Welcome to the RGP of Toronto network webinar!

The presentation will begin in a few moments. Here are some tips:

• To ask a question during the webinar, type into the “Chat” box

• A fast, wired internet connection is best – slow connections might cause poor reception and gaps in audio or video

• Please use the background music to adjust the volume of your audio. If you cannot hear sound, try the following:

  1) Check the “Hardware and Sound” folder in your computer’s “Control Panel” – check if you are muted, if the volume is set at a good level, and if your playback device is set to be the system’s “default”

  2) Close and restart the webinar

  3) Close and restart the webinar in a different browser (Internet Explorer vs. Google Chrome vs. Mozilla Firefox)

  4) Let us know if you need additional help by typing into the “Chat” box
RGP of Toronto Network Webinar

*Promoting Senior Friendly Care Using a Creative Simulation-based Approach*

December 2 2016

Steve Sottile  Patient Partners Program at UHN
Christa Haanstra  The Change Foundation
Audrey Gottlieb  The Michener Institute of Education at UHN

@TheChangeFdn  @MichenerInst
#ExpAging
Meet today’s facilitators......

Steve Sottile  
IT Infrastructure Executive 
Caregiver and Team Member  
Patient Partners Program at UHN

Christa Haanstra  
Executive Lead for 
Strategic Communications  
The Change Foundation

Audrey Gottlieb  
Coordinator of New Continuing 
Education Programs  
The Michener Institute of Education at UHN

To ask a question during the webinar, please type into the “Chat” box
Enough about us...

What brings each of you here today?

A) Personal passion for senior-friendly care
B) Your organization has made senior-friendly care a priority
C) Instructed to attend (*please post why in chat box!)
D) Other (*please post in chat box!)
Let’s get our minds rolling...

In my work / practice, I feel that I truly understand the patient’s point-of-view and experience.

1 – not at all
2 – a little
3 – somewhat
4 – a great deal
5 – completely
A Caregiver’s Perspective

“Though I am present at most visits, advocating for her and acting as an information ‘safety net’, I am **terrified** when she attends on her own.”

*Let’s continue our progress towards senior-friendly care – with a novel, creative approach!*
Ontario’s independent policy think tank – committed to changing the debate, practice and experience in health care – with the intent of prompting system-wide improvements for patients and caregivers.

Canada’s:
- Only post-secondary institution devoted exclusively to health sciences education
- First educational institution embedded within a hospital network

Aging Simulation Experience

Experiencing Aging
A Health Care Reality Check
Experiencing Aging: Emergency Care

Health care services are created with the patients in mind, RIGHT?
Let’s Debrief...

1. Initial reactions
2. Implications
   - How did it change your thinking?
   - What implications do you see for your organization?
Now What...?

Simulation
Put your health services to the test to inform improvement

Aging Simulation Experience

Video Series
Start the conversation in your organization

Experiencing Aging
A Health Care Reality Check
Let’s revisit our question...

In my work / practice, I feel that I *truly* understand the patient’s point-of-view and experience.

1 – not at all 😣
2 – a little 😞
3 – somewhat 😊
4 – a great deal 😊😊
5 – completely 🎉
Questions and Discussion......

Christa Haanstra  
chaanstra@changefoundation.ca

Audrey Gottlieb  
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@TheChangeFdn  
@MichenerInst  
#ExpAging

www.rgp.toronto.on.ca
www.seniorfriendlyhospitals.ca
Thank you for attending this webinar!

You will receive a quick evaluation survey by email – please share your suggestions and topics for future sessions.

A link to presentation slides and a recording will be provided after completing the evaluation.

Please save this date and join our next webinar (and part two of today’s discussion) on **Thursday January 19 2017 at 12-1pm**

Rules of Engagement:
*Essentials to consider when starting or running a patient engagement initiative*

**Cathy Fooks**, President and CEO, The Change Foundation

If you have additional questions, contact *[ken.wong@sunnybrook.ca](mailto:ken.wong@sunnybrook.ca)*

[www.rgp.toronto.on.ca](http://www.rgp.toronto.on.ca)  
[www.seniorfriendlyhospitals.ca](http://www.seniorfriendlyhospitals.ca)