



HEALTH
TAPESTRY

Teams Advancing Patient
Experience: Strengthening
Quality

Teams Advancing Patient Experience:
Strengthening Quality



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TAPESTRY CANADA PARTNER SITES

Vancouver, BC

- Drs John Sloan, Margaret McGregor, Jay Slater, Johanna Trimble
- Population: Inner city, home-bound frail elderly



Montreal, QC

- Drs Gillian Bartlett, Ellen Rosenberg, Mark Roper and colleagues from McGill University
- Population: New immigrant patient population



Sturgeon Lake First Nation, SK

- Dr Vivian Ramsden, Ms Shirley Bighead, Ms Norma Rabbitskin
- Population: Aboriginal health with diabetes focus



Newfoundland/ Alberta

- Drs Kris Aubrey (Memorial University), and Donna Manca (University of Alberta)
- Population: community-based, rural





TAPESTRY Approach

Change enough elements all at once
a multicomponent, interconnected complex intervention





TAPESTRY

Evidence informed program development

Pilots, RCTs, scale-up adaptations

1. Co-design using the persona scenario exercise;
2. Formal consideration of sustainability from start;
 - NHS Sustainability Tool (Kastner M and Straus S)
 - Nose to Tail Tool (Zwarenstein M et al)
3. Developmental evaluation approach applied throughout development phase;
4. Iterative pilot testing with Qual and Quan data collection including adaptations in different sites;
5. Larger scale RCTs





Who are the people of current focus?

- Seniors considered at risk
- People with chronic disease: diabetes and hypertension
- HealthLinks complex medical needs
- New immigrants
- Health promotion
- First Nations



What are my life and health goals?

Including Specific goals, prioritization, targets
(Modelled on Goal Attainment Scaling)

Online or
Volunteer
assisted



Goal Areas

*Diet/ Nutrition

*Physical Activity

Rehabilitation

Smoking/ Alcohol

Medical

Productivity

Social Connection

Other

*MOST COMMON EMERGING AREAS



TAPESTRY volunteer experience





Volunteers help bring a different meaning to the word community based primary health care



CHAP

Cardiovascular Health Awareness Program
Programme de sensibilisation à la santé cardiovasculaire



HEALTH
TAPESTRY

Volunteers in TAPESTRY

The Volunteer Profile:

Volunteers will always work in pairs.

Pairs will consist of an experienced volunteer (often retired nurse, PSW, teacher) and a student volunteer (must be age > 18 with at least 1 year of volunteer experience).

Volunteer Recruitment

Handled by the Volunteer Coordinator at our community volunteer partner organization - Shalom Village Nursing Home

Application, Interview, reference checks

Immunizations Updated

Police Check

Have had 65 volunteers trained so far.

Volunteer recruitment and training: Virtual Learning Centre

The screenshot shows the website vic.healthtapestry.ca. The navigation bar includes links for Topics, Resources, Community, Tools, My Account, and Help. The main content area is titled "Choose a learning module to get started!" and features six colored tiles, each representing a learning module with an icon, title, average time, your time, and last viewed date.

Module Title	Average Time	Your Time	Last Viewed
Introduction	1m 5s	51m 12s	Dec 16th, 2014
Effective Communications	1m 24s	10m 18s	Sep 3rd, 2014
Conflict Resolution	1m 18s	1m	Dec 15th, 2014
Program Implementation	1m 30s	30s	Aug 26th, 2014
Intercultural Communications	1m 13s	13m	Sep 3rd, 2014
Data Gathering Tools	5m 16s	3m 30s	Feb 9th, 2015

Learning Modules:

- Effective Communications
- Health & Safety
- Cultural Sensitivity
- Privacy & Confidentiality
- How to Use an i-pad
- How to administer the TAP Tools in the APP

Use of ehealth technology: one component

McMaster Personal Health Record

TAPESTRY applications:

Goal Setting

Data collection Application – Volunteers

Healthy Lifestyle Apps:

- Exercise
- Sleep
- Diabetes
- Hypertension
- Medications (in development)
- Nutrition (in development)

Volunteer management system

EU-GENIE social community networking





Marianne H.

2015-04-28

Visit Complete

Authenticate PHR

Daily Life Activities

What daily activities do you take part in?

Social Life Index

How do you feel about your social life?

Memory

How is your memory?

Mobility

Do you have trouble moving around?

EQ5D

5 Simple Questions

General Health

How is your general health?

Nutrition

How is your nutrition?

