

Community Resources & Chronic Conditions



Presented by: Sarpreet Khera- Program Manager, CD

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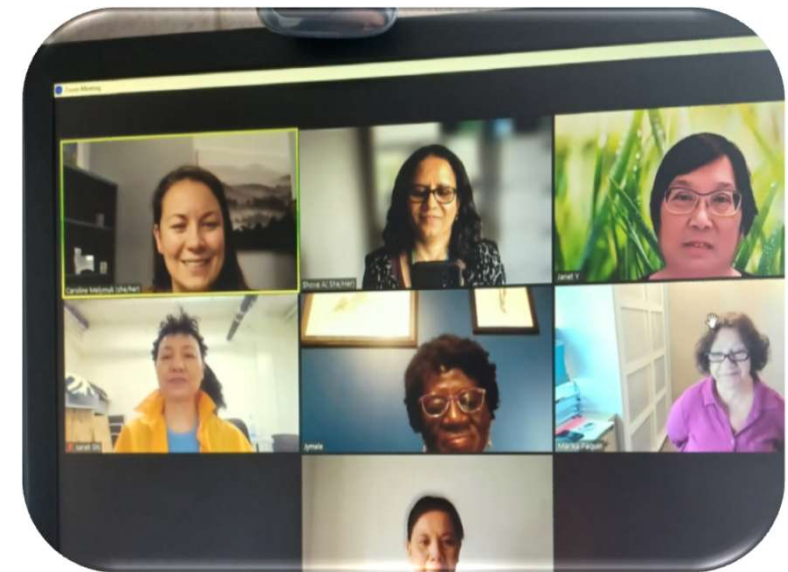
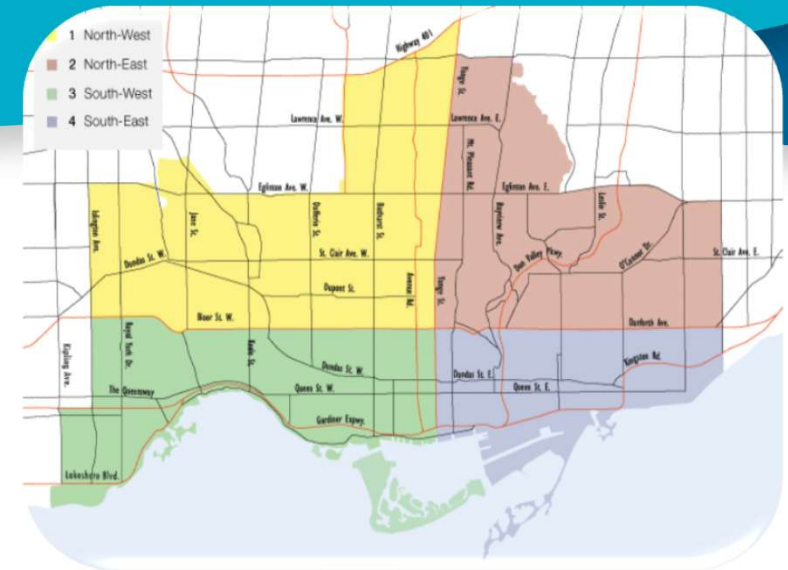
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Agenda

1. Choose Health- Self-Management Program
2. Diabetes Education Programs
3. Diabetes Eye Screening Programs
4. Referral Process- Toronto Central Referral Services

About Choose Health Self- Management Program (SMP)

- Each LHIN had a SMP attached to it
 - With 14 SMPs across Ontario
- Choose Health was previously referred to as the Toronto Central SMP
- Choose Health is a regional program providing services across the Toronto Region.
- The program works towards building confidence and self-efficacy in the management of chronic conditions. It does so by working with clients/patients directly and by providing professional development opportunities for Service Providers who support these clients/patients.
- All programs that are offered are evidence-based programs
- Takes a Peer-led model



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Two Streams of Focus

Community Member Focus

Chronic Disease Self-Management

Chronic Pain Self-Management

Healthy, Feet, Diabetes, and You

Powerful Tools for Caregivers

Getting the Most

Living Life to the Full

Service Provider Focus

Brief Action Planning

Health Literacy

Motivational interviewing



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Community Members

Support individuals to learn skills that can help better manage their:

- Chronic Conditions/Pain
- Improve their quality of life
- Practice healthy behavior choices

