are geographically apart.
- Uses a dedicated and secure network for transmission
Videoconferencing technology

What the speakers see

What the far site audiences see
## Videoconferencing in Ontario & Canada

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<tr>
<th>British Columbia</th>
<th>Ontario</th>
<th>Québec</th>
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<tr>
<td>• Vancouver Island Health Authority</td>
<td>• Ontario Telemedicine Network</td>
<td>• Télésanté Québec (RUIS McGill Virtual Health and Social Services Centre (CvSSS))</td>
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<td>• Vancouver Coastal Telehealth</td>
<td>• Keewaytinook Okimakanak (KO) eHealth Telemedicine</td>
<td>• Télésanté RUIS de l’université de Montréal</td>
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<td>• First Nations Health Authority Telehealth</td>
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<td>• Télésanté RUIS de l’ université de Sherbrooke</td>
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### Alberta
- Alberta Health Services

### Saskatchewan
- Telehealth Saskatchewan

### Manitoba
- Manitoba Telehealth

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Taken from: 2013 Canadian Telehealth Report - ©COACH: Canada’s Health Informatics Association
# Videoconferencing in Ontario & Canada

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<th>New Brunswick</th>
<th>Yukon Territory</th>
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<tr>
<td>• New Brunswick Regional Health Authorities</td>
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<td>• Horizon Health Network</td>
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<td>• Vitalité Health Network</td>
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<td>• Yukon Territory Telehealth Project</td>
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<th>Northwest Territories</th>
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<th>Newfoundland &amp; Labrador</th>
<th>First Nations and Inuit Health Branch</th>
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<tr>
<td>• Newfoundland &amp; Labrador Telehealth Program</td>
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<td>• (National, also branches in AB, SK, ON)</td>
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<th>Prince Edward Island</th>
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<td>• Queen Elizabeth Hospital Telehealth &amp; Videoconferencing Services</td>
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Taken from: 2013 Canadian Telehealth Report - ©COACH: Canada’s Health Informatics Association
Videoconferencing in Ontario & Canada

• Ontario Telemedicine Network ("OTN") - amalgamation of three regional networks
Partnership between:

St. Joseph’s Health Care, London, Ontario
Parkwood Institute
Acquired Brain Injury Rehabilitation Program

AND

Ontario Telemedicine Network (OTN)
Connecting: Family education series, meet videoconferencing...

- Completed a family education/videoconferencing pilot in 2005
- Linked with one site, two hours north of city (Goderich, Alexandra Marine Hospital)
- Parkwood staff member locally available, as well as videoconferencing-savvy hospital staff member
- OTN provided training to ABI staff on how to use equipment
- Feedback was positive
Connecting: family ed, meet videoconferencing (cont’d)...

- In 2006, series broadcast to five far sites

- 2008: broadcast to six far sites, plus webcasting (web archive)

- 2012: 9 sites, 3 years of archived webcasts available for viewing

- 2015: 11 sites, 5 years of archived webcasts
Reflecting on Connecting
What have we learned?

- Topics
- Presentation style
- Timing
- Length of sessions
What have we learned? (cont’d)

• Set-up and environment

• Identification, coordination and training of people resources

• Using the videoconferencing technology
Reflecting on our successes

- Reach larger geographic region and population, particularly underserviced areas.
- Provide opportunities for local networking and socializing at each site:
  - 3 support groups at 3 far sites this year.
- Reach more people faster and more cost efficiently.
- Attendance at 2015 series averaging 70 - 128 people.
Reflecting on our successes

• Participant feedback has been positive, at both near and far sites

• Opportunity for staff to develop new skills and knowledge

• Increased partnering opportunities with other service providers
Reflecting on our successes

• Equipment and service improvements by OTN
  • Ability to archive webcasts
  • Improved audio-visual quality

• Streamlined the planning process and timelines

• Improved communication and coordination between Parkwood, far sites and OTN
Archived Webcasts

- Information provided:
  - At triage visits
  - In ABI 101 binders
  - at Family Ed series
  - Easily emailed to anyone who is inquiring about ABI
1. Go to http://webcast.otn.ca

2. In the middle of the screen, under “Archived Events”, select “Public”.

3. In the Search Box in the top right hand corner, type: Parkwood ABI Survivor Series and press enter.

4. Once you have found the session you would like to view, click on the title. A new window will open and the video will start to play.
Reflecting: Opportunities for Improvement

- Continue to identify far site partners and staff resources
- Audio-visual and technical equipment
- Style of presentation and audience participation
- Advertising
- Increase attendance
Future Directions

- Continue to expand links and partnerships with hospitals, Community Care Access Centres, Public Health Units, and other venues
- Expand location and variety of presenters and topics
- Live webcast?
  - Some challenges with this with regards to privacy and OTN services
The Application -
How can this information work for you?
Thank you for your time....

Questions?

Bob Lomax, MSW, RSW
Social Worker
ABI Outpatient Program
bob.lomax@sjhc.london.on.ca

Kelly Williston, BSc., MCilSc(OT), OT Reg. (Ont.)
Clinical Consultant
Brain Injury Outreach Program
kelly.willistonwardell@sjhc.london.on.ca

Parkwood Institute
550 Wellington Road
London, ON  N6C 0A7
(519) 685-4292
www.sjhc.london.on.ca