

# Building Networks of Care

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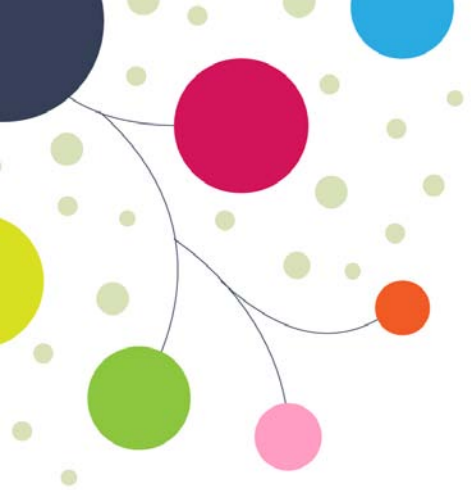


# Outline

Collaboration - SEHC and Tyze

Rationale and Approach to Research

Barriers and Facilitators



# Saint Elizabeth Health Care



CARE TO BE AMAZED

# Saint Elizabeth Health Care

- A Canadian not-for-profit charitable organization
- Caring for communities since 1908





A century of experience

Values of compassion  
and respect



Caring across cultures  
and communities

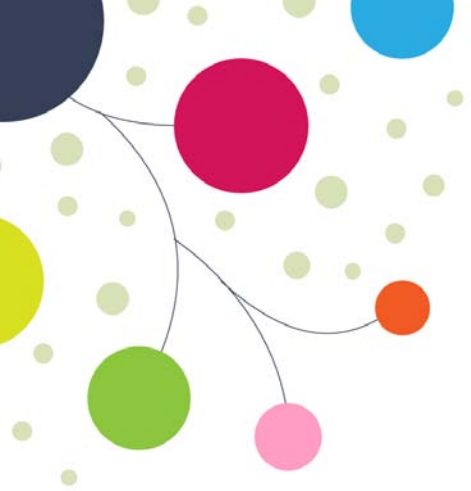


Clinical and  
operational  
excellence

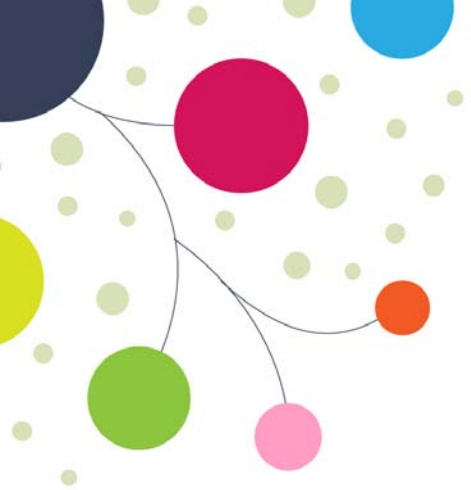
# Leadership in community health care



- #1 provider of home and community care in Ontario
  - 5,000 multidisciplinary staff
  - 5 million visits annually
- Nursing, Supportive Care, Therapies
- Education/Consultation, Research



# Why this Partnership?



# Tyze Personal Networks



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# What is Tyze?

- Tyze provides secure, online personal networks of support
- Relationship centered with involvement of family, friends and those close to use



CARE TO BE AMAZED



# Our Experience

- Tyze is based on 20 years of hands-on experience creating support networks.
- Tyze is motivated by learning and research, and the desire to extend the work of PLAN Institute.
- Tyze technology is based on real-world experience, and is delivered hand-in-hand with content and support.





### Ken's Community

This network is to support Ken's dreams and interests, to help him in his daily activities, and to enrich his life and ours.



[Ken Anderson](#)



[Joe Bothwell](#)



[Paul Denman](#)



[Tyze Tour Guide](#)

## Contribute

Use the Contribute section to post tasks that you need help with, or claim a task if you're able to lend a hand.

### Goal | Take Ken to A Seahawks Football Game

[Buy Tickets Online](#)

[Claim this task](#)

[Arrange Transportation](#)

Tyze Tour Guide is working on this.

[Create an Game Event in the Calendar](#)

Joan Anderson is working on this.

[Pack a Picnic Lunch](#)

Tyze Tour Guide completed this task.

[Need someone to be in charge of passports](#)

Tyze Tour Guide completed this task.

### Goal | Go Camping!

There are currently no tasks assigned to this goal.

### Goal | Prepare Joan and Ken's house for the new puppy

[Enroll puppy in obedience school](#)

[Claim this task](#)

Welcome Joe!



