

Engagement, Co-design

# Introduction and Ideas for Reflection and Consideration

Partnership with Lived/Living Experience (Patient) & Family/Caregivers for  
Person Directed Services & System Transformation



Centre for  
Innovation in  
Peer Support

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# Your Presenters

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**Betty-Lou Kristy**

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**Ethan Hopkins**

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# Disclosure Statement

I will be presenting in my role as Director of Support House's Centre for Innovation in Peer Support. Ideas, opinions, and comments described in these slides and during this presentation are my own and are not representative of nor affiliated with my current appointment as Chair of the Health Minister's Patient and Family Advisory Council.

~ Betty-Lou Kristy

**Support**  
**House**

 Centre for  
Innovation in  
**Peer Support**

# Call to Action (Opioid Overdoses)



**Overdoses CONTINUE to ESCALATE!**  
**HUGE increases since COVID**

**From the Most Recent Report Released May 2021**

**On behalf of:**

The Ontario Drug Policy Research Network  
The Office of the Chief Coroner for Ontario / Ontario Forensic  
Pathology Service  
Public Health Ontario

**79% increase in opioid overdose deaths  
during COVID**

<https://odprn.ca/wp-content/uploads/2021/05/Changing-Circumstances-Surrounding-Opioid-Related-Deaths.pdf>

# Mental Health & Substance Use/ Addiction

Stigma, Discrimination and Prejudice ARE still very much alive

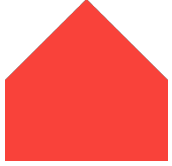




# Support House's Centre for Innovation in Peer Support



# Our agency provides:



## **HOUSING**

We provide a variety of housing choices through our owned residences, townhomes and private landlords



## **SUPPORT COORDINATION**

We provide a menu of supports that assist in coordinating mental health, substance use and/or addiction supports across a continuum of needs



## **PEER SUPPORT**

The Centre for Innovation in Peer Support provides community and system capacity through offering accessible peer services and enhancing peer service capacity through training and mentorship for peers



## **SERVICE & SYSTEM RESOLUTION**

We facilitate, coordinate and meet complex support needs with agency and system partners

# Canadian Centre for Accreditation

Re: Support House, Sept 2, 2021

“The review team was impressed by the dedication and drive of staff to meet clients’ needs. It was very clear for the review team that the organization prioritizes a person-directed approach. Other strengths noted were: the strong and meaningful links and partnerships in the community; the multiple-level advocacy initiatives; the excellent human resources practices and the strong, committed and resilient staff team; the impressive volunteer program; the robust privacy and confidentiality practices; the excellent strengths-based, client-centred approach; as well as the innovative peer support program.”



**Canadian Centre for Accreditation**

*Excellence in community services*

**Centre canadien de l'agrément**

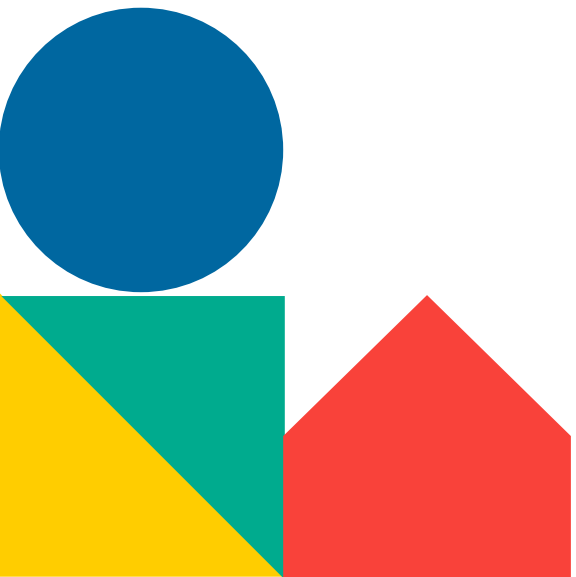
*L'excellence en matière de services communautaires*

The Canadian Centre for Accreditation is pleased to inform you that your accreditation has been approved. All requirements for accreditation were assessed as met.



# Snapshot

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Centre for  
Innovation in  
**Peer Support**

Support House's **Centre for Innovation in Peer Support** provides wellness based, peer-led self-help and social connections programming to community members; and support to organizations who have peer staff, through training in peer-support program implementation, capacity-building, evaluation, research, knowledge brokerage, and quality improvement.



# Provincial, Partner and System Supports

## Virtual Learning Centre & Resource Hub

Peer Staff, Supervisor & Team Trainings

Peer Professional Development Webinar Series

Resource Hub: Implementation and Peer Support Practice

Validated Peer Support Evaluation Tool

Mentoring and Consultation

(Implementation, Peer Support Practice, Quality Improvement)

Communities of Practice

(Peer Staff, Supervisors, Family & Caregivers)

# Direct Service

Over the past 20+ years, the Centre has provided peer-led psycho-social educational/rehabilitative services that include building community and connection through creating safe spaces to heal and grow.

