

# PATH

Partners Advancing Transitions in Healthcare  
A first *with* Ontario patients



## Partners Advancing Transitions in Healthcare (PATH): A first *with* Ontario patients

Guidelines for Letters of Intent

July 4, 2011

### Background

When it comes to people's satisfaction with healthcare systems, it is more often about the journey than about the clinical performance of healthcare providers.<sup>1</sup> As more Ontarians with multiple chronic conditions move frequently from one care setting to another, they experience lack of communication and coordination of care leaving them and their families feeling frustrated, confused and forgotten.<sup>2</sup> Through its earlier work, The Change Foundation has identified that these transitions can be problematic, especially if needs are complex and long term. Instead of being shuffled back and forth, people need to be connected to quality care and supported wherever they are. For that to happen, providers and patients must collaborate to make sure patients' journey is smooth and seamless.

The Change Foundation is launching a signature project that will build a provider-patient partnership to identify and address key problem areas in transitions between healthcare settings. It is called Partners Advancing Transitions in Healthcare (PATH) and its goal is to improve people's experience as they move into, out of and across Ontario's healthcare system over time as their health changes. This is a unique endeavour in our province that will focus on improving care delivery *with* patients and informal caregivers rather than *for* them. Patients and informal caregivers will be equal partners and active participants at every stage of the improvement process.

The Change Foundation is an independent health policy think tank that generates research, analysis and informed debate for the stewards, stakeholders and users of Ontario's healthcare system. With a mandate to promote, support and improve health and delivery of healthcare in Ontario, the Foundation is committed to excellence, innovation, collaboration and inclusivity.

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<sup>1</sup> For Patients' Sake: Patients First Review Commissioner's Report to the Saskatchewan Minister of Health." October 2009

<sup>2</sup> "Who is the Puzzlemaker: Patient/Caregiver Perspectives on Navigating Health Services in Ontario." The Change Foundation. June 2009

## **Focus of this call**

The Change Foundation invites a partnership of organizations involved in healthcare and support services in a specified community in Ontario, to submit a proposal. During this project, providers of healthcare and support services and seniors / informal caregivers will come together to identify problem areas of transition within their community and implement improvement methods to make these transitions smoother. For the purpose of this call, 'caregiver' or 'informal caregiver' is used to describe family, friends and neighbours taking care of seniors with chronic health conditions. Formal (paid) caregivers are referred to as 'providers.'

PATH has three main areas of focus:

- a. The target population is **seniors with chronic health conditions** who have multiple and frequent interactions with the healthcare system
- b. The focus of improvement is **transition points** between and among healthcare settings and services, such as hospital, home, rehabilitation, long-term care, primary care, etc.
- c. The project is seeking **a broad partnership between and among healthcare providers, patients, informal caregivers, and local stakeholders** who will come together to identify and address problem areas in transitions from one healthcare setting to another.

PATH is a signature project to which The Change Foundation has committed significant resources. The Change Foundation will select one community, represented by a coalition of partners, and will provide resources to build and support the provider-patient coalition, engage patients and caregivers in co-design, provide process design and improvement expertise, and will be intimately involved in project implementation. Questions and inquiries regarding the project are welcome during the submission period.

## **Goal and objectives**

The goal of this project is to improve the experience of seniors with chronic health conditions and their informal caregivers at key transitions between healthcare settings and services. By March 2014, PATH will achieve the following objectives:

- a. Understand the changing needs of seniors with chronic conditions and their caregivers by mapping their journey as they move from one healthcare setting to another;
- b. Identify challenges in transitions from one sector to another by engaging seniors with chronic conditions/informal caregivers and healthcare/support providers;
- c. Make improvements in patient and caregivers' experience of navigating the healthcare system using quality improvement methodology and the principles of co-design;
- d. Create or advance a broad partnership among healthcare providers, patients, informal caregivers and other local stakeholders to ensure continuous improvement in care delivery.

## Scope

The Change Foundation has made a strategic decision to “go deep and steep” and focus the project in one community. To reflect the continuum of care, the Foundation is looking for a collaboration of multiple providers involved in care for seniors, involving multiple points of transition. The scope of this project should be broad enough to be generalizable for uptake by other communities, but focused enough to be of practical use to the community and be manageable for participating organizations.

A lead organization will submit the LOI on behalf of the partnership. All partnering organizations will be identified in the PATH Partner Profile form, which is part of the application package. The work in the selected community will start in April 2012 and will be completed in March 2014.

## Selecting the Community

The PATH community will be selected through a two-stage process: a call for interested partnerships to submit Letters of Intent (LOI) followed by a Request for Proposals from those whose LOI appear most promising. The following is a tentative timeline for LOI submission and the evaluation of full proposals.

Event	Anticipated Dates
LOI announcement	July 4, 2011
Webinars for potential applicants	August and September 2011
LOI submission deadline	October 14, 2011
Feedback to LOI applicants on review results	November 1, 2011
Invitation to submit full proposals	November 15, 2011
RFP submission deadline	February 28, 2012
Feedback to RFP applicants on review results	March 30, 2012
Announcement of selected community	April 5, 2012

## LOI Review Process

1. The LOIs will be reviewed and rated according to the following criteria:
  - Relevancy: The LOI addresses patient experience transitioning from one sector to another and targets care for seniors with chronic conditions.
  - Clarity: The proposed care delivery co-design work is clearly described. Main goals of the project are clearly identified.
  - Collaborative: The proposed model is a collaboration/partnership with a number of organizations across the care continuum in the selected community.
  - Capacity: There is evidence of a partnership building culture and capability in the community.

- Commitment to co-design: Patient/caregiver partnership in the co-design is clear throughout the proposed project.
  - Leadership commitment: There is evidence of leadership commitment to ongoing improvement of healthcare delivery (e.g. previous quality improvement project involvement).
  - Completeness: Submission complies with format requirements and includes all appropriate documentation.
2. LOIs will be shortlisted based on the results of the review.
  3. Site visits to selected communities may be conducted to further rate and assess the submissions.
  4. A small number of the highest rated submissions will be invited to submit full proposals.

### **LOI Submission Process**

1. Contact Genevieve Obarski at 416-205-1564 or email [gobarski@changefoundation.com](mailto:gobarski@changefoundation.com) to let us know you are interested in submitting an LOI so we can include you in further communications.
2. The Change Foundation encourages you to contact staff with questions and participate in informative webinars in August and September (date and time TBD).
3. Complete the Submission Template to describe the proposed partnership and the project. Limit this portion of the submission package to no more than 4 pages, size 12 font, 1" margins on letter-sized paper.
4. Complete PATH Partner Profile form to describe the key partners of the proposed project.
5. Solicit and attach letters of support from at least three partner organizations / collaborators who will join you in the proposed project.
6. Send the application package – LOI Submission Template, PATH Partnership Profile form and three letters of support to [gobarski@changefoundation.com](mailto:gobarski@changefoundation.com) no later than **2PM on Friday, October 14, 2011.**

#### References:

The Change Foundation. *The Storyboard – Implementing The Change Foundation Strategic Plan, Hearing the Stories, Changing the Story*. 2011.

<http://www.changefoundation.ca/docs/storyboard.pdf>

The Change Foundation. *An Integration Journey: What does the research say? What do patients and their caregivers say?* 2009.

<http://www.changefoundation.ca/docs/HospicePalliativeCare.pdf>