

# Strengthening Collaborative Education using E-Learning Technologies

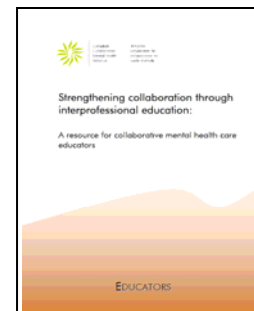
Creating a Knowledge Exchange Community  
of Learners and Educators to Improve the  
Mental Health of Canadians

## Final Summary Report

The purpose of the project was to bring together a range of health care providers, consumers, family members, caregivers and educators who would learn from, with and about each other in order to enhance collaboration for the purpose of enhancing the quality of care provided to people seeking mental health services in primary health care settings in Canada.

A series of E-learning strategies were used to disseminate the Toolkit. These included a website that hosts several dynamic resources; five teleseminars providing basic instruction about interprofessional education; and three webinars that use a train-the-trainer format to teach potential facilitators how to implement the Toolkit. The Toolkit is intended to help consumers, providers, planners, policy makers, families and caregivers understand mental illness and serves as a resource to assist in the implementation of initiatives that promote collaborative mental health care in primary health care settings. The website acts as an ongoing source of information, and contains all of the educational materials and outputs for free access in English and French: <http://www.ccmhi.ca/en/training.html>.

### **Canadian Collaborative Mental Health Initiative (CCMHI) Education Toolkit**



A warm thank you to all who participated in the teleseminars and webinars in 2007. We would also like to acknowledge our advisory group members, as well as the project team, whose support and expertise ensured the success of the project. This report was prepared on behalf of CFPC and does not necessarily reflect the opinions of the advisory group or the Canadian Council on Learning.

## Program Descriptions

The primary objectives of the Continuing Education (CE) Programs were to increase awareness of the CCMHI Education Toolkit, collaborative mental health care (CMHC), and the roles of various providers of mental health care. *Targeted audience* members included family physicians, psychiatrists, psychologists, pharmacists, social workers, dietitians, occupational therapists, nurses, educators, consumers, family members and caregivers.

*Interprofessional Team-- Facilitators:* Dr. Thomas Ungar, Dr. Vernon Curran, and Ms. Enette Pauzé (Toolkit co-authors). *Guest Experts* for the teleseminar sessions included: Lisa Dolovich (Pharmacist); Jan Stretch (Registered

### **Session Recordings**

Each CE session was recorded (with permission from the facilitators and participants) and is available for free at: <http://www.ccmhi.ca/en/training/SessionRecordings.htm>.

Psychiatric Nurse); Jayne Whyte (Consumer); John Service (Psychologist); Mary Woodman (Nurse Practitioner); Nick Kates (Psychiatrist); David Smith (Social Worker); Ann Greene (Registered Nurse/Mental Health Nurse); Karen Davison (Dietitian); Terry Krupa (Occupational Therapist); and Francine Lemire (Family Physician).

### Teleseminars:

"Continuing Education for Collaborative Mental Health Care: An Interprofessional Education Program Teleseminar" aimed to:

1. raise awareness and increase use of the CCMHI Education Toolkit;
2. increase awareness of collaborative mental health care, interprofessional education and collaborative practice; and
3. increase awareness of the roles/responsibilities of the various mental health and primary health care providers involved in providing mental health services in primary health care settings.

### Webinars:

"Training Future Collaborative Mental Health Care Educators: An E-Learning, Interprofessional Education Webinar" aimed to:

- 1) raise awareness and increase use of the Education Toolkit;
- 2) increase awareness of collaborative mental health care, interprofessional education and collaborative practice;
- 3) increase awareness of the roles/responsibilities of the various mental health and primary health care providers involved in providing mental health services in primary health care settings; and
- 4) increase the evaluation and reporting of interprofessional education programs.