**Self Help Groups**

**Social Connection Groups**

**Peer Support Navigation**

# QI & Leadership

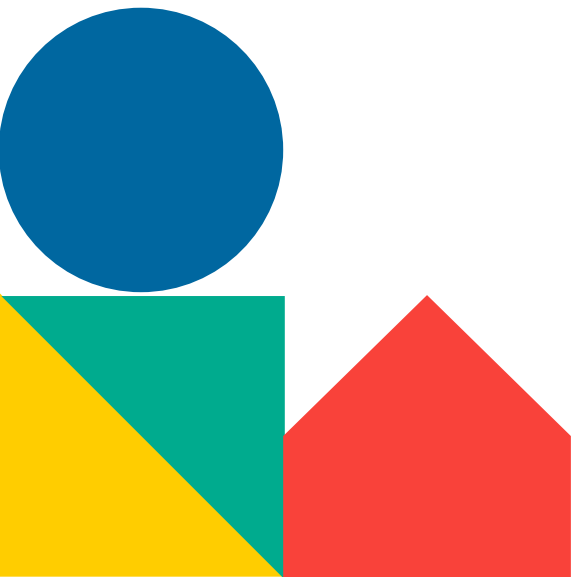
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## Foundational Training:

- The Centre's leadership has been trained and coached extensively in quality improvement with the Excellence through Quality Improvement Project (E-QIP) for 2 cohorts.
- Leadership are also certified in LEADS Healthcare Leadership
- Certified in Lean Six Sigma Yellow or Green Belt.

# Promising Practice & Performance

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## Recognition:

- Centre was identified as a Promising Practice by Provincial System Support Programs (PSSP) Evidence Exchange Network (EENet) @ Centre for Addiction & Mental Health (CAMH)
- Centre Co-authored on the 2017 Health Canada-Drug Treatment Funding Programs (DTFP) Performance Measurement in Peer Support
- Centre featured in the Ontario Excellence through Quality Improvement Report – An inspiring look at Quality Improvement in action.

# Our Awards

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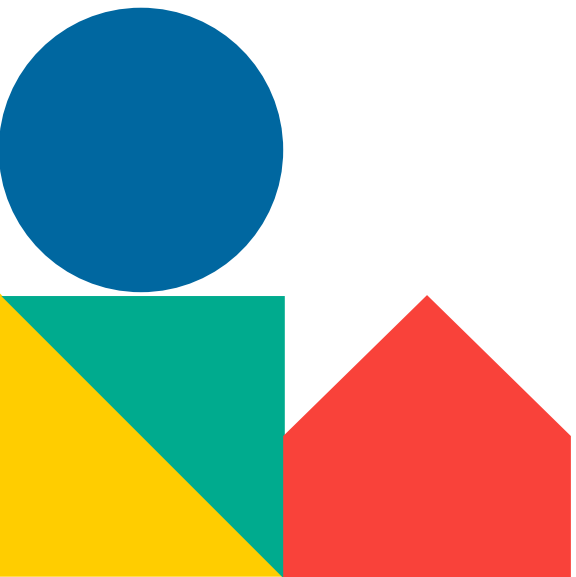
## Recipients of:

- 2017 Ontario Peer Development Initiative (OPDI) Lighthouse Innovators Award
- 2017 Recipients of the Addictions & Mental Health Ontario (AMHO) President's Shield Award
- 2016 Association of General Hospital Psychiatric Services (AGHPS) Summit Award.

# Breaking Down Silos

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The Centre partnered with Evidence Exchange Network (EENet) @ Centre for Addiction & Mental Health (CAMH) to identify core elements of peer support programs across different health sectors such as mental health and addictions, diabetes, chronic disease and cancer; positioning this work to support breaking down healthcare silos.





The slide features a dark blue background with several colorful geometric shapes. In the top right corner, there is a square divided diagonally from the top-left to the bottom-right, with a teal upper triangle and a yellow lower triangle, positioned next to a red circle. Below the red circle is a blue semi-circle. In the bottom left corner, there is a teal semi-circle above a red semi-circle, and to their right is a yellow house-shaped polygon.