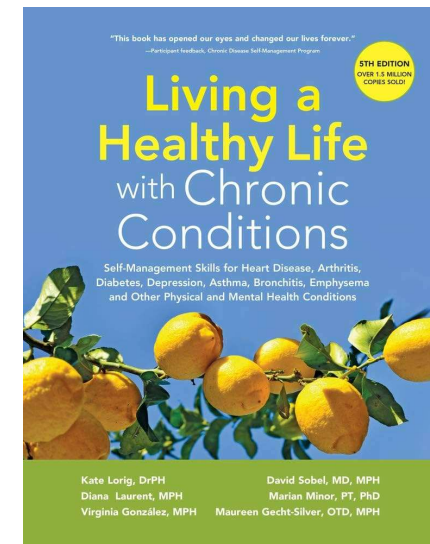
Chronic Pain & Chronic Disease Self-Management Programs

Program Overview:

- Evidence-based programs developed at Stanford University, now managed by SMRC
- Designed to empower individuals living with chronic disease or chronic pain

Objectives

- Help participants build self-confidence and learn practical self-management skills.
- Improve symptom control, functioning, and overall quality of life.



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Chronic Pain & Chronic Disease

Facilitators:

Led by two trained peers with lived experience
Certified by Self-Management Resource Centre

Who Can Participate:

Adults (18+) living with chronic conditions or chronic pain. Caregivers are also welcome.

Program Delivery:


- 6 consecutive weekly sessions
- Zoom/In-person: 2.5 hours/week
- Phone: Tool Kit program, 1 hour/week



Chronic Pain & Chronic Disease

Key Topics Covered:


- Action plan and feedback
- Dealing with pain, fatigue, difficult emotions
- Physical activity and exercise
- Medication usage
- Effective communication with health professionals
- Nutrition and healthy eating
- Goal setting and problem-solving

 Chronic Conditions Workshop Overview						
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Overview of self-management and chronic health conditions	•					
Fatigue and Getting a good night's sleep	•					
Using your mind to manage symptoms	•				•	•
Making an action plan	•	•	•	•	•	
Feedback		•	•	•	•	•
Problem-Solving		•		•		
Dealing with difficult emotions		•				
Physical activity and exercise		•	•	•		
Preventing falls		•				
Making decisions			•			
Pain management			•			
Healthy eating			•	•	•	
Better breathing				•		
Communication skills				•	•	
Medication usage					•	
Dealing with depression					•	
Making Informed treatment decisions						•
Working with your health care team						•
Future plans						•

Chronic Disease

Key Topics Covered:

- Positive thinking- learning skills to transfer negative to positive thoughts
- Decision making
- Goal setting
- Problem solving
- Starting and maintaining physical activity
- Communication skills- learning skills on how to clearly express needs, ask for help, and share concerns effectively
- Managing medications
- Healthy eating guidelines
- Working with health care provider and the health care system

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Making an action plan	•	•	•	•	•	
Feedback		•	•	•	•	•
Problem-Solving		•		•		
Dealing with difficult emotions		•				
Physical activity and exercise		•	•	•		
Preventing falls		•				
Making decisions			•			
Pain management			•			
Healthy eating			•	•	•	
Better breathing				•		
Communication skills				•	•	
Medication usage					•	
Dealing with depression					•	
Making informed treatment decisions						•
Working with your health care team						•
Future plans						•

Healthy Feet, Diabetes and You!

Developed by Wounds Canada

- Help individuals living with diabetes and their caregivers learn how to care for their feet.
- Reduce the risk of complications and prevent diabetic foot ulcers.



Program Goals:

- Increase awareness of the link between diabetes and foot health
- Promote early identification of foot problems
- Encourage daily foot care and timely access to care
- Empower participants with tools to take preventive action



A program for anyone living with or giving care to someone with type 2 diabetes.
This 2-week workshop teaches skills needed for daily foot care.

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Healthy Feet, Diabetes and You!

Facilitated by:

- A Peer with lived experience of diabetes
- A Health Care Professional (e.g., Chiropodist or RN)

Who Can Participate:

- Adults (18+) living with diabetes
- Family members and caregivers

Program Format:

- 90-minute session
- Available virtually or in person

Key Topics Covered:

- Why foot care is important for people with diabetes
- How to inspect your feet and identify warning signs
- Tips for proper footwear and hygiene
- When and how to seek professional help



Powerful Tools for Caregivers (PTC)

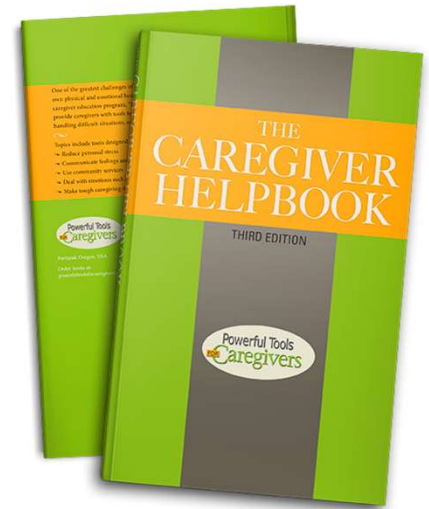
An evidence-based program that provides **caregivers** with the skills and strategies to reduce stress, improve self-care, and manage caregiving responsibilities more effectively.

