



International Foundation  
for Integrated Care  
*IFIC Canada*

HSPN



Health System  
Performance  
Network



# The Critical Role of Partnering with the Volunteer Sector to Enable Integration

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December 20, 2022 from 12:00 – 1:30 PM EST



International Foundation  
for Integrated Care  
*IFIC Canada*

## IFIC Canada Co-Founders



**Jodeme Goldhar**  
*@JodemeGoldhar*



**Walter Wodchis**  
*@WWodchis*

# WELCOME!

## *How to Take Part in the Virtual Community*

Please use the  
**chat box**  
to introduce  
yourself,  
ask **QUESTIONS**,  
and **CONTRIBUTE**  
throughout the  
session. 

&

Share your thoughts on  
social media using the  
hashtags:  
**#IFICCanada**



Please send chat messages to **all panelists and attendees**  
so everyone can see

If you are replying in the chat box to someone else, please start your  
comment with **@[theirname]**



# Land Acknowledgement

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We acknowledge the land on which we are hosting this meeting is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

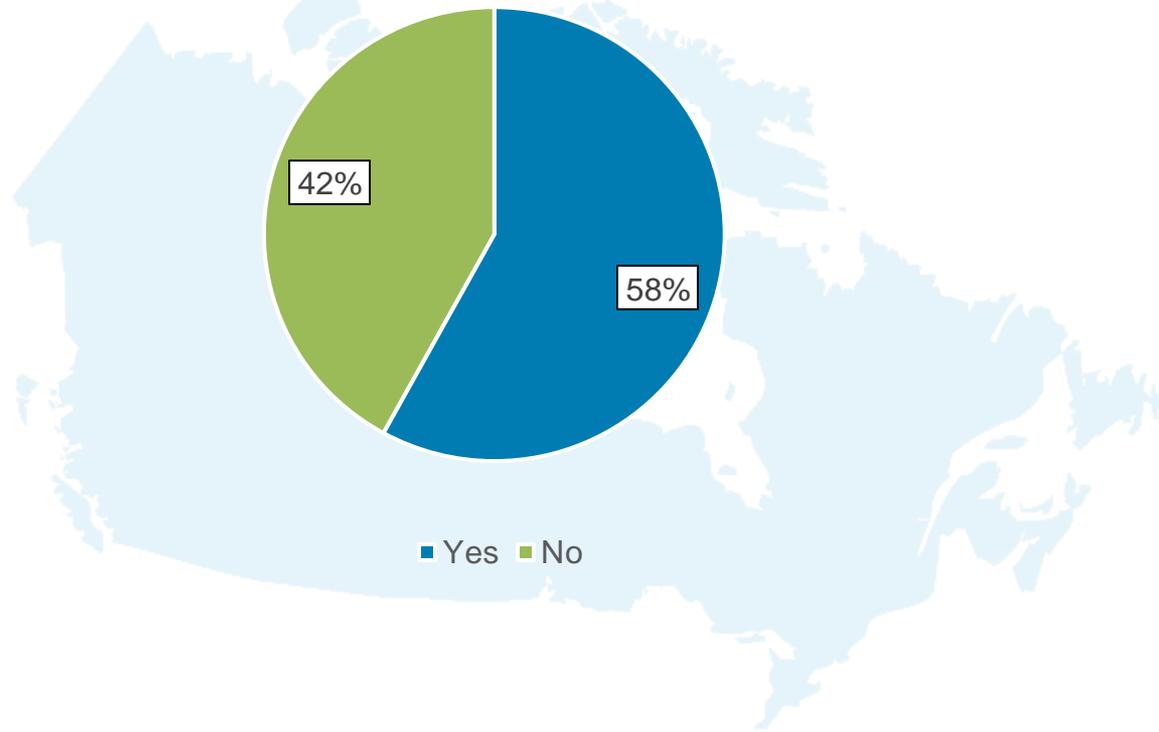
We acknowledge that Canada is home to many diverse First Nations, Inuit and Métis peoples, and that each of you are joining us from one of those many traditional and treaty territories.

We are grateful to be able to come together in this way.

# Poll Results: We'd Like to Know...

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Is This Your First Time Joining  
the Virtual Community?



# What is the Virtual Community about?

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## OUR PRINCIPLES

- Connect those with an interest in Integrated Care
- Provide opportunities to learn from leaders in healthcare: including clinicians, policy makers, academics, patients and caregivers
- Develop the skills and capabilities to produce better, people-centred, co-designed integrated care
- Celebrate current integrated care practices throughout North America
- Identify global best practices and how they can be adapted to the context of North America
- Identify the learning needs of the community, and create learning opportunities with these needs in mind

Find out more at: <https://integratedcarefoundation.org/ific-canada>

# Previous Sessions

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Global Tour of Integrated Care & What it Means for Us



The Importance of Co-Design to Realize the Full Potential of Integrated Care



Primary Care's Role within Integrated Care

# Previous Sessions

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Digital Health & Technology in Integrated Care



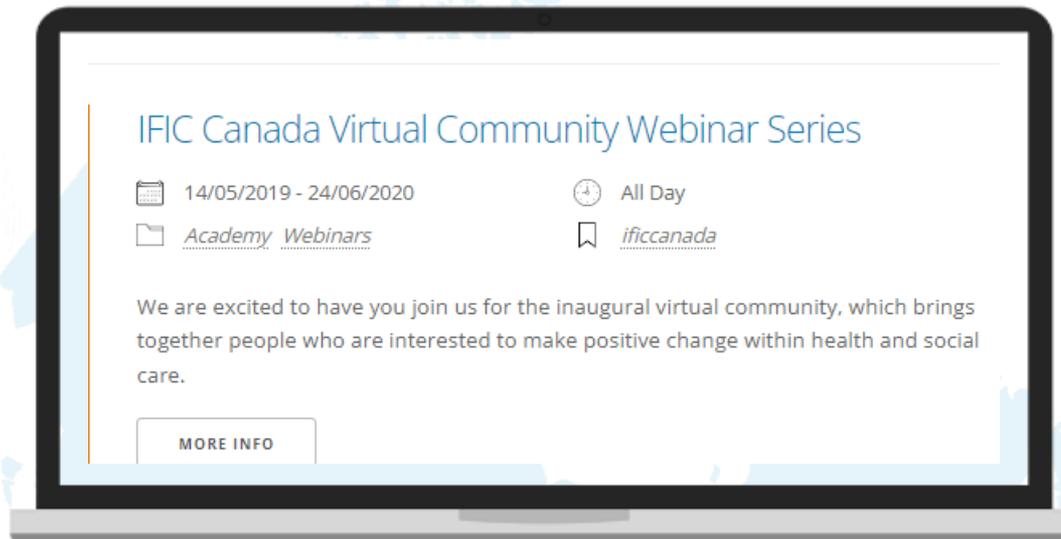
Spread & Scale of Integrated Care



Shared Governance: Working Together to Enable People-Centered Care

# Previous Sessions

You can find **ALL** of our previous sessions at <https://integratedcarefoundation.org/events/ific-canada-virtual-community-webinar-series>



inspired excited  
intrigued elementary positive  
relevant connective  
determined hopeful  
inspiring excellent community energized  
valuable

hopeful  
provoking  
timely  
inclusive  
hopeful  
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energized  
curious  
inspiring  
collaborative  
progressing  
moving  
inspiring  
informative  
possibilities  
informative

confusing  
interested  
enlightening  
informative  
inspiring  
engaging  
friendly insightful encouraging interesting  
positive

Global Synergy  
Uplifting Encouraging Powerful  
collaboration

collaborative  
progressing  
moving  
inspiring  
informative  
possibilities  
informative

# Coming Together for North America's First Conference on Integrated Care

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Access Session Recordings and Conference Abstracts on our website here:  
<https://integratedcarefoundation.org/events/nacic2021-1st-north-american-conference-on-integrated-care-toronto-canada>

# Today's Session:

The Critical Role of Partnering  
with the Volunteer Sector to  
Enable Integration



# Goals for Today's Session

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1. Discuss the evidence and research that supports the role of partnering with the volunteer sector to enable integration.
2. Identify the role that the volunteer sector plays in policy and program delivery.
3. Highlight successful approaches to partnering with the volunteer sector and the impact it can have
4. Describe how partnering with the volunteer sector is brought to life in practice through practical examples