Physical Activity

Do you feel physically active?

Goals

COMPLETED SURVEYS

Advanced Care Planning

[End Survey](#)

Question 1 of 17

Has your weight changed in the past 6 months?

No, my weight stayed within a few pounds

I don't know how much I weigh or if my weight has changed

Yes, I gained more than 10 pounds

Yes, I gained 6 to 10 pounds

Yes, I gained about 5 pounds

Yes, I lost more than 10 pounds

Yes, I lost 6 to 10 pounds

Yes, I lost about 5 pounds

[Back](#)[Observer Notes](#)[Next](#)

Patient:	Address:
MRP:	MRP/ CLINIC FAX:
Date of visit:	
Time:	
Visit: Initial Visit	

TAPESTRY REPORT: ----- (0000-00-00)

PATIENT GOAL(S)

Life Goals: Keeping healthy and mobile so she can continue travelling, line dancing, enjoying time with friends and family and having fun. To get downstairs into her own suite

*Health Goals: - Prevent osteoporosis
- Control asthma with less medications
- Wants doctor to understand "real" blood pressure
- Keep celiac disease in check through healthy eating.*

ALERT: Consider Case Review with IP-TEAM

- Some concerns about hearing loss
- RAPA score less than optimal
- Patient would like to have Advanced Care Planning with physician



KEY OBSERVATIONS by Volunteer

Summary of TAPESTRY Tools

DOMAIN	SCORE	DESCRIPTION
Functional Status	<p><i>Clock drawing test: Normal</i></p> <p><i>Timed up-and-go test score = 1 (0-10s)</i></p> <p><i>Edmonton Frail Scale score = 1 (Robust)</i></p>	<p><u>Edmonton Frail Scale (Score Key):</u></p> <p>Robust: 0-4</p> <p>Apparently Vulnerable: 5-6</p> <p>Frail: 7-17</p>
Nutritional Status	<p><i>Screen II score = 54</i></p>	<p><u>Screen II Nutrition Screening Tool:</u></p> <p>Max Score = 64</p> <p>High Risk < 50</p>
Social Supports	<p><i>Satisfaction score = 18</i></p> <p><i>Network score = 12</i></p>	<p><u>Satisfaction score range: 6-18</u></p> <p><i>(Score <10 risk cut off)</i></p> <p>Perceived satisfaction with behavioural or emotional support obtained from this network</p> <p><u>Network score range: 4-12</u></p> <p>Size and structure of social network</p>
Mobility		MANTY:
Walking 2.0 km	<i>No Limitation</i>	No Limitation
Walking 0.5 km	<i>No Limitation</i>	Preclinical Limitation
Climbing Stairs	<i>No Limitation</i>	Minor Manifest Limitation
		Major Manifest Limitation
Physical Activity	<p><i>Score = 4 (under active regular)</i></p>	<p>Rapid Assessment of Physical Activity (RAPA)</p> <p>Score range: 1-7</p> <p>Score < 6 Suboptimal Activity (Aerobic)</p>

Personal Health Record

The screenshot displays a web browser window with the URL `https://demo.oscarcmaster.org:9096/myoscar/chart/chart.jsf`. The browser shows a "Certificate error" warning. The application interface is titled "Chart" and features a user profile for Lisa Dolovich, born September 8, 1965, with gender Female and username Idolovic2. A navigation menu on the left includes options for Home, Chart, Calendar, Mailbox, and Connections. The main content area has tabs for Summary, Journal, Medications, Allergies, Health Trackers, Immunizations, and Docs. Under "Current Medications" and "Current Allergies", there are empty boxes with "View Medication History" and "View Allergy History" links respectively. The "Health Trackers" section contains three panels for Blood Glucose, Blood Pressure, and Height and Weight, all showing "Updated - Never" and empty graphs. A taskbar at the bottom shows various application icons and the system clock indicating 11:30 PM on 2015-01-07.

THE MCMMASTER PHR

Functions

- Record of Health Data
- Improved Communication with Primary Care Team
- Book on-line Appointments
- Access Medical Records
- Utilize Self Management Tools for DM, HTN, Exercise, Nutrition and other health goals.