# Values Based Engagement Considerations

# Inclusion not Exclusion

## Invite others to a conversation!

- Be Curious and open – learn about other people's perspectives
- Ensure all voices are represented within the engagement or co-design initiative
- Ask open questions – collaboratively explore in a safe way everyone's unique experiences and ideas
- Approach your engagement and co-design initiatives from a trauma informed approach

# The Pillars of Engagement

- We engage our service user(s)
- We engage our staff
- We engage our volunteers/interns
- We engage our board
- We engage our partners
- We engage system leaders
- **We Listen. REALLY Listen!**

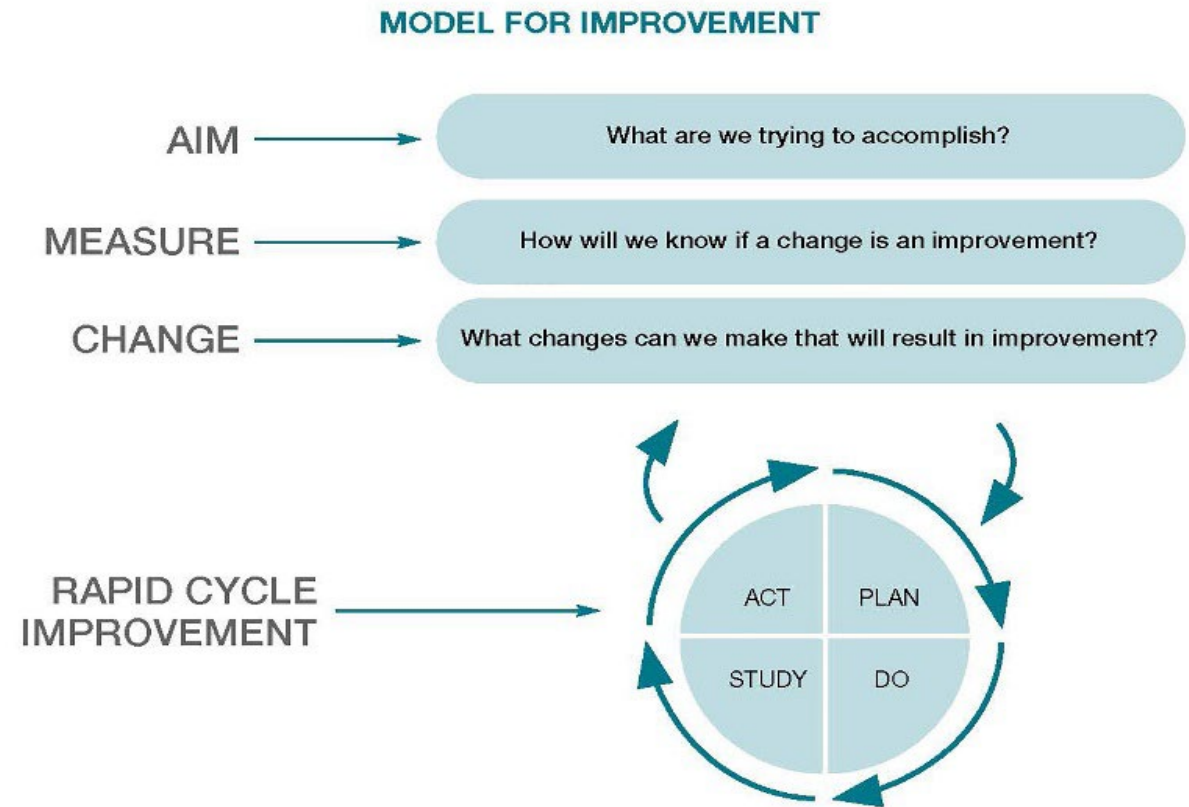


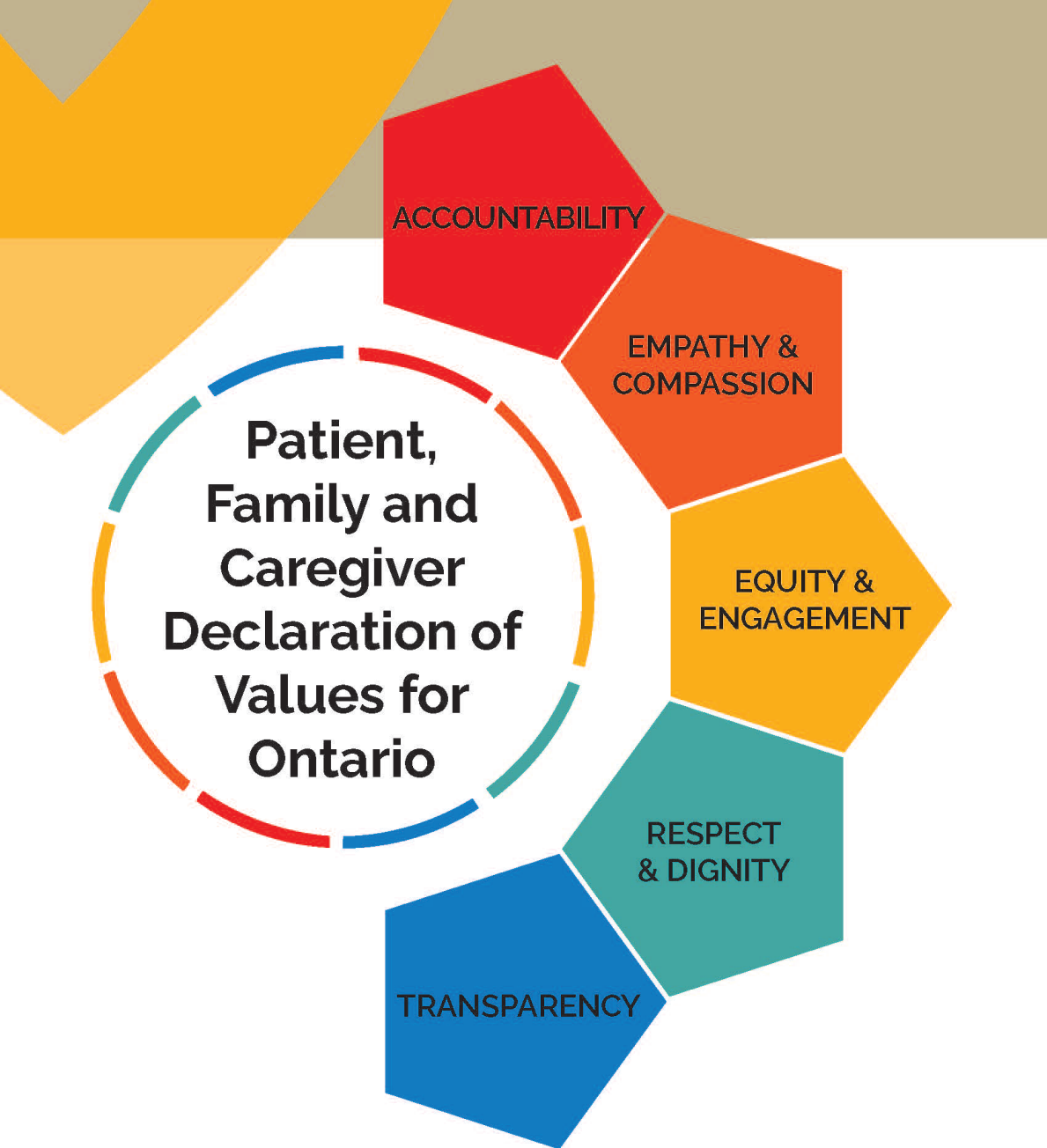
Image Source: Quality Improvement Guide. Health Quality Ontario. (2012).  
<http://www.hqontario.ca/portals/0/Documents/qi/qi-quality-improve-guide-2012-en.pdf>

# The value of beginning with values

Values are the core essence of the work. Translating values into actions has provided a basis for training, evaluation, QI and a common language to communicate how to stay authentic.

We have proven that it can translate through to drive strategy, governance, policy & procedures

Knowing that human connection is the most important part of “treatment and support”, being able to translate and hold people accountable to the actual values in actions in interactions with individual is vital.



