

TERMS OF REFERENCE: EastTCaN Collaboratives

Background

EastTCaN Collaboratives are virtual spaces where East Toronto Health Partner (ETHP) front-line providers can come together to share information, exchange ideas, collectively problem-solve, and support each other. Collaboratives work together as a system of care to build capacity for navigation and care planning of frontline providers and staff through topic- and case-based discussions. EastTCaN operates three different Collaboratives:

1. Health and Social (H&S) Collaborative
2. Senior Mental Health (SrMH) Collaborative
3. Bridging Expertise Across Medicine (BEAM) Collaborative

Providers/staff can access the Enhanced Home Supports Program (EHSP)* through all Collaboratives. *EHSP leverages a grant, managed by WoodGreen Community Services, to provide one-time funds of up to \$1,000 per client per fiscal year in an urgent situation, where alternative resources are unavailable.

For more information about each Collaborative visit ethp.ca/EastTCaN.

Purpose & Objectives

EastTCaN Collaboratives build capacity of front-line providers and staff for care planning and service navigation through topic- and case-based discussions by:

- Providing regular virtual sessions for ETHP front-line providers and staff
- Increasing knowledge, competency, skills of participants through topic- and case-based discussion and resource sharing
- Facilitating relationship development and collaboration across settings (i.e. hospital, community, supportive/social housing etc.)
- Supporting providers experiencing or at risk of compassion fatigue
- Facilitating the identification of and collectively problem-solving around system level barrier and unmet provider needs

Guiding Principles

1. Shared cross-organizational/sector commitment to:
 - a. Embody a culture of resourcefulness, innovation, and advocacy,
 - b. Create, strengthen, and maintain strong relationships across health and social service settings/organizations/initiatives, to support service connection and integrated care planning for populations with high levels of health and/or social complexity
 - c. Leverage collective problem-solving and resourcefulness that respects and is informed by the person's and/or their caregiver's priorities, builds on collaborative learning, and uses a holistic, culturally safety, trauma-informed, equity-focused, harm-reduction approach
2. Shared cross-sector leadership that supports low-barrier access to support, reflective practice, innovation, responsiveness to on-the-ground needs, alignment to integrated care design and implementation science principles, transparent data sharing/data-informed decision making, and continuous improvement.



East Toronto Care Network (EastTCaN)

Accountability & Reporting

- Collaboratives will be governed through EastTCaN governance.
- EastTCaN will monitor Collaboratives and support evaluation and reporting.

Key Activities of Collaboratives

- Topic- and case-based discussions for providers at regularly scheduled virtual, 60-minute sessions
- Resource sharing among participants
- Collaborative planning and data-driven, iterative program improvement

Membership & Structure

- Participants are health and social service providers from EHP health and social service organizations.
- Collaboratives are offered in partnership between EastTCaN, Michael Garron Hospital Department of Family and Community Medicine, East Toronto Family Practice Network, and many other East Toronto Health Partner Ontario Health Team partner organizations.
- Operational roles (outlined below) are supported by the above partners:

Participants will:

- Submit cases/scenarios, questions, and/or topic ideas for discussion at upcoming sessions
- Participate in topic- and de-identified case-based discussions, sharing their experience and perspective, listening actively to others (muting and using the raise hand or chat features to participate)
- Collectively identifying and problem-solving around system barriers and provider needs
- Facilitate case-based discussions at one or more sessions if requested and capacity allows
- Present topics at one or more sessions if requested and capacity allows
- Provide feedback and support evaluation and continuous improvement

Facilitators will:

- Facilitate topic and/or case/scenario discussions, creating a respectful, inclusive, and nonjudgmental environment, keeping discussion focused on problem-solving, collective learning, and system-level insights

Topic Presenters will:

- Support participant capacity building through topic-based presentation/discussions

EastTCaN Session Host will:

- Start, end, and keep sessions running on time
- Ensure people can join and participate in the session

EastTCaN Coordinators:

- Prepare and share session agendas with participants, coordinating presentations and discussions
- Provide behind the scenes support during the session
- Compile and share session slides and resources with participants after each session
- Share MainPro credit letter with eligible physicians who attended a BEAM session
- Onboard and offboard session participants
- Support evaluation and planning for future sessions: updating dashboards, surveying participants, etc.