[My Profile](#)

[Private Messages \(0\)](#)

[Administer Network](#)

[Invite New Member](#)

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[Help](#)

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[Network Message](#)

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[Goal](#)

[Task](#)



### Ken's Community

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[Ken Anderson](#)



[Joe Bothwell](#)



[Paul Denman](#)



[Tyze Tour Guide](#)

## Calendar

Use the Calendar to post events, birthdays and appointments, so that everyone on the network can see what's coming up in the days and weeks ahead. The RSVP function makes it easy to organize group events.

Month Week Day

September 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2 Network...	3	4
5	6 Can some...	7	8	9	10	11
12 Help Ken... Create a...	13	14 Enroll p...	15 Buy Tick...	16	17	18
19	20	21	22	23 Arrange...	24	25 Aquarium...
26 Take Ken... Pack a P...	27	28	29	30		

Legend: Event Goal Task

Welcome Joe!



[My Profile](#)

[Private Messages \(0\)](#)

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### Help

Send

[Network Message](#)

[Urgent Message](#)

[Private Message](#)

Add

[Event](#)

[Task](#)

[Goal](#)

### Upcoming Events

[Pack a Picnic Lunch](#)

September 26, 2010 - 6:00am

[Arrange Transportation](#)

September 23, 2010 (All day)

[Aquarium Trip](#)



### Ken's Community

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[Ken Anderson](#)



[Joe Bothwell](#)



[Paul Denman](#)



[Tyze Tour Guide](#)

## Stories & Photos

Read stories and view photos here. We hope you'll take a few minutes to post a story of your own, with photos too.

### Story | An outing of wonder and learning



[Paul Denman](#)  
posted 9 days ago



Ken was amazed at the size of the Vancouver Public Library as we walked up the entryway. He remarked how it was as big as a castle!

Me and Ken walked into the beautiful bright atrium and saw kids launching paper helicopters from an air tube at the bottom by the kids section. We went down and Ken got to launch one himself. He thought it was amazing how it shot up then fluttered down like a butterfly.

[Replies \(2\)](#) | [Read More](#)

### Story | Ken's New Puppy



[Marcia Grey](#)  
posted 86 days ago



Hey everyone!

Welcome Joe!



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[Private Messages \(0\)](#)  
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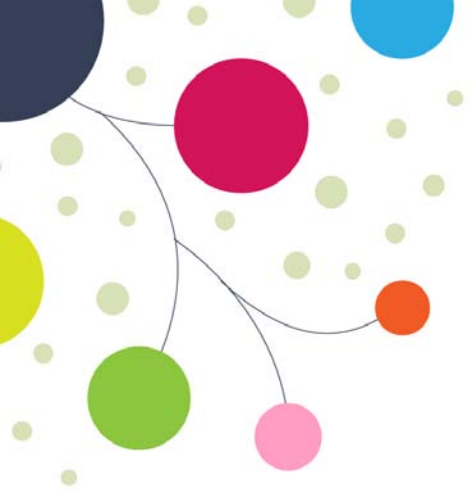
[Add](#)

[Story](#)



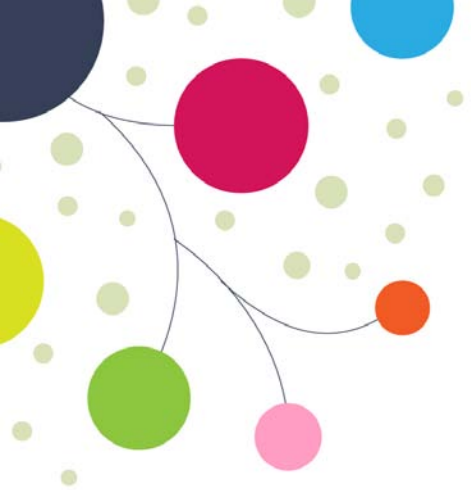
Tyze networks create and strengthen connections for anyone, including:

- People experiencing life challenges.
- The family and friends who love them.
- The caregivers and organizations that support them.



# Networks of Care Research Project





# Why this partnership?

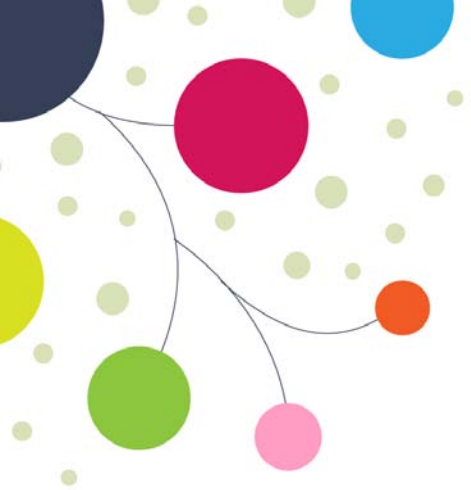
IT MEETS NEEDS



# Research Questions

- How can we use Tyze in a home care setting?
- How can Tyze make a difference for family caregivers in this setting?