# Allowing Core Values To Drive Everything

## Support House oath of community core values and culture

All of us are expected to support & protect our core values, culture and to embrace them in our behaviours and in our decision-making, **and through our engagement initiatives.**

Our OATH is a commitment as employees, volunteers and Board members to honour our core values in the way we behave with clients, each other and our partners.

# core values

beliefs that guide our agency's  
decisions and actions, unite  
our staff, define our brand,  
and inspire our culture



## Our agency core values

### PERSON DIRECTED SUPPORTS

We put people first

### CONNECTION + ENGAGEMENT

We start conversations, build  
and maintain relationships,  
and are reflexive and  
responsive in our practice

### HEALTH + WELLNESS

We focus on practices that  
inspire our culture

# How we apply our agency core values

## DECISION MAKING

When considering all decisions our values are used as the tool to guide us

## HIRING + ONBOARDING

We follow a values based recruitment and orientation process focusing on alignment

## ENGAGEMENT + COMMITMENT

We reflect on our own individual values and recognize how it effects our connection

## FEEDBACK + EVALUATION

We embed engagement of staff and people we support in our processes for improvement

## LEARNING + DEVELOPMENT

We support staff to develop skills that connect with our values





# Engagement & Co-Design



# The Art of Possibility

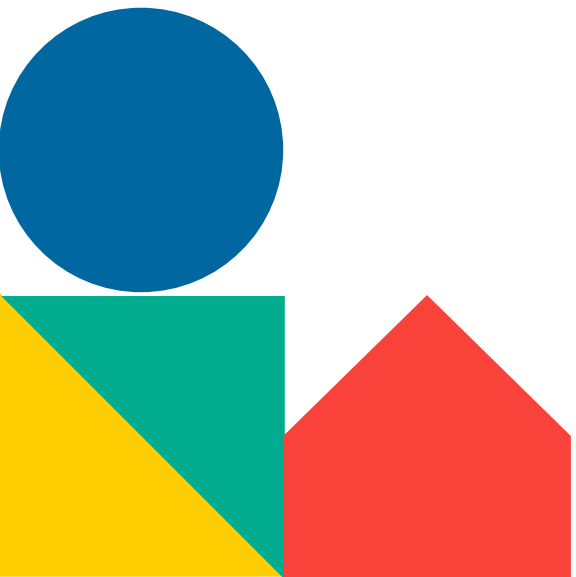
- Values
- Engagement
- Co-Design
- System Transformation