# Meet Today's Speakers!

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**Michelle Nelson**  
@mlanelson  
Scientist, Lunenfeld-Tanenbaum Research Institute at Sinai Health System; Associate Professor, IHPME, University of Toronto



**Richard Lewanczuk**  
Senior Medical Director of Health System Integration for Alberta Health Services



**Vicky Irons**  
@vickyironsCO  
Chief Officer for Dundee Health and Social Care Partnership



**Brina Ludwig Prout**  
Caregiver Partner

# Making It All Happen

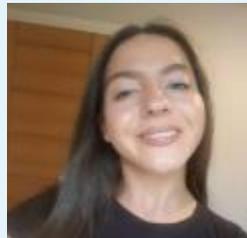
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**Trisha Martin**



**Deb Gollob**  
*@DebGollob*



**Niamh Daly Day**

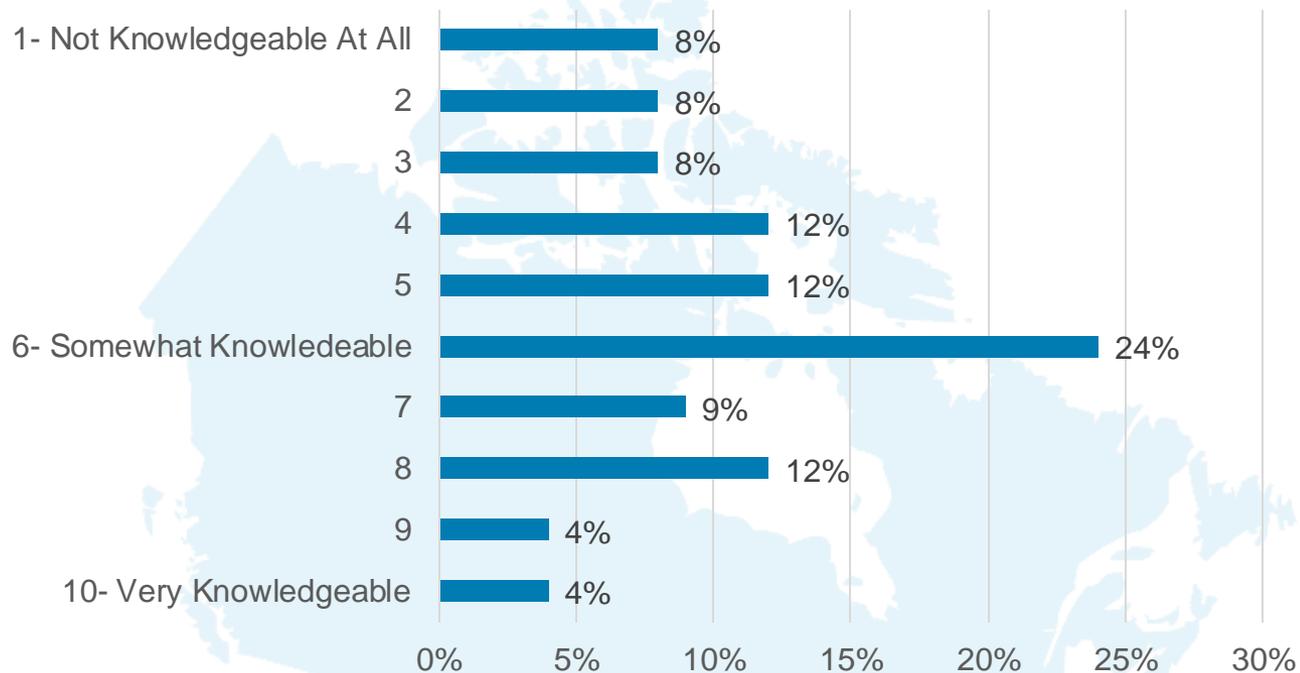


**Fiona Lyne**  
*@spiderslips*

# Poll Results: Your Knowledge About Today's Topic

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How Knowledgeable Are You About the Role of Partnering with the Volunteer Sector within an Integrated System?



# Models of Volunteer Sector Engagement in Integrated Care



**Michelle Nelson**

@mlnelson

Scientist, Lunenfeld-Tanenbaum Research Institute at Sinai Health System; Associate Professor, IHPME, University of Toronto

# ‘The critical role of partnering with the volunteer sector to enable integration’

**Michelle L.A. Nelson, PhD**

Research Scientist, Lunenfeld-Tanenbaum Research Institute  
Associate Professor, IHPME, University of Toronto  
Chief Knowledge Officer, March Of Dimes Canada

[michelle.nelson@sinaihealth.ca](mailto:michelle.nelson@sinaihealth.ca)

@mlanelson

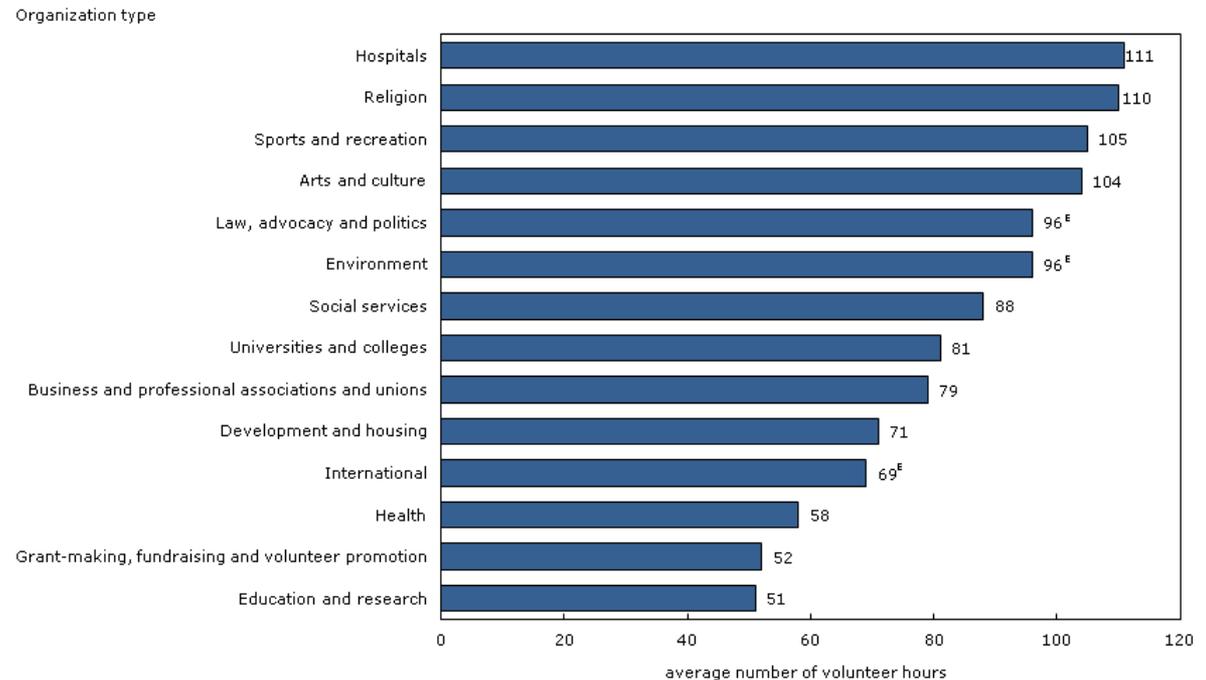
# Why Volunteers?

In 2018, 79% of Canadians aged 15 years and older reported volunteering, either as part of an organization or on their own without the involvement of a group.

Altogether, 24 million people contributed to improving the health, well-being, education and safety of the Canadian population and enhancing Canadian communities.