Healthy Lifestyles Apps

Agarwal G, Richardson J et al

The screenshot shows the TAPESTRY Healthy Lifestyle app interface. At the top, there is a blue header with the TAPESTRY logo and the text 'Healthy Lifestyle'. Below the header is a dark navigation bar with links for 'Home', 'McMaster PHR', 'Inbox 1', 'Profile', and 'Log Out'. A green 'Help' button with an information icon and the text 'I'm stuck!' is located in the top right corner. The main content area is titled 'Surveys' and 'Select a survey'. A vertical list of survey categories is shown, each with a green vertical bar to its left: 'Goals', 'Diabetes', 'Exercise', 'Hypertension', and 'Sleep'.

This screenshot shows a survey question titled 'Question 3 of 12'. The question is 'Do you monitor your blood glucose?'. The survey progress is indicated by a bar with 'Goals' in green and 'Blood Glucose' in orange. A yellow text box provides a definition: 'Self-monitoring of blood glucose is blood testing done by a person with diabetes using a blood glucose meter/monitor (usually a hand-held machine that tests a drop of blood on a test strip) to determine how much glucose is in the blood. Self-monitoring blood glucose helps people with diabetes and their healthcare professionals make decisions about their medications, diet and exercise in order to achieve good blood glucose control.' Below the question are three radio button options: 'Yes', 'No', and 'Sometimes'. A 'Save & Exit' button is in the top right corner. At the bottom, there are 'BACK' and 'NEXT' buttons.

Who is on my health care team?

Valaitis R, et al

The screenshot shows the EU-GENIE website interface. At the top, there are navigation tabs: Home, Questionnaire, My EU-GENIE, My Network, About, and Contact. Below the navigation is a search bar with the text "Search for groups (e.g. 'community centre' or 'swimming')". A horizontal menu below the search bar includes categories: Activities, Health, Learning, Support, Independent living, and Volunteering.

The main content area features a circular network diagram for a user named "ruta". The diagram consists of concentric circles. The innermost circle is labeled "ruta". Surrounding it are several nodes representing network members, each with a name and a role:

- Inner Circle:**
 - Helen (Neighbour)
 - Vytas (Spouse/partner)
 - Mary (Neighbour)
 - Kalpana (Colleague)
- Second Circle:**
 - Suzie (Other health professional)
 - adult day program GP
- Third Circle:**
 - CCAC Nurse
- Outer Circle:**
 - diana (Nurse)
 - ernie (Other health professional)

To the right of the diagram, there is a section titled "My Network — Friend Centered" with a purple header. Below the header, the text reads: "People with a **friend centred** network are in regular contact with friends, but not family members, and are not very involved with hobby or community groups and activities. They are able to rely on substantial and wide ranging support from their friends and to have some, but not very diverse, options when choosing an appropriate and acceptable type of network involvement."

Below this text is a sub-section titled "In your network" with a purple header. The text reads: "There are 10 network members.. This includes 1 family member, 4 friends and 5 health professionals."

Building a connection



Meeting different people and forming new friendships can help you feel good and improve your health and well being. It can also help reduce feelings of loneliness and boredom, allow you to share your experiences and (hopefully) make you smile.

Filter results by:



[Print Your results](#)

My Results **My Favourites**

Activities

- A** Age UK Bolton - Social clubs
Favourite This [Read More](#)
- B** Age UK Learning and Resource Centre Farnworth - Social clubs
Favourite This [Read More](#)
- C** Bolton USA - Social clubs
Favourite This [Read More](#)
- D** Halliwell History Society - Social clubs
Favourite This [Read More](#)
- E** Kearsley Park Vets Bowling Club - Social clubs
Favourite This [Read More](#)
- G** Older People - Bolton Council - Social clubs

Show Results Within: 1 Mile 2 Miles 5 Miles 10 Miles

TAP-LINKS huddles

TAPESTRY Report

https://mfp.oscarmcmaster.org/11042/oscarmfp/eform/efnformadd_data.jsp?fid=617&demographic_no=99927122&appointment=6parent&ajxd=eform

TAPESTRY Michael G. DeGroot School of Medicine **UNIVERSITY OF MONTREAL**

Patient	TEST, BETTY	Address	111 Sunny St Hamilton,
MRP	Adamczyk, Kris	MRP/Clinic Fax	908 521 5010
Visit	1	Date/Time Of Visits	04/04/14

TAPESTRY REPORT

Patient Goals:
Goal: I Am MOST Willing To Work On Over The Next 6 Months - Either By Myself Or With Support From My Doctor:
Compete in a spring triathlon this summer

Key Information
High Risk of Falls

Social Context
Test Betty is 80 year old. She has no children and is retired. She is living alone.