# Co-Design is Shared Power

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Engagement is Building Relationships

Co-Design is the Activity





# Transforming Health Care Person Directed Services

The Game Changer:  
Authentic Engagement & Co-design



**Listen. REALLY Listen.**

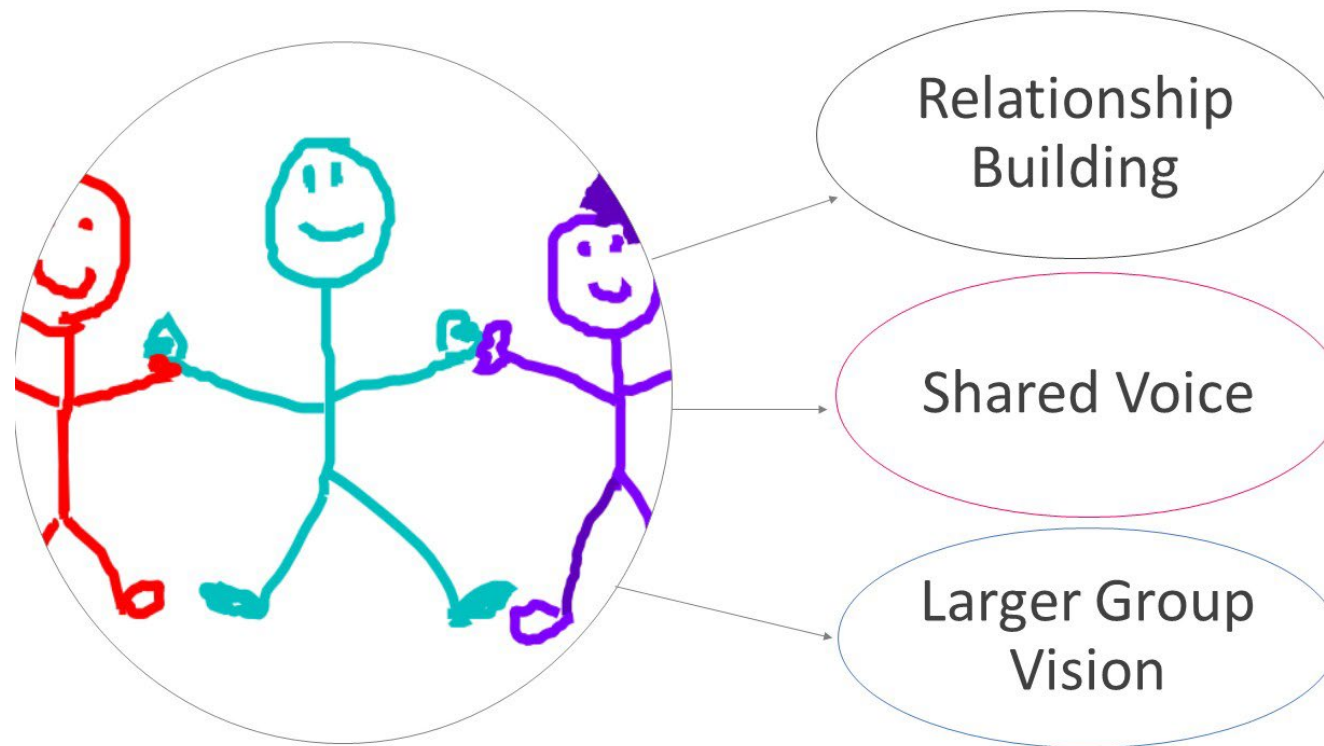
# Importance of co-designing care with patients, families and caregivers

Co-design with Lived/Living Experience, Patients, Families/ Caregivers focuses on building relationships and linkages to provincial expertise; and system governance, policy and planning that create/impact the healthcare eco-system for the authentic engagement of lived/family experience