Chart 1

Average annual volunteer hours, by organization type, formal volunteers aged 15 and over, Canada, 2018



<sup>£</sup> use with caution

**Note:** Categories are not mutually exclusive.

**Source:** Statistics Canada, General Social Survey, Giving, Volunteering, 2018.

# Why Volunteers and the Voluntary Sector?

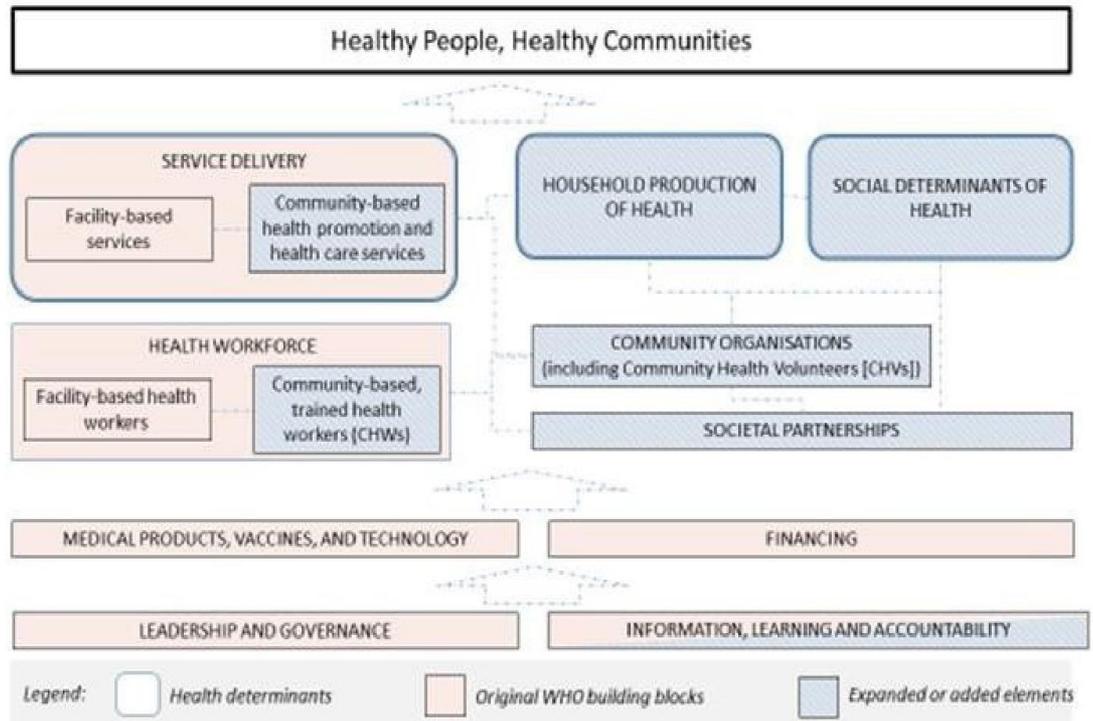
“Human resources for health include individuals working in the private and public sectors, those working full-time or part-time, those working at one job or holding jobs at two or more locations, and those who are paid **or provide services on a volunteer basis.**”(WHO, 2009)

**Community** is both a ‘destination’ and a ‘partner’. Services closer to where you work, play and *“sleep in your own bed”*

## Characteristics of Third Sector Organizations:

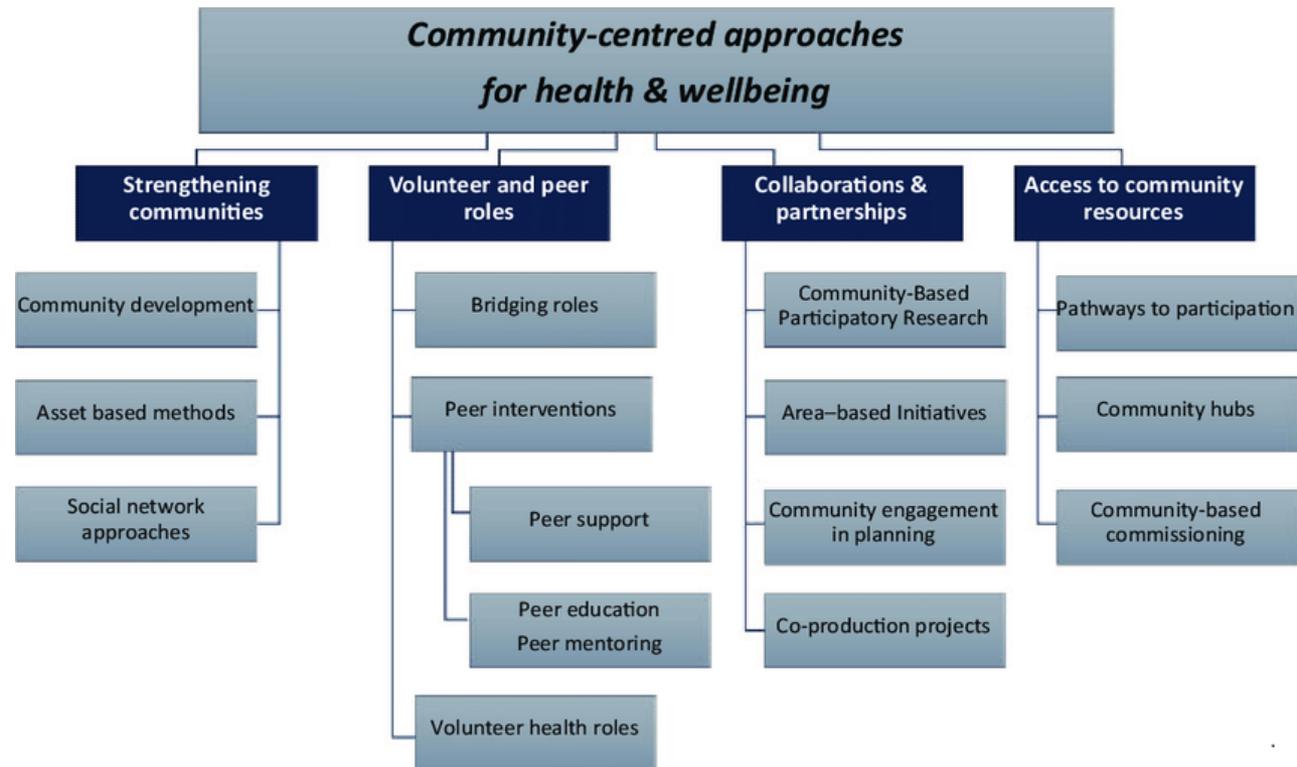
- Organized
- Non-governmental
- Non-profit distributing
- Self-governing
- Voluntary

“Despite flaws, civil society and NGOs often serve fundamental functions in community health service delivery, community engagement and social accountability, and often are not confined only to the scope of health activities.” Sacks et al 2019 (p.6)



Sacks E, et al. (2019) Beyond the building blocks: integrating community roles into health systems frameworks to achieve health for all. *BMJ global health*.

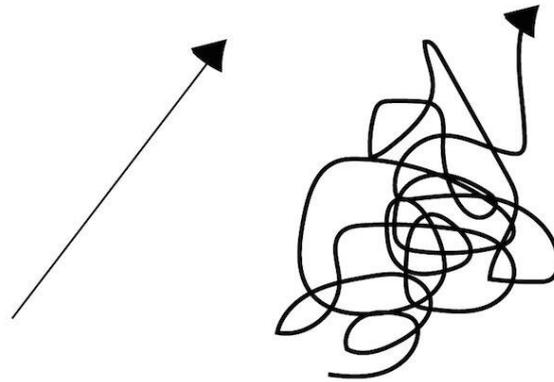
**Person- and community-centred approaches** for health and wellbeing include a range of interventions and approaches that focus on what is most important to people. They happen in formal healthcare settings, at home, and in the wider community. (NHS, 2016)



## Motivation for Partnerships

- Address Public Health Challenges
- Cost Efficiencies/Resource Considerations
- Achieve Collective Impact
- Leverage Complementary Expertise and Position in Communities

**expectation**   **reality**



## Challenges in Achieving Meaningful Partnerships

- Vast and Variable Evidence
- Approaches to Partnership
- Philosophical Misalignment
- Evidence of Impact
- Scalability of Interventions
- Resource Asymmetries

You can find me at:

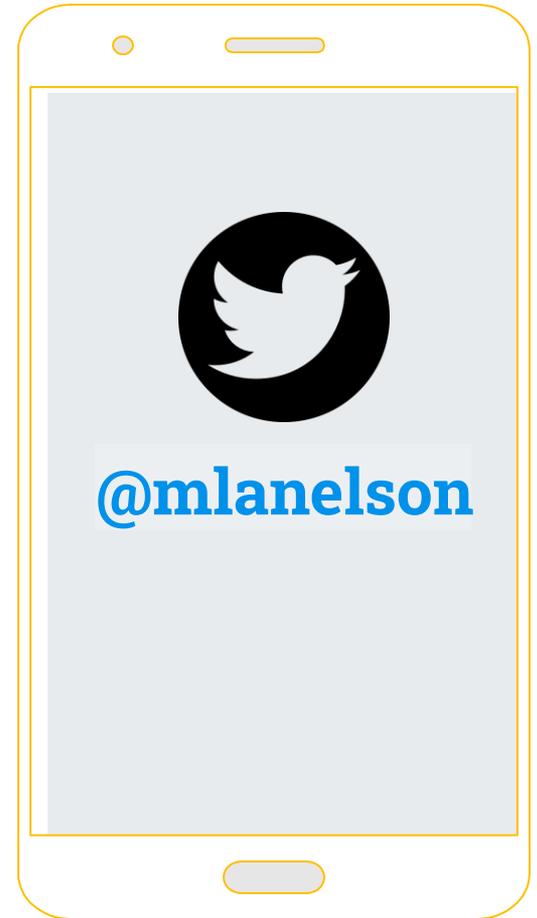
[Michelle.Nelson@sinaihealth.ca](mailto:Michelle.Nelson@sinaihealth.ca)