Who can participate:

- Family caregivers of adults with chronic conditions
- Caregivers providing care at home, in long-term care, or from a distance

Program Goals:

- Improve caregiver well-being
- Enhance caregiver's self-confidence
- Provide tools to manage stress, emotions, and challenging situations



Powerful Tools for Caregivers (PTC)

Key Topics Covered:

- Managing stress and avoiding burnout
- Communicating effectively with family and healthcare providers
- Making tough caregiving decisions
- Setting goals and solving problems
- Taking care of your own health while caregiving

Format & Delivery:

- Six-week program
- 90-minute sessions, once per week
- Delivered virtually or in person
- Facilitated by two trained leaders (often caregivers themselves)

Live Life to the Full

Live Life to the Full- developed by a leader in Cognitive Behavior Therapy. Facilitator training provided by CMHA

Mental health promotion course designed to:

- Help people deal with everyday life challenges
- Learn self-management skills using Cognitive Behavioral Therapy (CBT) principles.

Program Objective

- Teach practical skills to reduce stress, anxiety, and low mood
- Boost resilience, confidence, and coping strategies
- Promote positive thinking and problem-solving

Format & Delivery:

- Eight Week Program
- 90-minutes per session, once per week
- Delivered virtually or in person
- Facilitated by one trained facilitator and one support facilitator

**LIVING LIFE
TO THE FULL**
helping you to help yourself

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Getting the Most from your Health Care Appointment

This interactive workshop, focuses on:

- Improving communication between patients and health care providers
- Empowering participants to ask questions, express concerns, and understand their care plan
- Building confidence in navigating the health care system

Format & Delivery:

- One off workshop
- 1.5 hours
- Delivered virtually or in person
- Facilitated by two trained facilitators



Photo credit: Vancouver Coastal Health

Developed by: South West Self- Management program

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Resources for participants

Choose Health is able to provide:

- TTC Presto to participants
- Program materials- Books, Relaxation of Mind and Body and Moving Easy Program CD
- Snacks Budget for in person workshops
- \$15 gift card to participants who complete 4 or more sessions



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Health Care Providers/ Service Providers

- Choose Health Professional Development sessions equip service providers [that could be you!] with skills to better support their patients/clients. With the goal of enhancing client confidence and self-efficacy.
- Provide service providers with skills to effectively engage, motivate, and support clients in making lasting health behavior changes.
- Enhance communication and build stronger rapport.
- Learn how to guide clients in setting realistic, achievable goals.



Photo Credit: Gregory Bennett

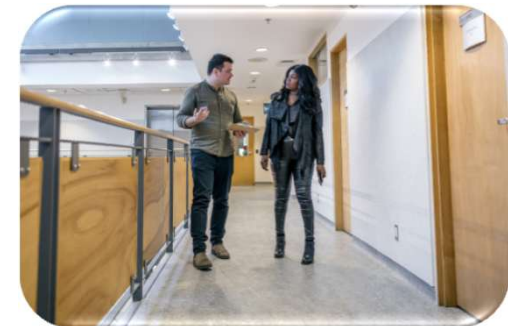


Photo Credit: Gregory Bennett

Choose Health- Service Provider Workshops

Program	Overview	Delivery
Health Literacy	<ul style="list-style-type: none"> • Highlights the importance of being able to support patients and communicate clearly so that patients and family members can truly participate in care. • Focuses on creating a collaborative care environment, empowering patients to have greater participation in and control over health decisions. 	Virtually/ In person (Two sessions, each 3 hours long)
Motivational Interviewing	<ul style="list-style-type: none"> • Provides opportunities for Service Providers to learn ways to motivate patient/clients' health behavior changes. • Focuses on relationship building skills, strategies to evoke, respond to client change talk and resolve ambivalence. 	Virtual/ In person (four sessions, each 3 hrs long or two full days)