Both of our Teleseminar and Webinar sessions were accredited for CE credits:

- Canadian Council on Continuing Education in Pharmacy
- College of Family Physicians of Canada
- Canadian Psychiatric Association
- Canadian Psychological Association

The sessions were also endorsed by the following associations:

- Canadian Alliance on Mental Illness and Mental Health
- Canadian Association of Occupational Therapists
- Canadian Association of Social Workers
- Canadian Federation of Mental Health Nurses
- Canadian Mental Health Association
- Canadian Nurses Association
- Canadian Psychiatric Research Foundation
- Dietitians of Canada
- Registered Psychiatric Nurses of Canada

## Program Highlights

- ✓ A total of 109 people registered for a teleseminar and 105 for a webinar.
- ✓ Participants represented all of our target audiences, including providers, educators, administrators, consumers, family members and caregivers.
- ✓ Participants found the sessions to be well planned and executed, and felt it was a valuable learning experience. The majority reported that:
  - the training resources were 'Excellent', 'Very good' or 'Good' (83%);
  - the information on the website was 'Excellent', 'Very good' or 'Good' (89%), and so was the clarity of that written material (97%); and
  - they were 'very likely' or 'somewhat likely' to recommend the project to someone they know (93%), would remember what they learned from the website resources (98%), and would share the information with health care providers (93%).

## Free Resources – Visit our Website Today!

### Want to Listen to our Experts?

**Podcasts:** We created bonus audio recordings from guest experts who participated in the CE sessions. Viewers can click on the links to access the short MP3 clips on our website.

| <b>Professional Roles &amp; Responsibilities:</b>   | <b>Interprofessional Education:</b>  |
|---|--|
| For each recording, the following information is provided: <ul style="list-style-type: none"><li>➤ Individual expert's background</li><li>➤ Profession's role as part of a collaborative mental health team</li><li>➤ Education requirements</li><li>➤ Roles and responsibilities</li><li>➤ An example of personal experience as part of collaborative mental health team</li></ul> | <ul style="list-style-type: none"><li>➤ Collaborative Care Welcome</li><li>➤ What is Collaborative Mental Health Care?</li><li>➤ Collaborative Care Activity Cases</li><li>➤ Collaborative Care Facilitator Tips</li><li>➤ What is Interprofessional Education?</li><li>➤ How to Evaluate IPE</li><li>➤ Activity 1: Steps in Assessing Client Needs</li><li>➤ Activity 2: Appreciating Team Member Roles</li></ul> |

### Want to Read More?

**Other Resources & Tools:** The project website contains a number of general resources related to CMHC and IPE, as well as tools for future CE program facilitators.

| <b>General Resources</b>   | <b>Facilitator Tools</b>   |
|--|--|
| <ul style="list-style-type: none"><li>➤ Monthly news briefs</li><li>➤ Project presentation &amp; poster</li><li>➤ Teleseminar &amp; webinar posters</li><li>➤ CCMHI's Education Toolkit</li><li>➤ FAQs &amp; TIPS</li><li>➤ Knowledge Exchange Forum</li><li>➤ Articles &amp; references</li><li>➤ Weblinks</li><li>➤ List of events</li></ul> | <ul style="list-style-type: none"><li>➤ Best practices for holding an E-learning session</li><li>➤ CCMHI's Education Toolkit</li><li>➤ Audio recordings (examples of Teleseminars and Webinars)</li><li>➤ Messages from experts (short audio clips)</li><li>➤ Welcome letter to teleseminars &amp; webinars with instructions and case studies</li></ul> |

## Evaluation Summary

An external evaluation consultant provided a comprehensive report on the outcomes of the project. The objective of the evaluation was to assess the program's effectiveness at raising awareness about the contents of the Toolkit. The evaluation addresses the following questions: 1) *Have the target groups been reached?* 2) *How effective has the program been at increasing awareness and use of resources?* 3) *Are participants satisfied with the program delivery and content?* and 4) *What other outcomes have been achieved?*

### Reaching Target Group:

- ✓ Providers represent the largest audience. Consumers and policy-makers represent the next largest group, followed by family members and caregivers. Among non-health care professionals are policy-makers, managers and researchers.

- ✓ Most participants report being in primary care (37.7%), with the remaining 62% spread equally among acute care, tertiary, long-term care or rehabilitation services.
- ✓ One-quarter of respondents report working in an interprofessional team.

#### Awareness and Use of Resources:

- ✓ Toolkits are among the most popular resources available on the website followed by articles and references.
- ✓ The seminars are effective vehicles for disseminating the Toolkit.
- ✓ Qualitative analysis shows a need for more *information* and *direct assistance* to help plan, influence organizations to commit resources, or just find time to make necessary changes.