Volunteers and Voluntary Sector SIG



<https://integratedcarefoundation.org/special-interest-groups-sigs>



# The Value of Volunteer Sector Engagement in Alberta



**Richard Lewanczuk**

Senior Medical Director of  
Health System Integration  
for Alberta Health Services

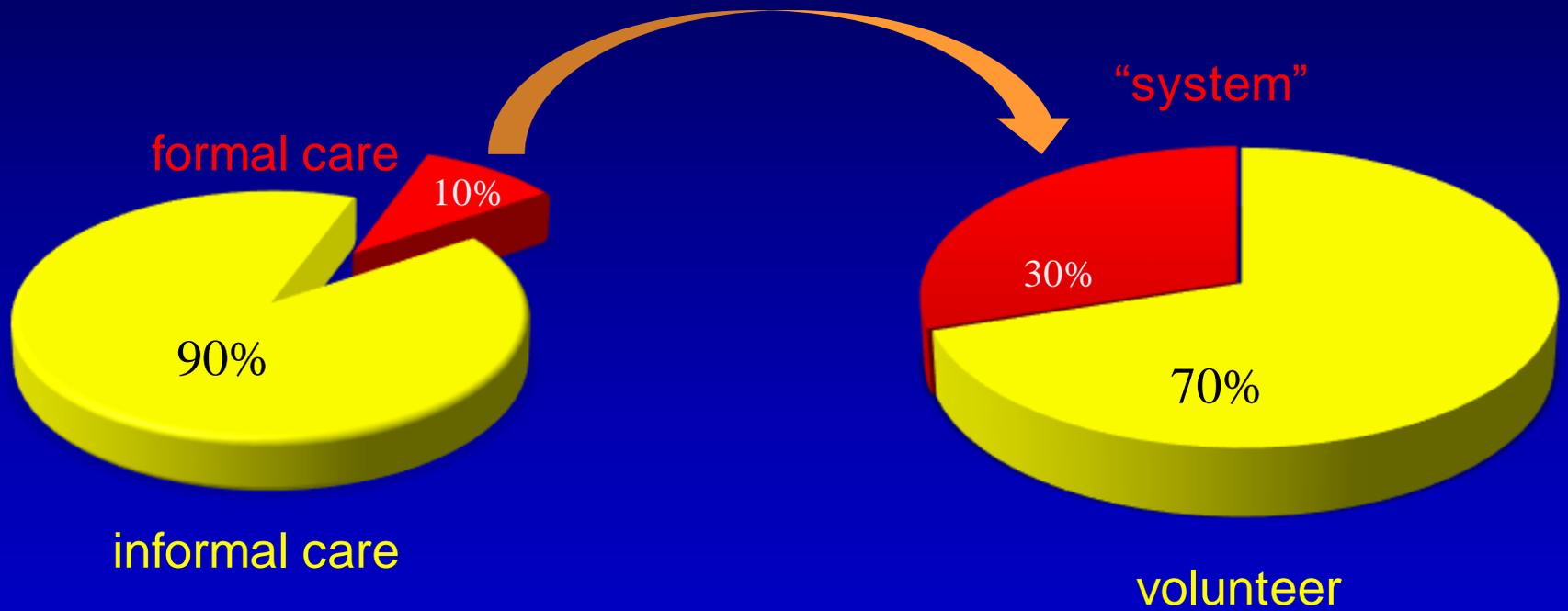
# The critical role of partnering with the volunteer sector to enable integration

**Dr. Richard Lewanczuk  
Senior Medical Director  
Health System Integration**

# What percentage of health care is provided by the formal healthcare system?

- a) 90%
- b) 70%
- c) 50%
- d) 25%
- e) 5%

# Who provides care?



# Volunteers in Alberta

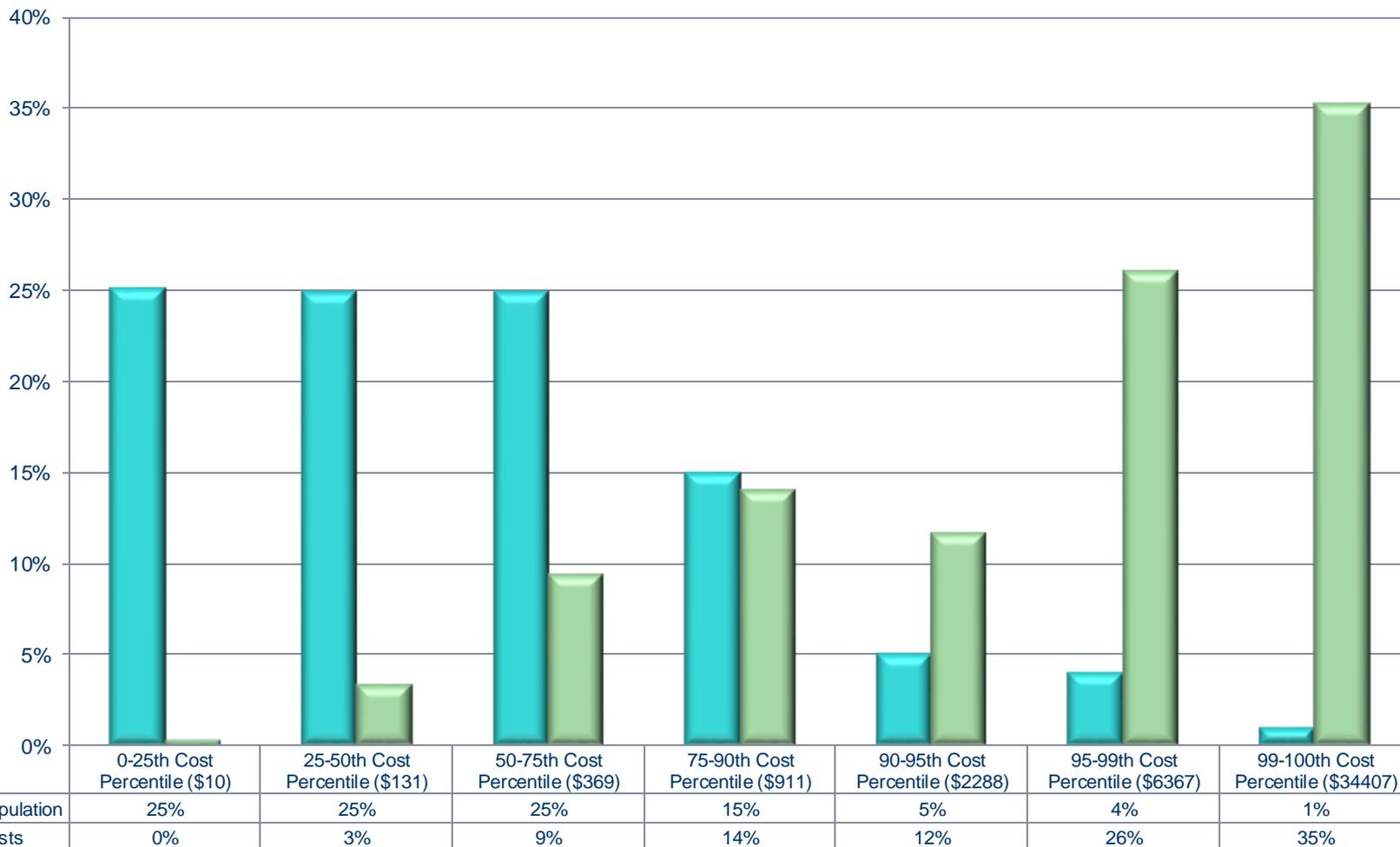
- 1.4 million Albertans volunteer
- 26,000+ not-for-profit, volunteer and charitable organizations
- 175,000 people employed in the volunteer sector
- 9.6 billion economic benefit