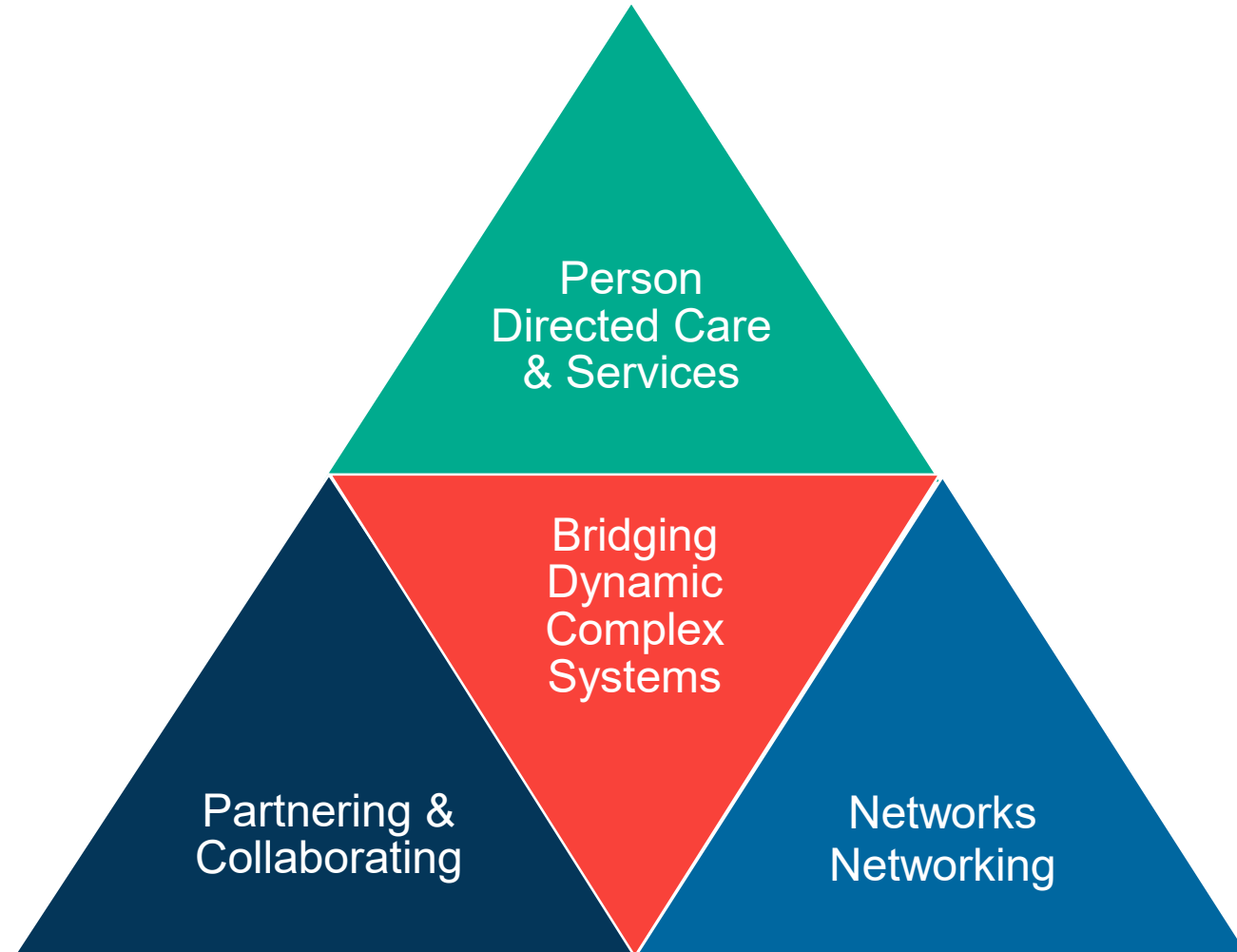
## Why?

1. This reduces duplications, inefficiencies, barriers and silos.
2. It creates opportunities to share (upload and download) knowledge, expertise & evidence.
3. It is foundational to co-creation, humanizing and equity.
4. Solidifies the partnerships & infrastructure needed for sustainability
5. Promotes the recognition and integration of **Lived/Living Experience, Patients, Families/Caregivers** as a viable and valued part of person-directed healthcare.

# Co-designing care includes a focus on relationships and shared voice



# Co-designing care is part of a larger system





# Importance of Values-Based Work for Meaningful Engagement, Co-Design & Transformation

- Honours the individual as a person, holistically
- Honours the person as an expert in their own lived experience
- Empowers the person to achieve their wellness goals
- Reminds the person they have innate, unwavering worth
- Creates a space where safety and self-exploration may occur

