

Announcing the Provincial PoET Program

A New Training & Certification Program on Consent, Capacity, and Substitute Decision Making
 Supporting the Pursuit of Continuous Improvement in Ontario Long-Term Care Homes
Starting Fall 2022

What is PoET?

PoET (Prevention of Error-based Transfers) is an award-winning project based out of **William Osler Health System** (Osler). This project has a ten-year history of helping long-term care homes reduce consent-related errors and the transfers to hospital that can result. PoET uses an adaptive approach to encourage and support change in long-term care homes to help staff and physicians understand and meet their consent-related obligations. PoET is one example of Osler's Ethics Quality Improvement Projects (EQIPs), which have been recognized as a **Leading Practice** by Accreditation Canada.

PoET's work has been published in *Healthcare Quarterly* and was included on the **Minister's Medal Honor Roll** in 2017. PoET's *Individualized Summary* tool has been recognized as a **Leading Practice** by Accreditation Canada in 2016. Through a collaboration with the Department of Family Medicine at McMaster University, PoET received a **\$1.5 million contribution** from Health Canada's Health Care Policy Contribution Program to measure the impact of PoET on residents, family members, staff, physicians, and the health care system. This work builds on the >70% reduction in repeat end of life transfers that was measured in the early years of PoET's operation.

More information about the history of PoET and our work to date can be found on our website:

poetproject.ca

"My life choices matter to me the most – that's up to me, not my kids. Thank you for giving me the control over my life choices back."

Resident at a PoET Home

Benefits of the PoET Program for Ontario Long-Term Care Homes

The benefits of achieving and maintaining PoET Program certification fall into three domains:

Quality

- **Multiple areas of alignment** with Health Quality Ontario's **Palliative Care Standard**
- Contribution to the home's QIP (Quality Improvement Plan)

Resident Experience



- Helping to ensure residents receive the care that they want and can benefit from through closer alignment with the *Health Care Consent Act*
- Supporting the adoption of practices, policies and procedures that include residents in decision making, and help others to know their wishes, values, and beliefs.

Role Clarity

- Helping healthcare providers to understand the consent obligations specific to their professional role
- Supporting the resident, their family, and substitute decision makers understand their role with respect to consent, capacity, and substitute decision making

Three Program Streams

At this time, all programs are run using a virtual model.

	INITIATION	REFRESH	RE-CERTIFICATION
Estimated Flat Fee	\$4800	\$1950	\$1450
Designed for	Homes that are new to PoET	Homes that are preparing for recertification	Homes interested in maintaining current PoET certification
Purpose	To help the home identify opportunities for greater alignment with Ontario's <i>Health Care Consent Act</i> and work with them to find and test home-specific solutions and strategies	To help the home reinforce learnings and refine changes made in initial launch, and identify new opportunities for alignment with Ontario's <i>Health Care Consent Act</i>	To measure, evaluate, and certify the home's commitment to PoET changes and ongoing quality improvement related to them
Description	Over four weeks a PoET Change Leader will work closely with the home to: observe current practices; suggest a preliminary change plan based on observations; tailor and troubleshoot the changes, and; provide mentorship and education to support change. Education sessions, tools, and materials provided.	A Poet Change Leader will help the home over a two-week period to: (1) identify areas where previous changes could be reinforced and refined, and (2) identify where new changes could be implemented. Education sessions, tools, and materials provided.	The PoET Team will work closely with the home over a two-week period to measure and evaluate the home's practices related to consent, capacity, and substitute decision making. Feedback provided.
Certification Outcome	1 Year PoET Certification 	Non-certificate Stream	3 Year PoET Certification 

FOR MORE INFORMATION, PLEASE EMAIL:

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If your organization is interested in supporting more than one long-term care home, please contact us to discuss options.