Source: Government of Alberta

**Why does a health system need to work with the volunteer sector in order to achieve integration?**

# Case study

### Alberta Population Proportions Versus Health Care Cost Proportions

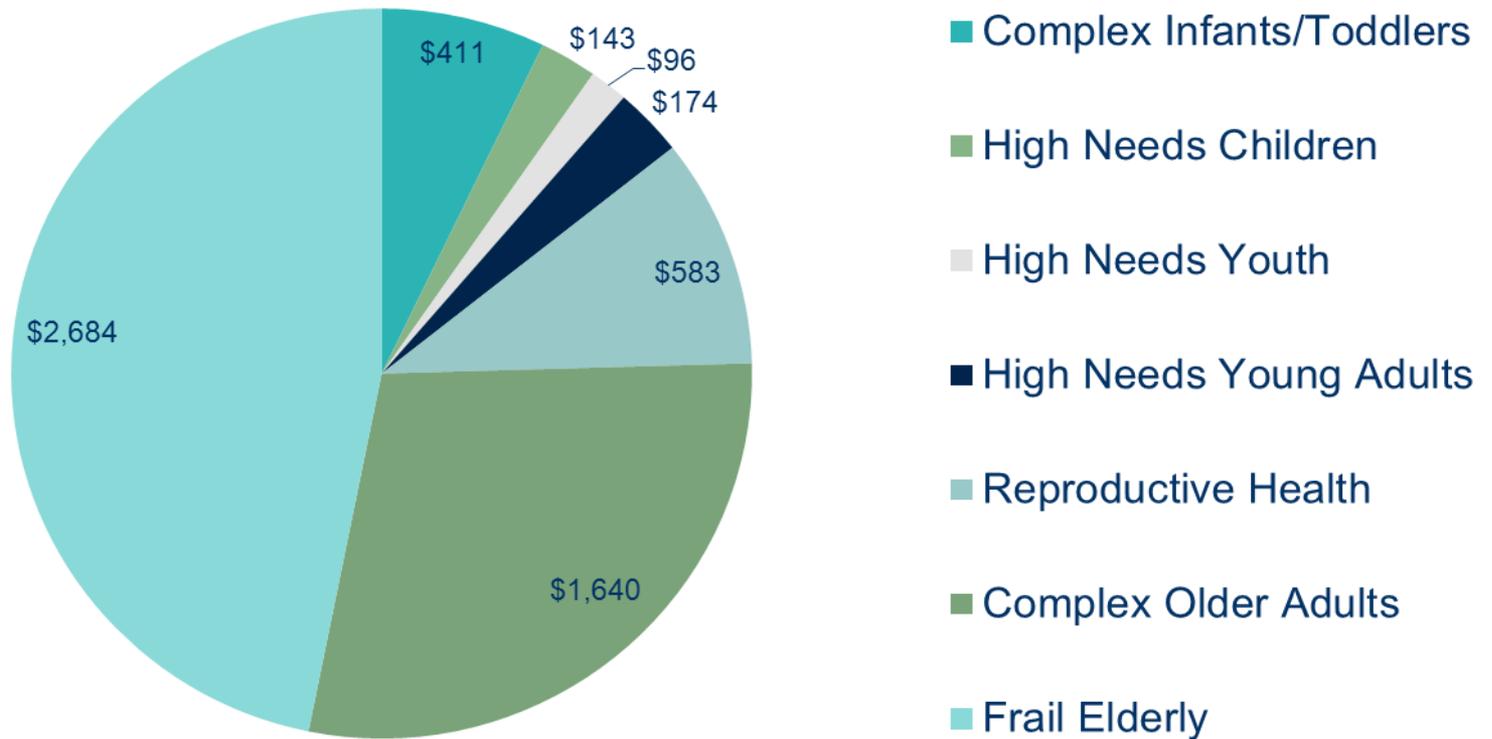


**Who are these people?**



# Complex High Needs Patients - Financial Impact

Total Costs (in Millions\$)



# Why do people end up in hospital?

# Alberta hospitalizations

	n	%
1 Giving birth	50,822	15.2
2 Respiratory disease (COPD)	7,995	2.4
3 Convalescence, typically following treatments/procedures	6,392	1.9
4 Heart attack	6,335	1.9
5 Pneumonia	5,738	1.7
6 Gonarthrosis (arthrosis of knee)	5,711	1.7
7 Heart failure	5,303	1.6
8 Other medical care (e.g., palliative care, chemotherapy)	4,563	1.4
9 Fracture of lower leg, including ankle		4,323 1.3
10 Acute appendicitis	4,194	1.3

“Medically, this person didn’t need to be in hospital but...

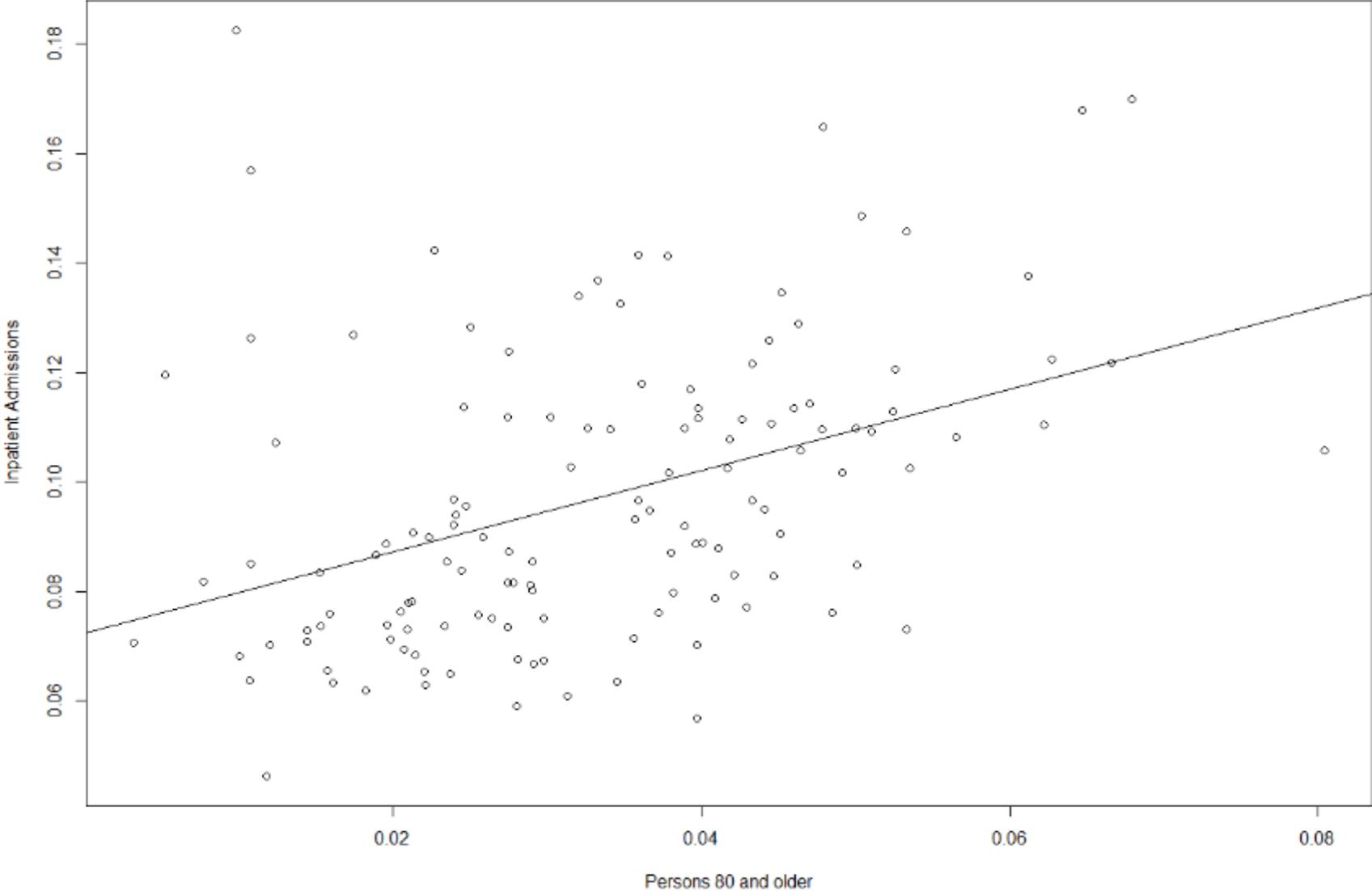
- I couldn’t send them home...
- I knew they couldn’t manage at home...
- I knew that if I sent them home they would be right back...”