# What do we mean when we say engagement and co-design?

## ENGAGEMENT

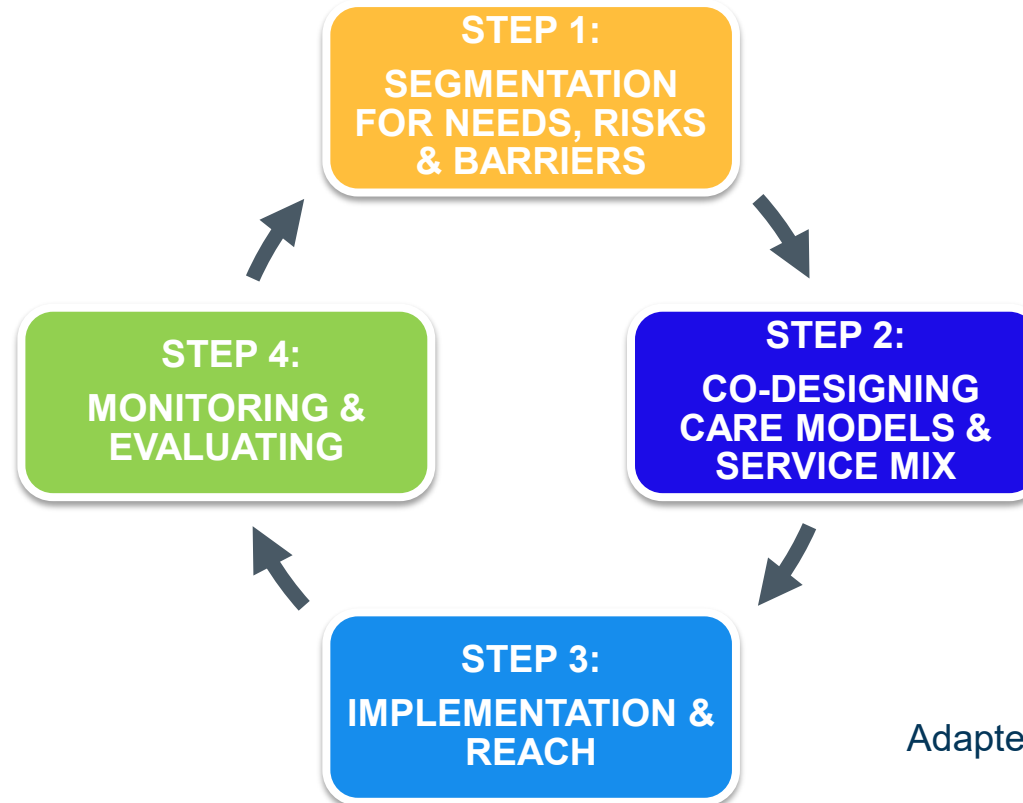
**relationships between different stakeholders,**  
(e.g., patient, community and family partners) which are  
**developed and sustained over time.**



## CO-DESIGN

- **a type of engagement**
- **can take many forms**
- **an iterative process**
- **an activity** where various **stakeholders come together to focus on a problem and brainstorm solutions**

Patients/families/caregivers need to be engaged throughout each step of population-health management



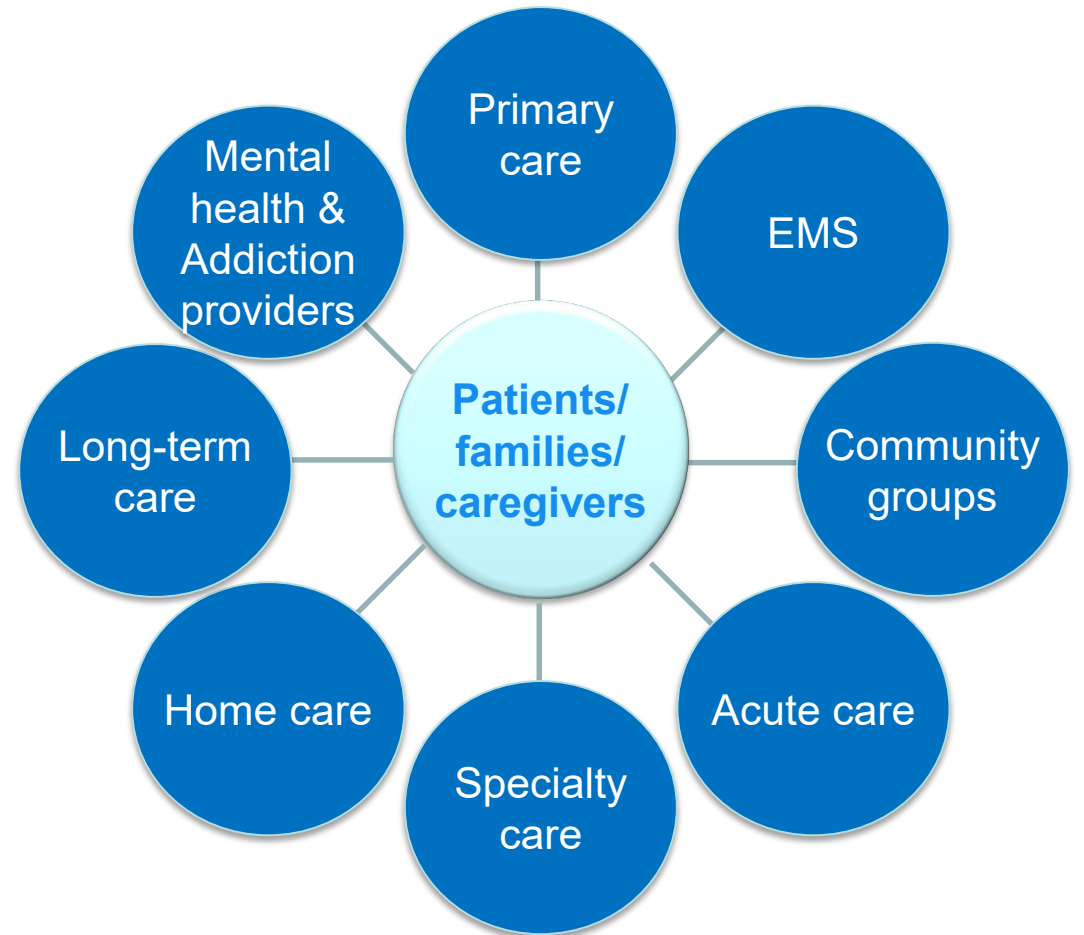
Adapted from Population Health Alliance, 2012