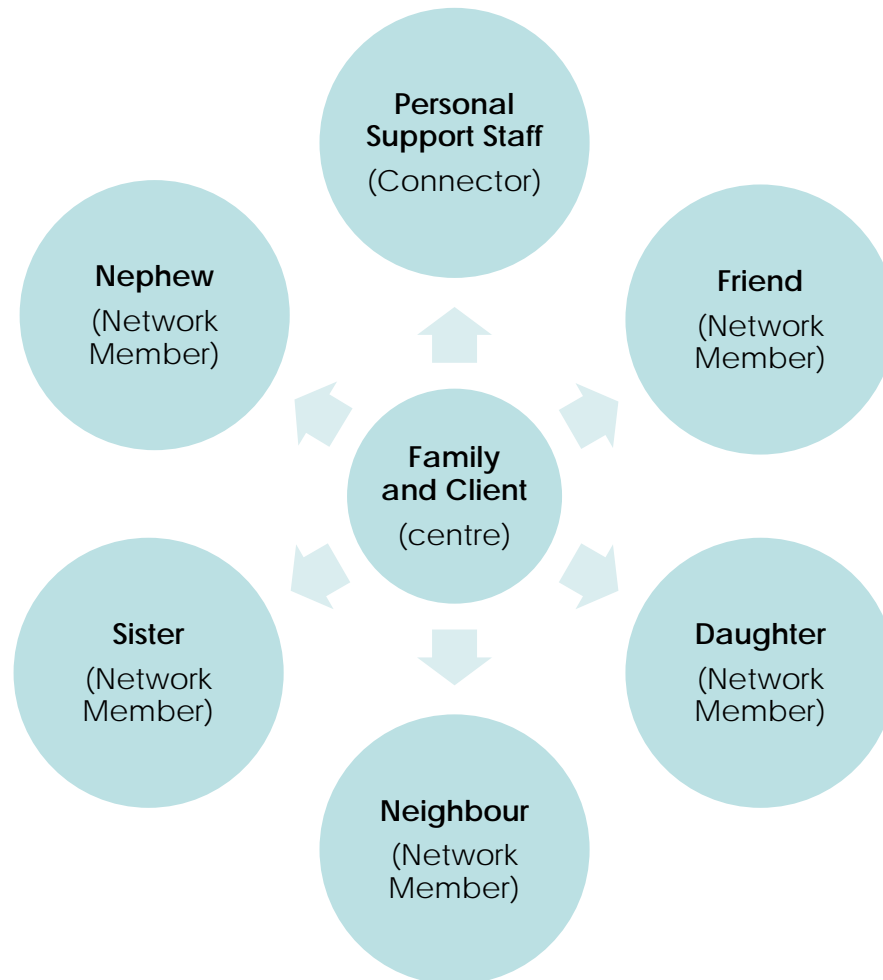




# How it works...for now

- PSWs trained to use Tyze
- PSW works with families of home support clients to build networks
- 6 home visits

# Tyze in a Home Care Setting



# Graham's Gaggle

**Grahams Gaggle**  
This network is for Graham



To support Graham and Mabel care for each other and connect with their family

network administrator  
**Natasha Moore**



## Stories & Photos

Read stories and view photos here. We hope you'll take a few minutes to post a story of your own, with photos too.

### Story | My visit with Graham on January 25



Angela  
posted

Il am sitting here with Graham while Mable is taking a nap. I was tell Graham all about the Network called Tyze. I told him this a tool that we can all use to communicate with each other and exchange information. Mable is also using to arrange appointments and as a calendar for up coming events. He laugh and said why not just pick up the phone and talk to people. I explained to him that everyone is very busy and not always at home at the time you are calling. The girls are able to access this from work rather then waiting until they get home. We can

[Replies \(1\)](#) | [Read More](#)

### Story | Dad's Home!!



Sarah (Karen) Ray  
posted 48 days ago

Hi All....just want to let you all know that Dad is home from the hospital and feeling better each day....Mom is struggling though so we need to find some services for her.....