**Heard time and time again in physician interviews regarding hospitalization in Alberta**

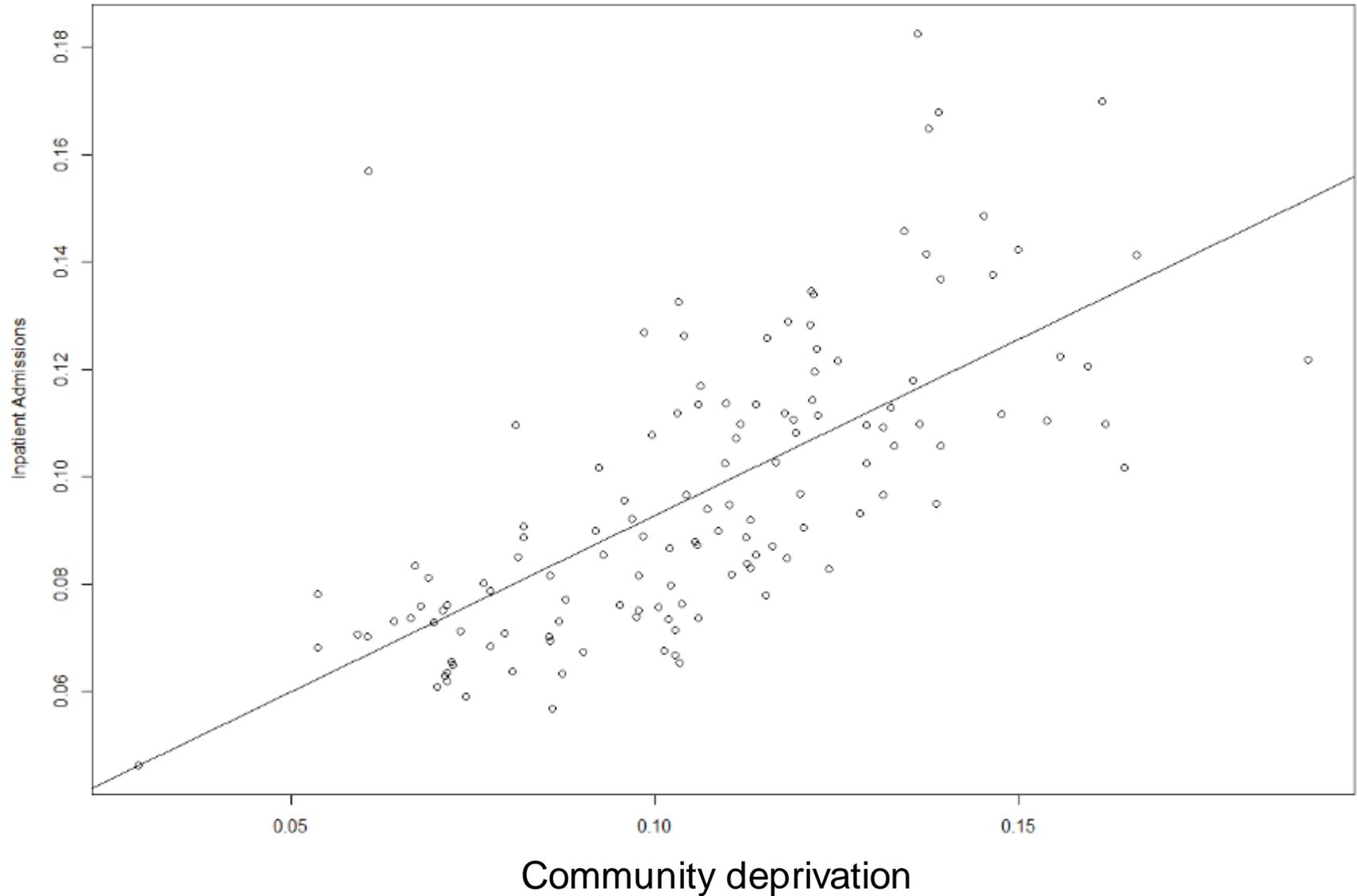
# Community Resources

- They don't exist
- We don't know about them
- They aren't coordinated

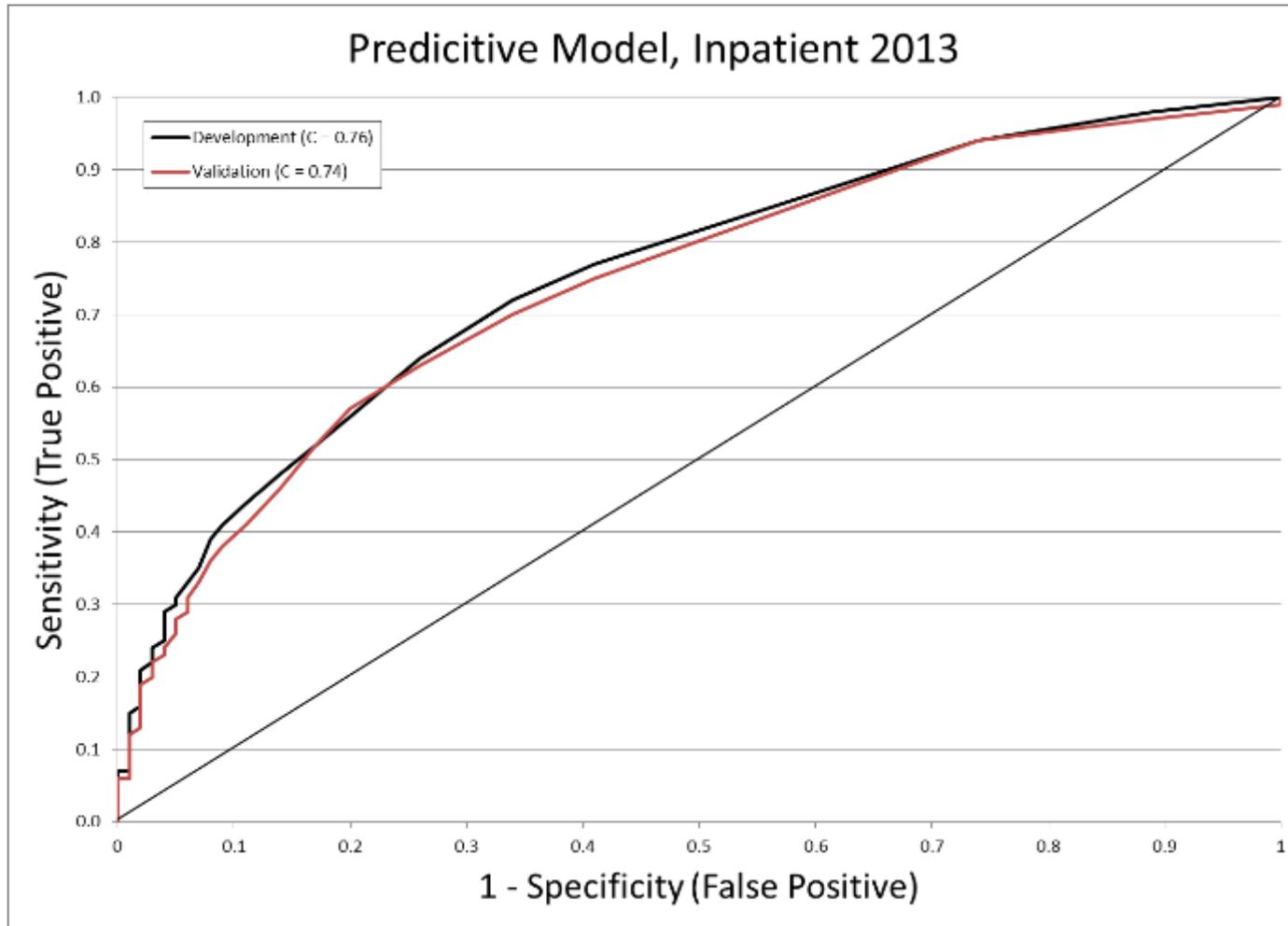
# Variation in Inpatient Admissions by Community