Choose Health- Service Provider Workshops

Program	Overview	Delivery
Brief Action Planning	<ul style="list-style-type: none">• A highly structured, patient-centered stepped-care self-management support technique.• Can be used to facilitate goals setting and action planning to build self-efficacy in chronic conditions management and disease prevention.• Supports creating real concrete plans in under 10 minutes, especially useful in busy clinical or community settings.	<ul style="list-style-type: none">• Two consecutive weeks• Followed by 2-3 hours of practice and feedback with facilitators and peers• Duration: 3 hours per week

Diabetes Education Programs (DEPs)

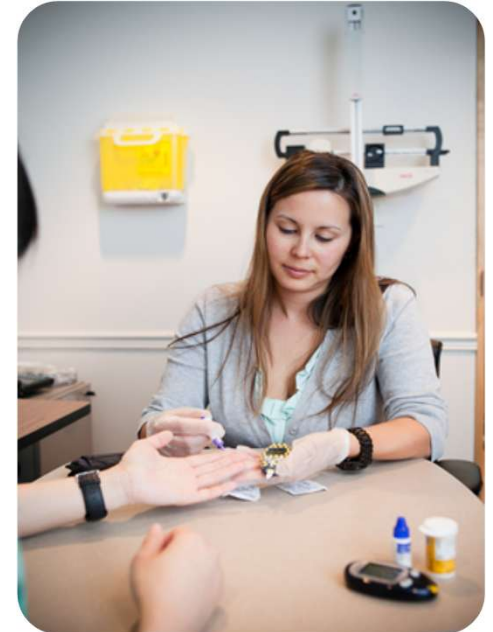
- DEPs provide FREE support and services for adults with prediabetes and type 2 diabetes
- Interprofessional team of diabetes education specialist working collaboratively to provide comprehensive, holistic diabetes care, education and support.
- Team members include Nurses & Dietitians.
- Some DEPs may have a Kinesiologist, Chiropodist, Foot Care Nurses, Health Promoters & Social Workers.



Diabetes Education Programs (Cont'd)

Format & Delivery

- One-to-one appointments with Diabetes Educators
- Group Workshops/Appointments
- Support/Outreach programs and special workshops
- Focus on breaking barriers to accessing services (e.g. culturally-relevant, language specific, transportation support, Interpretation etc.)





**Diabetes
Eye
Screening
Program**

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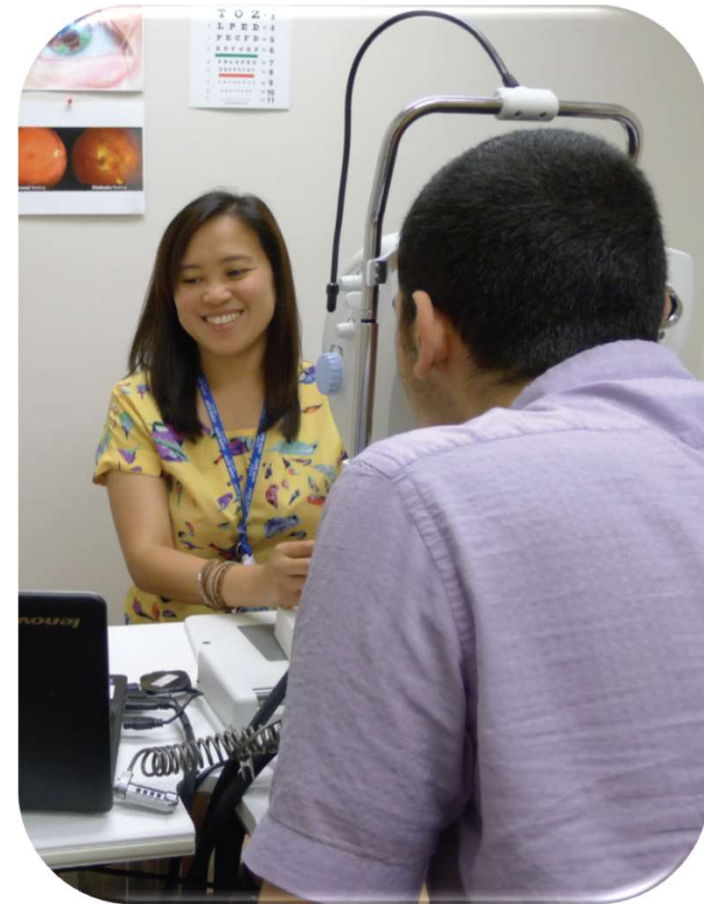
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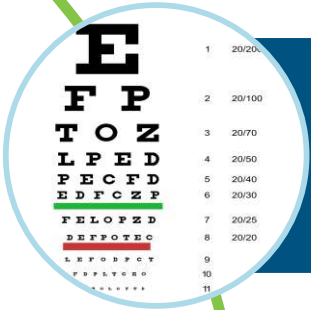
Diabetes Eye Screening Program

Individuals living with Diabetes should have a comprehensive, dilated eye exam at least once a year to screen for diabetic retinopathy, a leading cause of blindness. (Diabetes Canada)

- Program is available to people:
 - With diabetes (Type 1, Type 2, and Gestational Diabetes)
 - Over the age of 18
 - Who have not had an eye exam with dilation in the last year.
- A referral is required from you're a Doctor or Nurse Practitioner.