Also they got mixed up on their visit times to the Alzheimer's specialists this week.....couldn't find the office, so just went home

Also, Mom is reluctant to have the CCAC services come in to help....doesn't want any strangers in her home!!

any ideas?

Sarah

Welcome Natasha!



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[Private Messages \(1\)](#)

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**Network Dashboard**

[Administer Network](#)

[Invite New Members](#)

**Help**

**Send**

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**Add**

[Story](#)

## Contribute

Use the Contribute section to post tasks that you need help with, or claim a task if you're able to lend a hand.

Welcome Claire (Kerry)!



[My Profile](#)

[Private Messages \(0\)](#)

[Logout](#)

### Network Dashboard

[Administer Network](#)

[Invite New Members](#)

[Create New Network](#)

### Help

### Send

[Network Message](#)

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### Add

[Goal](#)

[Task](#)

### Goal | Bolling at community centre

There are currently no tasks assigned to this goal.

### Goal | Mabel to attend Alzheimers Society Meeting

Buy tickets to Alzheimers Society ...

[Claim this task](#)

Take care of Graham

[Claim this task](#)

Ride to Alzheimer Society Meeting

[Claim this task](#)

### Individual Tasks

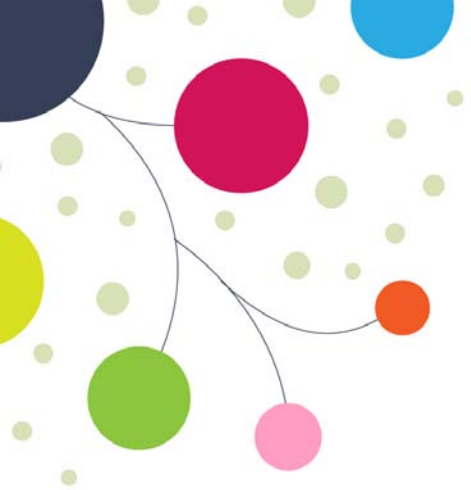
takeing Mable to the Senior ...

[Claim this task](#)

Drs appt need a ride.

Margaret

is working on this.



# Methodology

## Process and Outcome Evaluation

# Logic Model

Inputs	Activities	Outputs	Short term outcomes	Mid Term Outcomes	Long Term Outcomes
P SS Supervisors Management Tyze Trainers Tyze Project Staff SEHC project staff Tyze memberships Families Clients Network Members	-Recruiting PSWs -Interviewing PSWs -Engaging managers in project -One day training course -Develop training and skills manual -Identifying training activities needed for PSWs -Recruitment of Families and clients Tyze visits from workers	# of PSS interviews # of workers trained Satis. with training # using with clients and families Developed training and skills manual for Tyze in home care # of check in calls # of PSS training hours logged and content # of drop outs  # and type of recruitment strategies used; # of recruitment activities Identify success of different recruitment strategies used # and type of changes made to platform # of caregivers and clients # of networks Tyze analytics (logins) PSW visits User satisfaction and perceived benefits	Increased understanding of organizational barriers, facilitators and capacity for using Tyze	Increased collaboration between formal and informal  Increased caregiver well being  Increased support for caregiver	Sustained use of Tyze by participants  SEHC able to offer to clients and families – a standard part of 'service package'