# Variation in Inpatient Admissions by (lack of) Community Resources



# Can we predict hospitalization?



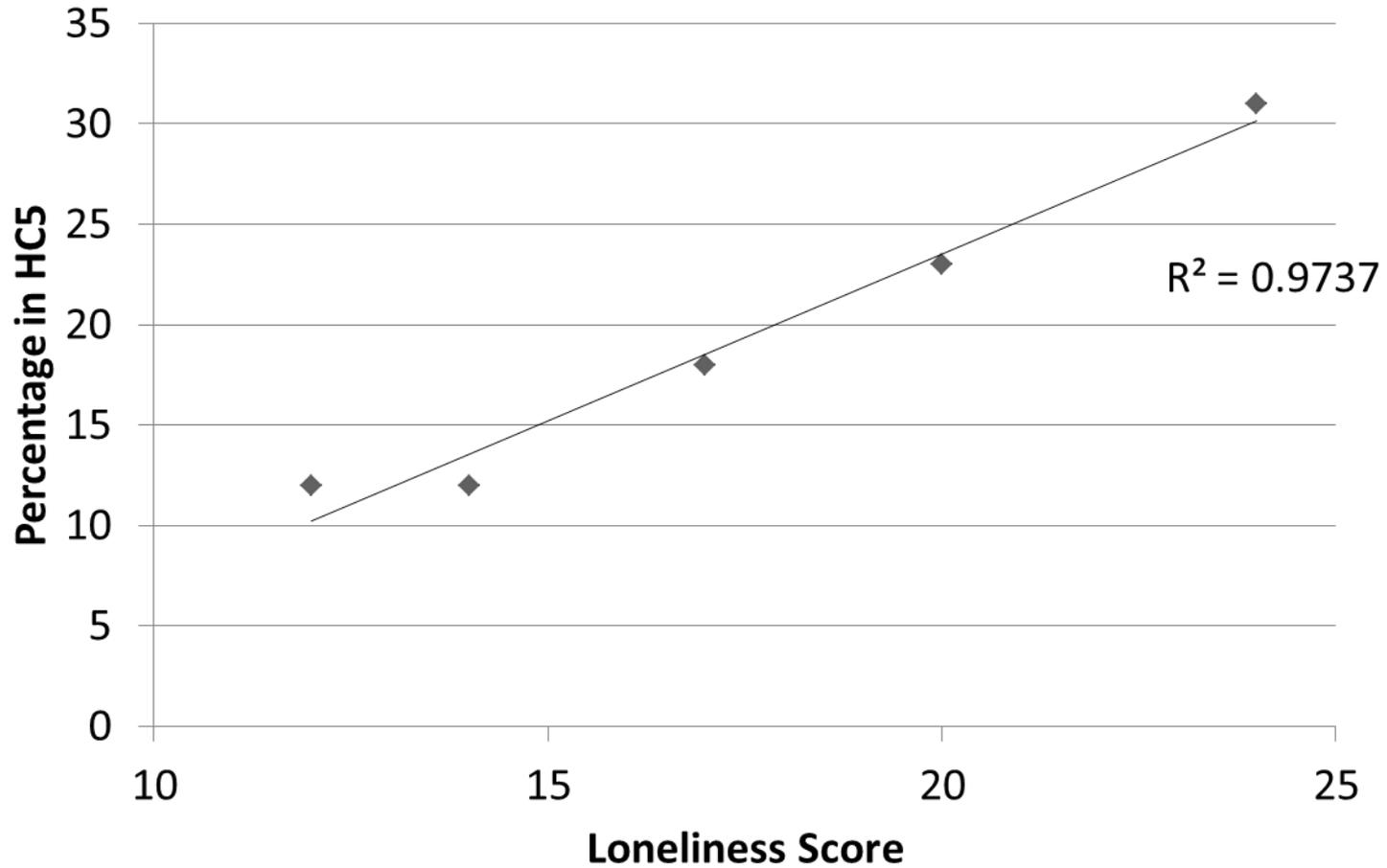
Courtesy of Michel Sanderson, Alberta Health

# Can we predict hospitalization ?





# Loneliness and Health Care Costs in Seniors



# What do older, lonely people miss?

- Simply sitting with someone – 52%
- Laughing with someone – 51%
- Getting a hug – 46%
- Having a holiday – 44%
- Sharing a meal – 35%
- Going for a walk with someone – 32%
- Holding hands – 30%

[Home](#) > [Society and culture](#) > [Loneliness](#)

Press release

## Loneliness minister: "It's more important than ever to take action"

This Loneliness Awareness Week, the Loneliness Minister Baroness Barran has warned we are still in a 'critical stage' of tackling loneliness.



# Case study



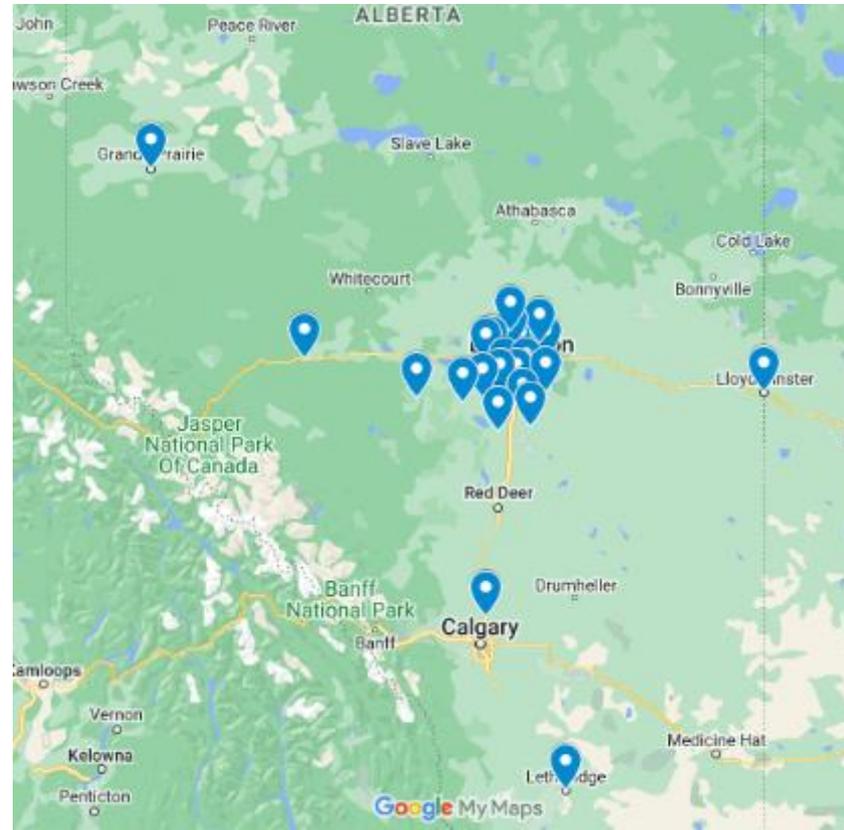


## TRANSPORTATION

Accessible transportation is crucial for seniors to stay connected to community, visit family, participate in social activities, shop for nutritional food, and access the health and community-based services they need. When transportation resources are not available, seniors are at greater risk of being socially isolated and at risk of the health challenges associated with social isolation.



# DRIVE HAPPINESS



# Working with the volunteer sector

- 26,200 not-for-profit, volunteer and charitable organizations in Alberta (1:160 pop)
- Ft. McMurray has 750 not-for-profit, volunteer and charitable organizations (1:90 pop)
- How does a health system work with so many organizations?