Volunteer Follow-Up Plan

- Booked follow up appointment.
- Left information for McMaster PHR
- Verified PHR with photo ID

Memory Screen

Do You Feel Like Your Memory Is Getting Worse? Yes
Does This Worry You? Yes

Advance Directives

Do You Have A Set Of Written Advance Directives? Yes
Have You Spoken To Your Family Doctor About Advance Care Planning? Yes
Are You Interested In Having A Discussion With Your Family Physician About Advance Care Planning? No

Summary Of TAPESTRY Tools

DOMAIN	SCORE	DESCRIPTION
Functional Status	Click drawing test: Other Errors Timed up-and-go test score = 4 (patient required assistance) Edmonton Frail Scale score = 10 (Frail) Screen II score = 22	Edmonton Frail Scale: Robust: 0-4 Apparently Vulnerable: 5-6 Frail: 7-17 Screen II Nutrition Screening Tool: Max Score = 64 (<50 at risk)
Nutritional Status	Satisfaction score = 13 Network score = 3	Duke Social Support Index: Satisfaction Score (range 6-16, <10 at risk) - Perceived satisfaction with social network Network Score: (range 0-12) - size and structure of social network.
Mobility	Walking 2.0 km Walking 0.5 km Climbing Stairs	Manny et al Mobility Measure - Categories: No Limitation Preclinical Limitation Minor Manifest Limitation Major Manifest Limitation
Physical Activity	Aerobic Score = 5 Strength & Flexibility score = 0	Rapid Assessment of Physical Activity (RAPA) Scoring: Aerobic: ranges from 1-7 (<6 Suboptimal Activity) Strength & Flexibility: ranges from 0-3

Goals
Of The List Of Both Life And Health Goals We Just Went Through, Can You Pick 3 That You Would Like To Focus On In The Next 6 Months?

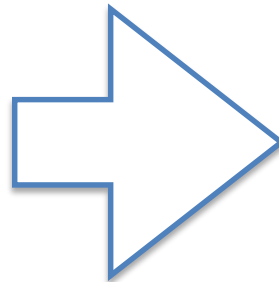
- I would like to exercise daily.
- I want to avoid eating sugar. I think I eat too much
- I would like to overcome this breathing issue. It is making life difficult.

TAP-Links Questions

- Tell Me A Little About What Your Day Looks Like? Getting groceries, medications, recreational activities, visiting friends
- Who Are Your 'Go To' People When You Need Help? Friends and siblings
- What Does A Good Day Look Like For You? Kindness, thoughtfulness, helpfulness
- What is Working Well For You in Managing Your Health Concerns? What Would Help You To Cope Or Manage Better? Things are good. Breathing concerns me.
- What Activities Do You Find Difficult Now That You Did Not 5 Years Ago? What is The Most Pressing Need That You Experience Right Now That You Want Help With? Wish someone could empty the dishwasher so I can quit more
- Have You Had A Fall Within The Last Year? yes, but nothing major. Just slipped on the chair handle.

Volunteer Information And Notes

- Raled Siddiqui
- Marianne Hanon
- Very nice lady. Seemed healthy.



McMasterPHR

Welcome Lisa Dolovich

My Recent Activity

Dependents

Home

Chart

Calendar

MailBox

Connections

Upcoming Appointments

Health Trackers

Blood Cholesterol

Blood Pressure

Height and Weight

McMasterPHR



Example Key Findings:

Patient Goals:

1. Wants to join exercise program
2. Wants to take computer tutorials

Summary of Other Findings:

1. Abnormal clock draw
2. Had a Fall at home in the last year
3. Wants to talk about advance directives with family doctor
4. Often forgets to take prescription medications
5. Inadequate physical activity levels