# Caregiver Outcomes

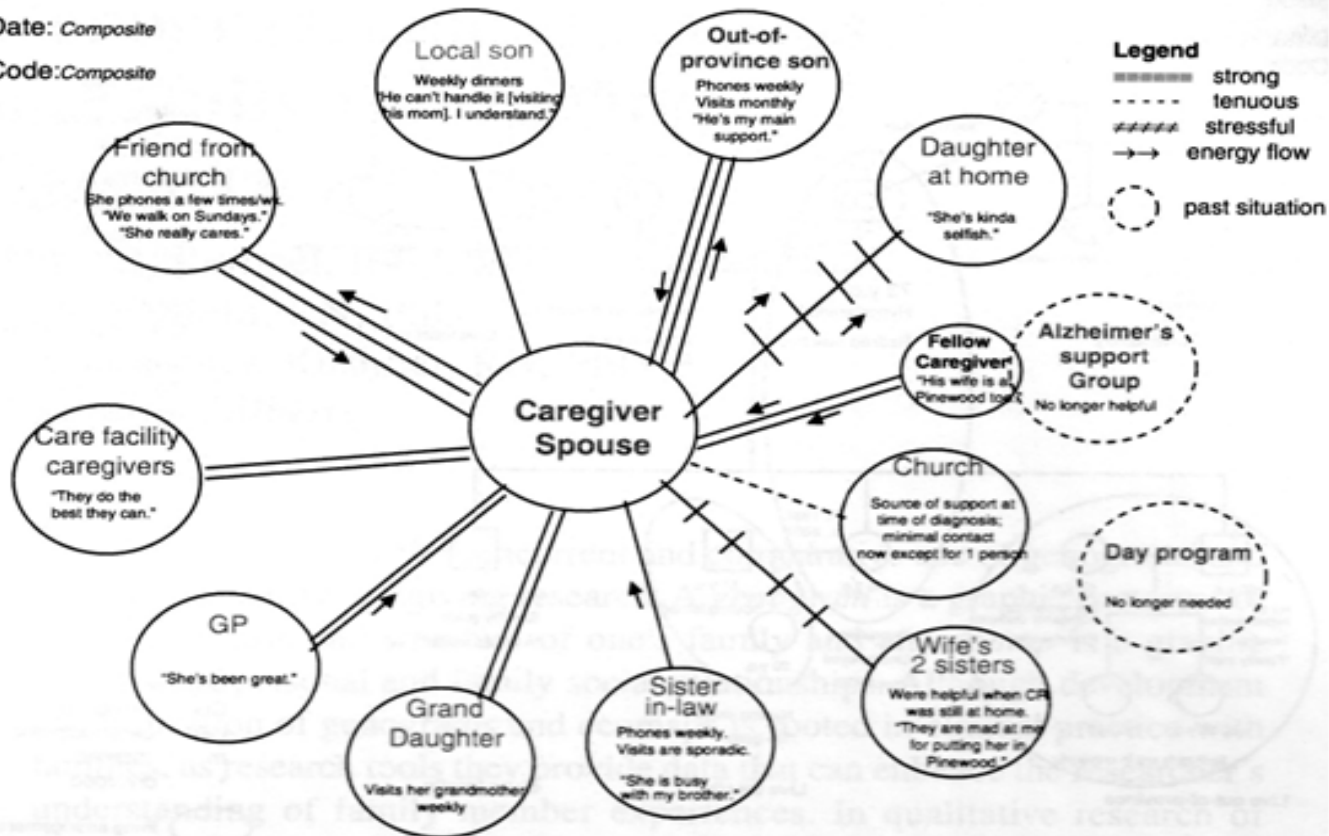
- **Qualitative Interviews**
- **Quantitative**
  - Caregiver Well-Being (Tebb, 1995)
  - Arizona Social Support Interview (Barrera, 1981; Cohen et al. 2000)
  - Eco maps (Rempel et al., 2007)

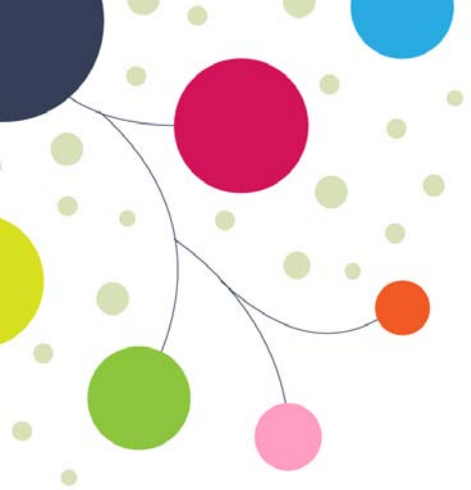
# EXAMPLE OF ECOMAP

From Rempel et al. (2007)

Date: Composite

Code: Composite





# Process Evaluation Findings

## Implementation Barriers and Facilitators



# Key Lessons Learned

- **Time**
  - Standard barrier!
  - Amazing strength
- **Timing**
  - When to introduce
  - Timing of training vs recruit. clients
- **Training**
  - Computer familiar staff and family
  - Missed a step



# Next Steps

- Multiple recruitment strategies
- Who is Tyze 'right' in home care?
- Shifting culture of care (organization)

# Questions/Comments





# Contact Us!!!

To learn more about **Networks of Care** project:

[Natasha@tyze.com](mailto:Natasha@tyze.com) or [Kerry@tyze.com](mailto:Kerry@tyze.com)

To learn more about **Saint Elizabeth's Health Care**:

[www.saintelizabeth.com](http://www.saintelizabeth.com)

To learn more about **Tyze Personal Networks**:

[www.tyze.com](http://www.tyze.com)



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