What to expect during Diabetes Eye Screening Appointments.



A visual acuity exam is done. Clients bring their glasses to the exam.



A numbing eye drop is given in each eye and a tonopen is used to measure ocular pressure.



Another eye drop is given to dilate the pupil. Photo and OCT images are taken.

The Toronto Central Referral Service (TCRS)

Facilitating Connections to Care

- A central intake that connects **people living with or at risk of diabetes** to supports across Toronto Region
- Aims to facilitate easy connection to inter-professional support & team-based care
- Accept clinician, care giver and self-referrals
- Multiple referral method options
 - Ocean eReferral
 - Secure online referral form
 - Fax
 - Phone
 - In person



Visit

<https://www.torontodiabetesreferral.com/>
to learn more and to refer



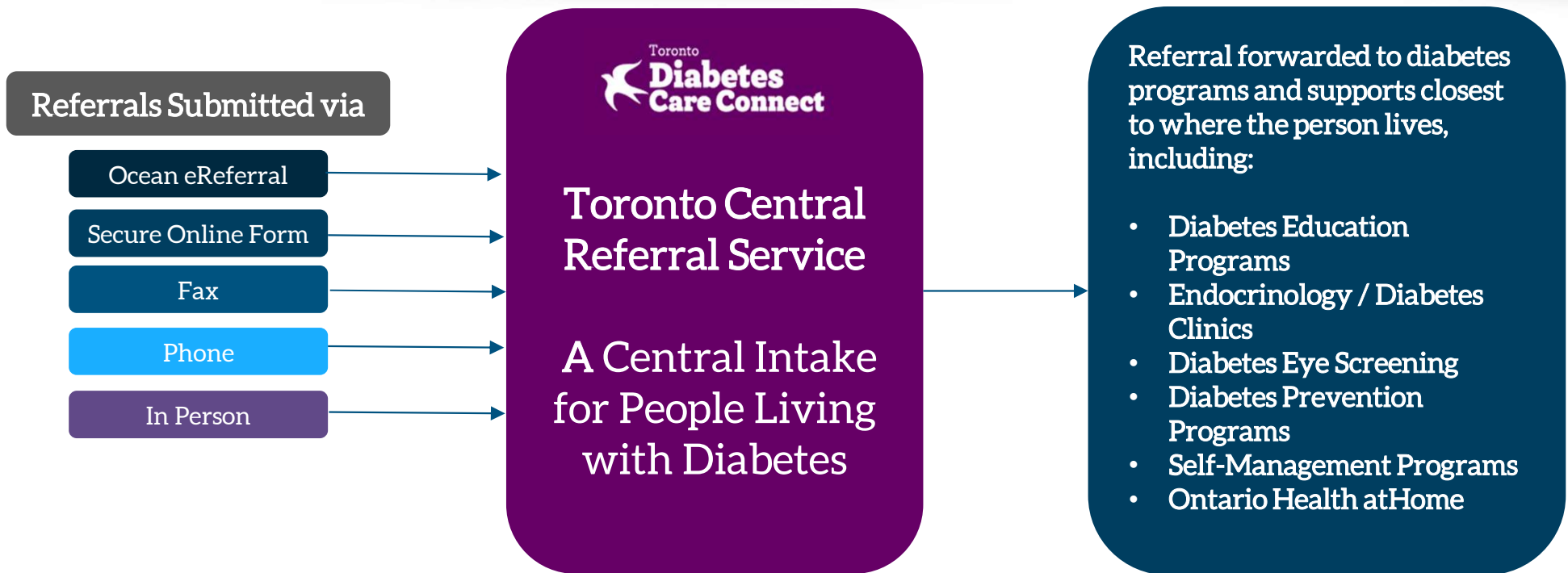
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The Toronto Central Referral Service (TCRS)



For more information or questions, please contact
Sandra Fitzpatrick, Regional Facilitator - Toronto Diabetes Care Connect
sfitzpatrick@srchc.com

For more information you can also visit the TDCC website
<https://www.torontodiabetesreferral.com/>

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