TAPESTRY experience of team

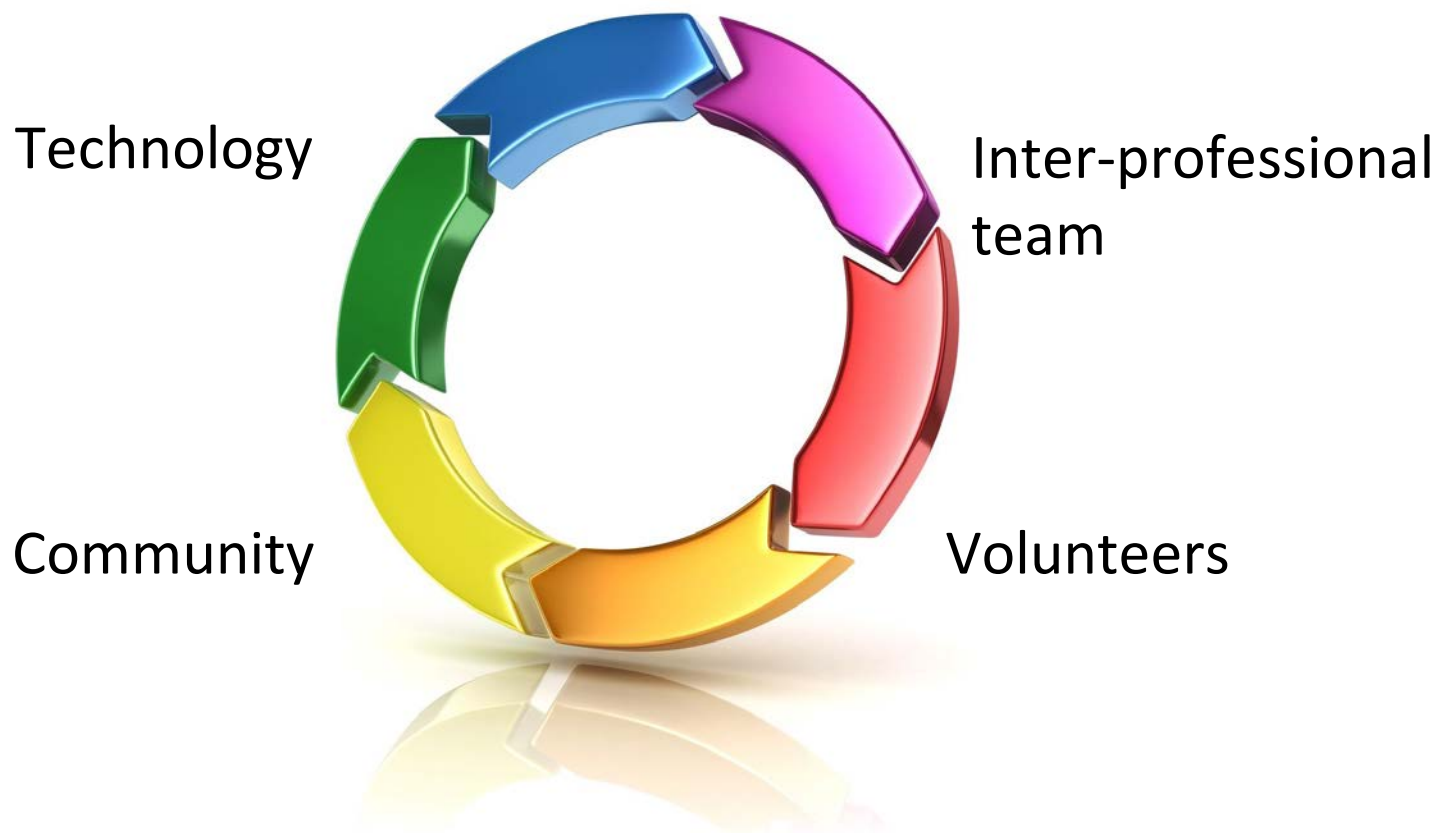


Experience in the McMaster FHT

- Initial reaction
- Changes in organization of the teams
 - Meetings
 - Huddles
 - Electronic information
- New information delivered
- Care planning process (now, ideas for future)
- Team consideration of value / use of volunteers on an ongoing basis



Iterative dynamic interactions



PILOT STUDIES

Older adults

- Phase 1: Recruitment, volunteers, TAP App
- Phase 2: IP team, Goals, McMaster PHR

Diabetes and Hypertension

- Healthy Lifestyle Apps, Goal setting, Recruitment



TAPESTRY Older Adult RCT

Overarching Hypothesis

Better integration of the health and social care systems into a person's life that centres on meeting a person's health goals will result in optimal aging.

Primary Research Question

TAPESTRY Older Adult RCT

What is the effectiveness of the TAPESTRY approach on the **attainment of a person's health goals** in older adult participants compared to people not receiving the TAPESTRY approach?