## Co-design includes many different partners

### System Redesign Concepts to be Considered:

- Delivery System Redesign
- Clinical Decision Supports
- Information Technology Support
- Self-management Support
- Community Resources



## Lessons we are learning in engagement and co-design key messages



- ✓ **Meet people where they are at (literally!)**
- ✓ **Invest in, strengthen and value relationships (be transparent)**
- ✓ **Provide options (one size doesn't fit all)**

# Key Messaging

- It's about all of us working together across our diverse populations.
- We all want the best care possible for those we love and ourselves
- Our system is always growing.



“When allowed full and equitable political and social power with meaningful involvement in healthcare governance, policy development, planning, delivery and evaluation, people with lived experience, family/caregivers and peers can provide unique and relevant context upon which to work with, and base decisions on. The lived experience of people, families/caregivers and peer support is shaping the cultural shift from ‘storytelling’ to evidence. It provides a road-map to affirmative change”

-Betty-Lou Kristy

**Our Personal Journeys = Living Expertise = Experiential Evidence**



# Key Considerations & Resources





# Maximize Your Own Internal Resources

- Professors
- Student
- Community
- Campus Engagement Committee
- Compensation

# Innovative Engagement Strategies

Virtual Email Engagement Community

Social Media Engagement Community (Facebook, Slack)

Engagement Networks (Regionally, Program Specific)

Virtual Town Hall Meetings (Zoom, Microsoft Teams)

Engagement Web Portal (Agency Website)

Community Engagement Outreach “Internal”

# Released March 2021:

Ministry of Health

OHT Patient, Family and Caregiver Partnership and  
Engagement Strategy.  
(Guidance Document)

# Engage with Impact Toolkit

Evaluating the impact of patient, family and caregiver engagement  
in health systems

[www.evaluateengagement.ca](http://www.evaluateengagement.ca)

# Centre for Innovation in Peer Support

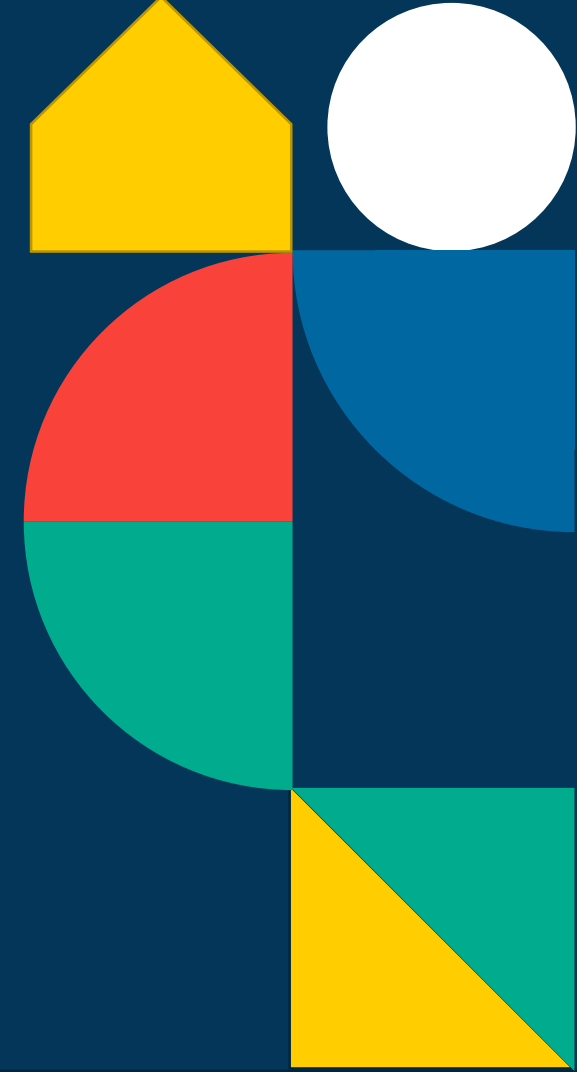
Toolkit Sharing Personals Journeys Public Advisory Engagement

# Centre for Innovation in Peer Support

Compassionate Language for Mental Health and Substance Use:  
Holding People in High Regard

# Centre for Innovation in Peer Support

Experience Based Advisory Workshop



# Thank You!

**Support**  
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