# Working with the volunteer sector

- Principle: “Do provincially, that which makes sense to do provincially; do Zonally, that which makes sense to do Zonally; do locally, that which makes sense to do locally”
- **Provincial examples:** United Way, Volunteer Alberta, Rotary districts, Drive Happiness, 211
- **Zone examples:** Calgary Chamber of Volunteer Organizations, Edmonton Seniors Stewardship Round Table
- **Local examples:** individual organizations

# How do we as a health system work with the volunteer sector?

- Establish a shared vision and current state understanding
- Mechanism for cooperation/collaboration
- Accountability – to the funder/internally, to each other
- Currently, volunteer groups are experiencing the same challenges as the paid workforce: shortage of volunteers, difficult to hire staff, scheduling challenges
- Remember, these are volunteer groups working with us voluntarily

# Health and Social Care Partnership in Scotland



**Vicky Irons**

@vickyironsCO

Chief Officer for Dundee  
Health and Social Care  
Partnership

**HEALTH AND SOCIAL CARE  
PARTNERSHIP IN SCOTLAND**

Vicky Irons  
Chief Officer  
Dundee HSCP



# **THIRD SECTOR PARTNERSHIP**

Health and Social Care Integration

A movement of Partnership

The Challenge Ahead

## PARTNERSHIP IN ACTION

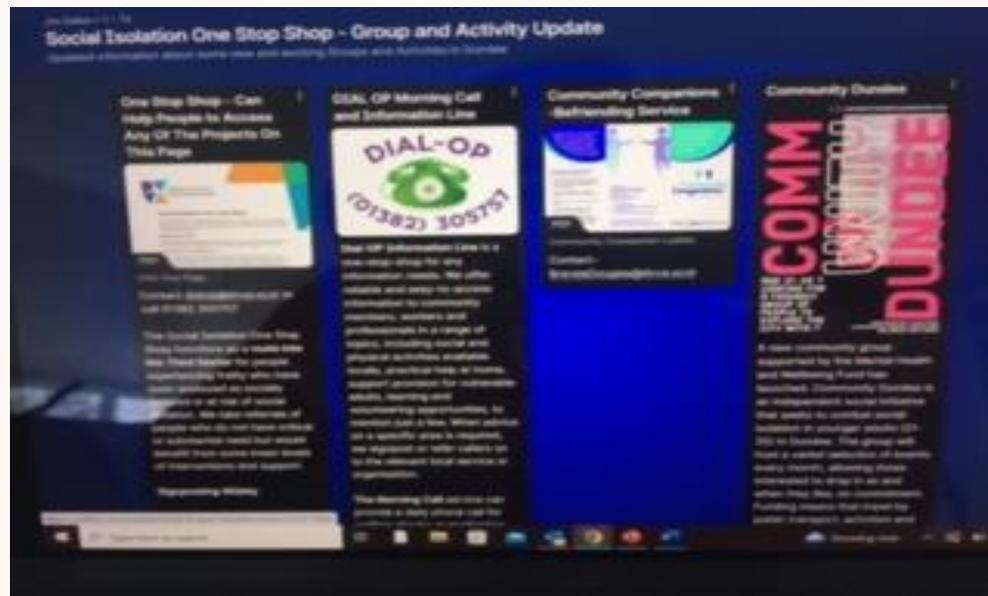


# NFODRRT

The Dundee Non-fatal Overdose Rapid Response Team (NFODRRT) is a multi-agency team, including Public and 3<sup>rd</sup> sector organisations set up to reduce drugs deaths in the City. The team was set up in November 2019 to provide a rapid response to all known individuals who have experienced a non-fatal drugs overdose, within 72 hours of the overdose incident. The key aim is to support individuals who have experienced a non-fatal overdose to engage with treatment and care services and prevent future incidents of drugs overdoses.

# SOCIAL ISOLATION ONE STOP SHOP

- <https://padlet.com/jimdallasDVVA/r61fpq77tbeel90v>





**THANK YOU**

[Vicky.irons@dundeecity.gov.uk](mailto:Vicky.irons@dundeecity.gov.uk)

# Caregiver Perspectives on Volunteer Sector Engagement



Brina Ludwig Prout  
Caregiver Partner

# Quotes from Our Discussion

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“Caregivers of family members are volunteers and are terrific sources of how to make the system better.”

“When you give up power, you gain power.”

“It’s said three things are needed for happiness: something to do, something to look forward to, and someone (something) to love.”

“People volunteer for different reasons. The community needs to find ways to ‘mine the gold’ of this huge pool of resources.”

“It’s less about ‘volunteerism’ and more about how we enable and support the creation of compassionate communities that care for each other.”

“One trap that can occur is the making of assumptions about what ‘meaningful’ roles might be. This has to be self-determined by the volunteer without assumptions, decisions and structures set by planning organizations.”

# Crowdsourcing Resources

Examples and resources that were identified by the community on partnering with the volunteer sector:

## Organizations

- Caregiver Support Organizations (i.e. the [Ontario Caregiver Organization](#), [Canadian Centre for Caregiving Excellence](#))
- [Gravenhurst Against Poverty](#)
- [Gravenhurst Women's Centre](#)
- [Guelph Wellington Seniors Association](#)

## Programs and Services

- [UHN Open Lab Friendly Neighbourhood Hotline](#)
- [Canadian Medical Association Patient Voice Group](#)
- VON in Wellington County [Transportation Program](#)
- Navigation programs- [Navcare](#), [CATIE Peer Health Navigation Program](#)
- [Community Health Aides program](#), supported by the Alaska Tribal Health System
- [YourCare+](#)
- Remote Monitoring Programs (i.e. Toronto Grace: <http://www.torontograce.org/programs-services/remote-care-monitoring/>)

## Education and Training

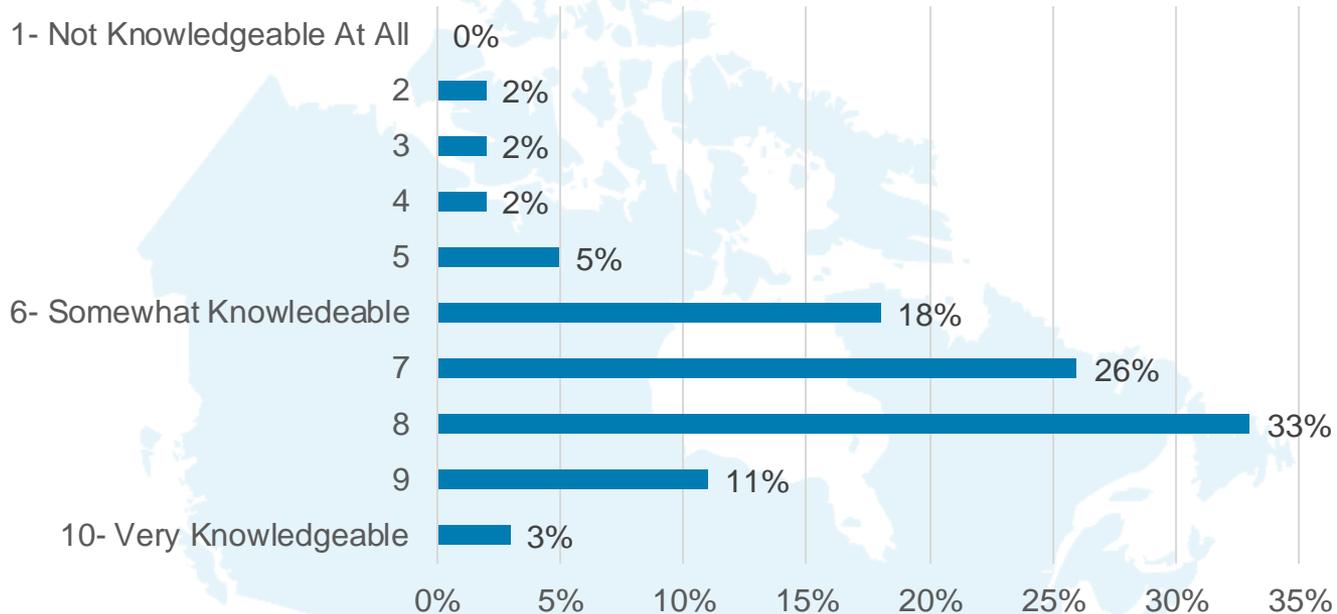
- [Canadian Virtual Hospice education for caregivers](#)
- [Spectrum Health Care Training](#)

## Research and Evidence

- [Harvard Study on Adult Development](#)
- Systematic Study: [The impacts of collaboration between local health care and non-health care organizations and factors shaping how they work: a systematic review of reviews](#)

# Poll Summary: Your Knowledge About Today's Topic

As a Result of Today's Session, How Knowledgeable Are You About the Role of Partnering with the Volunteer Sector within an Integrated System?



## What's next?

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Watch out for future Virtual  
Community announcements and  
information about our next session on  
Collective Governance

*January 24, 2023 from 12:00-1:30 PM EST*



International Foundation  
for Integrated Care  
*IFIC Canada*

# One Word to Describe Your Experience Being Part of the Virtual Community Today



# THANK YOU!



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@infohspn



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hspn@utoronto.ca



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The Health System Performance Network



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[hspn.ca](http://hspn.ca)