#### *Awareness and Use of Website Resources*

|                            | % Aware (n) | % Used (n) |
|----------------------------|-------------|------------|
| Toolkits                   | 76.3 (45)   | 64.4 (38)  |
| Articles and References    | 64.4(38)    | 44.1(26)   |
| Frequently Asked Questions | 59.3 (35)   | 39.0 (23)  |
| Links                      | 59.3(35)    | 33.9(20)   |
| News Briefs                | 57.6 (34)   | 39.0 (23)  |
| Tip of the Week            | 27.1 (16)   | 15.3(9)    |

#### *Toolkit Views and Downloads July-November 2007*

|              | Page views    | Downloads    |
|--------------|---------------|--------------|
| July         | 2 029         | 867          |
| August       | 6 981         | 2 898        |
| September    | 5 595         | 2 632        |
| October      | 3 600         | 1 428        |
| November     | 1586          | 543          |
| <b>Total</b> | <b>19 791</b> | <b>8 368</b> |

#### Satisfaction:

##### *Teleseminars*

- ✓ Participants found the teleseminars to be very effective, particularly from the perspective of instruction, materials, relevance, and organization.
- ✓ Key strengths of the teleseminars are: convenience, accessibility and opportunities for collaboration where geography would otherwise restrict.
- ✓ Suggested improvements: more participant discussion, spend more time on case studies and more how-to skills for Toolkit implementation.

##### *Webinars*

- ✓ Participants rate the webinars as very effective particularly from the perspective of instruction, materials, relevance, organization, meeting learning needs/expectations and applicability to practice.
- ✓ Areas where satisfaction drops are in *understanding of role of others* and *effective participation in group discussion*; however, more than 60% still show satisfaction in these areas.
- ✓ Suggested improvements: more time for discussion/case study, more participant interaction, and concrete recommendations for improving logistics and technical difficulties.

##### *Website Resources*

- ✓ Most respondents gave *excellent* ratings to: *clear presentation of information, tools to build collaboration, quality of information, and comprehensiveness* than other aspects.

- ✓ Respondents report they would benefit from more: tips to enhance collaboration; opportunities to connect with others; printer-friendly material; “take-away” material; additional webinars or teleseminars.

*Project Resources - Contribution to Outcomes*

|   | Low<br>(1-4) | Moderate<br>(5-7) | High<br>(8-10) |
|---|--------------|-------------------|----------------|
| Increasing knowledge about mental health issues                         | 20.4         | <b>39.1</b>       | 23.8           |
| Increasing understanding of role of other professionals                 | 18.7         | <b>39.0</b>       | 25.5           |
| Increasing expectations about how care should be delivered              | 13.6         | <b>40.7</b>       | 28.9           |
| Increasing knowledge about benefits of collaborative mental health care | 13.6         | <b>39.0</b>       | 30.6           |
| Influencing you to collaborate with others                              | 10.2         | <b>34.0</b>       | <b>35.7</b>    |
| Motivating interest to learn more                                       | 10.2         | 27.2              | <b>44.2</b>    |

**Other Outcomes:**

*Changes to Practice*

- ✓ Majority of respondents intend to have a greater level of interprofessional collaboration in the future compared to the present; they also anticipate requiring more continuing education training.
- ✓ Teleseminar participants intend to share information with others more, encourage change in their organizations, collaborate more with providers and clients, and take an action consistent with collaborative practice.
- ✓ Webinar participants intend to collaborate more, and report having more confidence and more respect for other providers. They report intentions to build on existing interprofessional education experience.

*Information Seeking Behaviours*

- ✓ The majority of respondents report being very likely or somewhat likely to act on the following: remember what was learned; save information for future use; seek more information on internet; share information with health care provider; recommend the *Project* resources to others; share with consumers and families; seek more information on *Project's* website; apply what was learned; seek printer-friendly information.

*Changes to Attitudes and Perceptions*

- ✓ Most respondents report the project resources have the highest contribution to *influencing collaboration* and provide *motivation to learn more*.

**Next Steps**

New funding to extend this project is currently being explored. Phase II activities may include:

- ✓ additional e-learning sessions in English & French
- ✓ a Knowledge Exchange Forum based on a needs assessment that was conducted with those who expressed an interested in joining a sharing community
- ✓ additional online resources and expanding the website capabilities

FOR MORE INFORMATION

**Website**  
[www.ccmhi.ca/en/training.html](http://www.ccmhi.ca/en/training.html)