Hypothesis: goal attainment more likely in TAPESTRY intervention group

Secondary Research Questions

What is the effect of the TAPESTRY approach on:

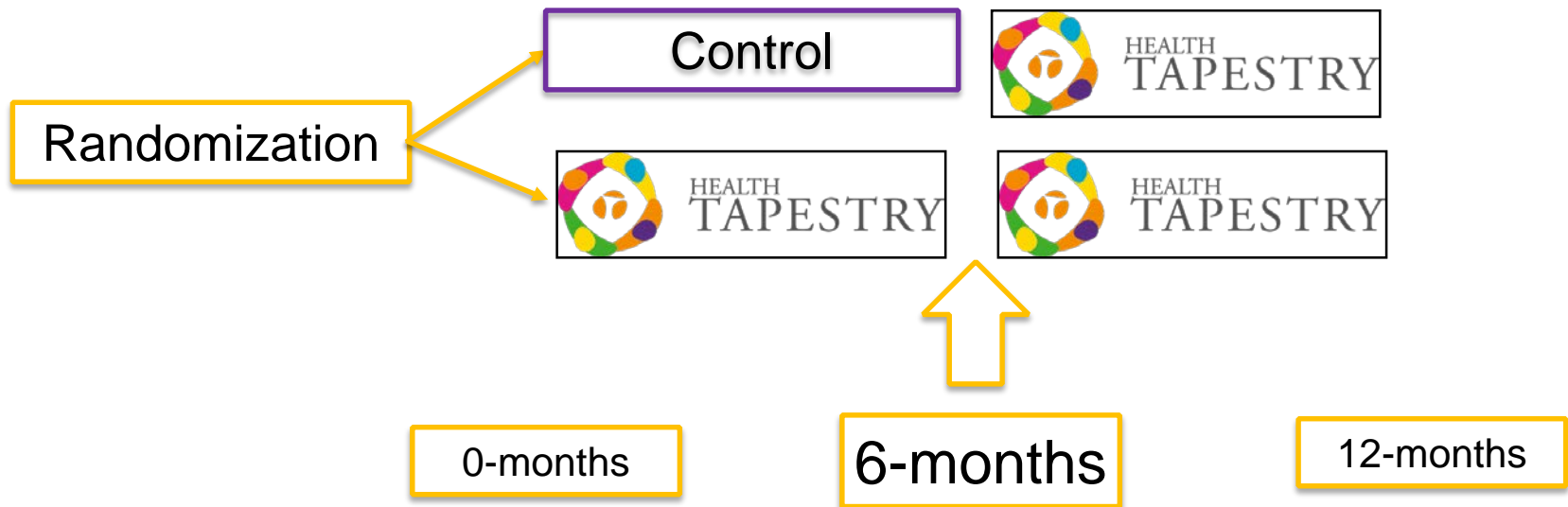
- Optimal aging
- Patient-centredness
- Patient empowerment
- Access
- Comprehensiveness
- Satisfaction with healthcare
- Self-efficacy for managing chronic disease
- Physical activity
- Quality of life
- Social support
- Caregiver burden
- Healthcare utilization

Hypothesis: all outcomes will improve in TAPESTRY intervention group

PLUS: many questions related to implementation research (including fidelity)

Overview of Design

- Delayed intervention pragmatic randomized controlled trial
- Embedded qualitative, descriptive studies
- Sample size estimation = 316





Current Status

1. Pilots in older adults completed, diabetes & HTN underway
2. RCT in older adults in enrollment phase (approx. 170 people enrolled; n=316 target)
3. Pilots underway:
 - Cardio and metabolic disease
 - HealthLinks
 - New immigrants (Montreal)
 - Very frail older adults (Vancouver)
 - First Nations (Sturgeon Lake)
 - Health promotion (collaboration with the BETTER project)
4. RCT proposal focused on diabetes and hypertension in development



Other Research

1. Pillars: Ehealth, volunteers, health care team, community engagement
2. Mental Health
3. Health Economics
4. TAPESTRY Tools
5. Caregiver Burden
6. Advanced Care Planning
7. Medications
8. McMaster Optimal Aging Portal
9. TRIAGE study (led by GERAS) funded—osteoporosis/exercise
10. Late in life care / advanced care planning

LABARGE
Optimal Aging
INITIATIVE

GERAS
CENTRE



HEALTH
TAPESTRY



School of Nursing



UNIVERSITY OF
SASKATCHEWAN



St. Peter's
Hospital

HAMILTON HEALTH SCIENCES



THE
UNIVERSITY OF
BRITISH
COLUMBIA



Michael G. DeGroot
SCHOOL OF MEDICINE



Shalom Village
where you'd like to be...



UNIVERSITY OF
TORONTO



UNIVERSITY OF
ALBERTA



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INnovations
Strengthening
PRimary
Healthcare through
REsearch

