

Education and Learning

“It starts with not defining people by their diseases. None of us should be defined by one aspect of our lives. The labels don’t help. So it’s not about the ‘diabetic in room 7.105’, but a real person with a name and a thousand other things LIVING with diabetes.”

– KATE PETTAPIECE, ADVANCED PRACTICE NURSE



Bridgepoint has a long and rich history of clinical education and academics. In the last decade we have seen increases in clinical education and academic appointments. Our vision is a unified approach: Creating a community of complexity experts through education and learning.

We embrace thinking about and working with complexity, which informs our approach to learning, supported by four tenets:

Systems thinking

Person-centredness

Change management

**Collaboration in practice,
leadership and learning**

Now, as part of Sinai Health System and a fully affiliated academic hospital, our capacity to build on our vision has increased exponentially. As we become a centre of excellence in complexity, we will disseminate our interprofessional approach to teaching and learning across the system to improve care.

Patients

“My care team really took the time to explain things to me. I learned how a stroke affects your brain, and it helped to set expectations for me and my family.”

– ERINTHOMPSON, FORMER PATIENT

Learning from patients and families: Experience-based co-design of the admission process

As a participant in the Canadian Foundation for Healthcare Improvement’s (CFHI) Partnering with Patients and Families for Quality Improvement Collaborative, we are turning the table and learning directly from care recipients in a new initiative to enhance care delivery.

Based on feedback from a patient satisfaction survey, we identified an opportunity for improvement in transitions in care. The goal is to capture and understand the patient and family experience at admission, and then partner with them to co-design the first 48 hours of their hospital stay.

“For the average person, entering the healthcare system is like arriving in a foreign country as you struggle to figure out what to expect,” says Nancy Evans, a family advisor. “The clinicians’ perspective can be very different than ours. To establish exceptional experiences, patients and families need to be an equal contributor in process improvements.”

Read more at bridgepointhealth.ca/education



2,675

hours of patient visits delivered through
Ontario Telemedicine Network



72

patient education sessions on our
stroke unit

Students

“You learn how to dig deeper here – in the sense of really connecting to the patient and their needs.”

– JOANNE, OCCUPATIONAL THERAPY STUDENT

The building blocks of interprofessionalism: A new curriculum for international nursing students

Internationally educated nurses (IENs) have a long history of learning at Bridgepoint, coming in instructor led groups to the hospital for almost a decade. We continue to build on this history and our reputation for excellence in integrated, multi-disciplinary care. And thanks to a great partnership with George Brown College and funding from the Ministry of Citizenship and Immigration, we are creating a curriculum that introduces the concepts of interprofessional practice in the context of the Canadian healthcare system.

We are working with UHN, George Brown and the Centre for Interprofessional Education at University of Toronto to help design a program that will be rolled out to IENs at Algonquin, Centennial Fanshawe and Mohawk Colleges. Through this project, 180 IENs will be exposed to a curriculum that will support their skills in interprofessional collaboration and care.

Read more at bridgepointhealth.ca/education



813

students attended interprofessional lunches



103,348

student hours, that's over 11 years of teaching



280%

increase in our medical resident hours

Bridge to Home:

Patient program helps us better understand our healthcare system

Transitioning back home after an extended hospital stay can be difficult for any patient, but this is especially true for our elderly patients who may be frail, have multiple chronic conditions, and taking multiple medications. Imagine if there was a comprehensive interprofessional team of clinicians to follow your patients and support your discharge recommendations after returning home? Imagine having access to ongoing information and updates about your patients once they have returned to the community?

The Bridge to Home (B2H) program seeks to ease the transition from hospital to home by engaging with patients and families prior to leaving the hospital and then following-up with them once they have returned home. The primary function of the team is to provide ongoing support with navigating the healthcare system. They also act as a liaison among hospital staff, patients and their families, community care providers, social service agencies, and family physicians.

This demonstration project, supported by funding from the Ontario Medical Association and the Ministry of Health and Long-Term Care, features an interprofessional team that is trying to understand the myriad challenges – both medical and social – that patients and families encounter when they are discharged from the hospital. Through the program, system-level gaps and challenges are being identified and new approaches are being implemented and evaluated. In the end, everyone – patients, families, and clinicians – benefits from a better integrated, more efficient and seamless system.

Read more at bridgepointhealth.ca/education



Research

“As a physician and a scientist, Bridgepoint presents the opportunity to work in a living laboratory where we can model, test and evaluate our research in a way that we see our results in action.”

– DR. ROSS UPSHUR, SCIENTIFIC DIRECTOR

The Bridgepoint Collaboratory for Research and Innovation is addressing problems that arise as a result of a healthcare system that is heavily focused on treating one condition at a time. Our state-of-the-art hospital provides us a “living laboratory” that allows our researchers to connect directly with patients and the clinicians working with them. Our focus is on changing policy, creating best practices and developing new tools to help these patients.

Our projects are as varied as:

- Understanding how patients with many conditions move through the system. How do they receive care - from family doctor to specialists, through acute care, rehab and to home care? Can we improve patient’s and practitioner’s understanding of the system?
- Can stroke rehab be improved for patients with multiple conditions? How can we support our clinicians as they experience complexity first-hand?
- How does the design of a healthcare facility impact patients with multiple chronic conditions? Should there be standards in future design projects to ensure they incorporate health and wellness?

Read more at bridgepointhealth.ca/education



30 publications, more than four times what we published in 2010



16 conferences and symposia



1 new Scientific Director

Staff

“Complexity – we see it in people: we interact with just about everybody – staff, patients, visitors. And we see it in equipment and materials we use. Everything is always changing, so we have to keep learning, but that keeps things interesting.”

–THAN, ENVIRONMENTAL SERVICES

Dementia care training sessions: Proactively responding to mental health knowledge gaps

Caring for a patient with dementia can be incredibly challenging. Caring for a patient with dementia, in addition to various complex health conditions, is even more challenging. Our annual education survey revealed that professionals across the organization were struggling to effectively care for this growing patient population.

Staff reached out to the Alzheimer Society of Toronto’s dementia care training program. Over 40 interprofessional staff were taught the general aspects and effects of dementia, as well as approaches and strategies to best diffuse responsive behaviour – enhancing their knowledge to help them provide the highest-quality care.

Inspired by these sessions, we have now developed a dementia support resource team that acts as an online community. Unit champions share their knowledge, based on best practice and research, and also consult with colleagues on management and strategies.

Read more at bridgepointhealth.ca/education



85 academic and clinical research appointments



12,205 educational hours using Ontario Telemedicine Network

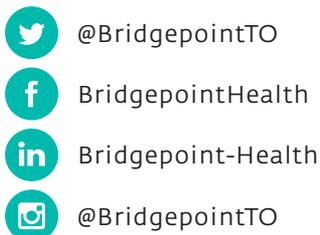


492 hours of face-to-face professional development



Bridgepoint Active Healthcare is an internationally recognized healthcare and research centre that focuses exclusively on research, care and teaching for people with complex health conditions.

As part of Sinai Health System, also comprised of Mount Sinai Hospital, Lunenfeld-Tanenbaum Research Institute and affiliate Circle of Care – we are working together to create a premier exemplar of an integrated health system that provides better, more coordinated care for its patients. www.sinaihealthsystem.ca



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