

Saint Elizabeth  
Well beyond health care

**Building Capacity for Certified Diabetes Educators  
through a National "Virtual CDE Study Group"**

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Saint Elizabeth

&

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**Who We Are Today**

*Growing nationally*

*\$250 million in revenues*

*6,000 employees*

*5 million visits annually*



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**Who We Are Today**

Diversified services:

- Nursing
- Personal Support
- Rehabilitation
- Education
- Research
- Consulting
- Foundation
- First Nations, Inuit & Metis Program



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## Saint Elizabeth First Nations, Inuit and Métis Program

**Vision:** Honour the Human Face of Health Care

**Focus:** Seek to enrich the knowledge base and supports available to community-based health care providers. Work in partnership to understand and solve complex health care issues, improve access and address barriers to care.

**Approach:** Combine wise practices and innovative technologies with meaningful involvement of First Nations, Inuit and Metis Partners. Partnership, action based research, knowledge exchange and mobilization.



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## Today & expanding

- @YourSide Colleague® reaches over 330 First Nation communities/ organizations and over 1100 health care providers across Canada



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## 2020 Vision



*To Honour the Human Face  
of Health Care*

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## Saint Elizabeth's Virtual CDE Study Group - 2011

- December 2010 & January 2011 – information sessions for SE staff and First Nations Communities in Central and Western Canada
- Feb 2011 – May 28, 2011 (exam day!):
  - Weekly live facilitated study sessions via webcast with teleconference lines
  - No cost to participants
  - Communication strategy for FNIM: posting on @YourSide Colleague and an e-blast to SE FNIM @YourSide Colleague account holders
  - Recruitment outside of SE and FNIM largely through "word of mouth"
  - Online Community of Learning within Saint Elizabeth's e-learning environment @YourSide Colleague

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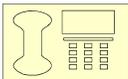
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## The Format

**Platform:**

- Internet
  - GoToTraining
  - weekly "live" sessions
  - Events recorded/archived
- Audio
  - HiDef Corporate
  - Toll free phone or VOIP


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## Saint Elizabeth CDE Study Group

- Facilitated by Saint Elizabeth's Advanced Practice Consultant for Diabetes (CDE)
- Dedicated Community of Learning "@YourSide Colleague:




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**An interprofessional success story**

- Saint Elizabeth Sponsored the study group (no cost to participants)
- Coordinated and Facilitated by Saint Elizabeth Advanced Practice Consultant for Diabetes
- Planning, coordination and evaluation support from SE FNIM Program
- Participants could post questions and comments, share resources, and participate in a 1 hour live weekly webcast/teleconference (via Arkadin)
- Group met “virtually” every week from The first week of February to the date of the exam

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**2011 - A diverse group**

- 48 participants from 6 provinces
  - British Columbia
  - Alberta
  - Saskatchewan
  - Manitoba
  - Ontario
  - Newfoundland

Over half of the 48 2011 group participants either worked for, with, or in First Nations communities throughout the central and western provinces

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**A diverse group**

- Mix of health professionals from different disciplines :
  - Registered Nurses
  - RN Enterostomal Therapy Nurses
  - Nurse Practitioners
  - Registered Practical Nurse
  - Licenced Practical Nurse
  - Registered Dietitians
  - Pharmacists

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### Positive Participant Reviews

- 85% exam success rate
- 100% of survey respondents indicated they would recommend participation in the group to others
- 95% liked the combined online/teleconference format
- 88.2% indicated they found the “sharing of resources” to be beneficial
- 94.1% indicated they would be able to apply the knowledge gained through the study group experience to their practice

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### Some responses to survey question: “what did you find most helpful about the study group”?

- **resources**
- Online, friendly, and easily accessible
- **Collaboration**
- **Collaboration**
- **resources** available - provided some direction for study - useful tips re the exam
- The presentations helped clarify the readings in The Essentials, etc. Access to all the **resources** associated with the competencies.
- weekly presentations of different topics
- Able to post questions to group either in forum or during live sessions. **Recommended reading list** posted by the facilitator and his exam tips he gave during sessions!
- facilitators organization and provision of **resources**
- facilitator. He did a great deal of work organizing and putting information/**resources** on the site
- sharing of experiences among a **multi disciplinary group**
- The **collaboration** with other disciplines and sharing the learning experience
- Summary of updated **resources** to study/ which ones to focus on

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### Enter 2012: oh, how our little group has grown...

In 2012, we have received over 160 inquiries regarding the CDE Study Group from the Yukon, To Newfoundland.

Primary means of awareness outside of SE and FNIM is “word of mouth” – none turned away

136 registered for the online forum (3 more yesterday)

107 registered for the live weekly GoToTraining Webcasts

Next exam date: Saturday May 26<sup>th</sup>, 2012 (11 days to go!)

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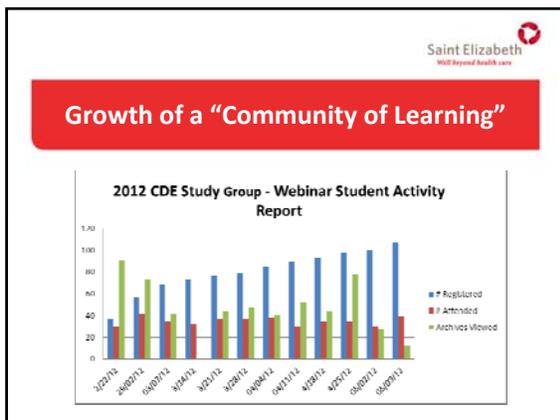
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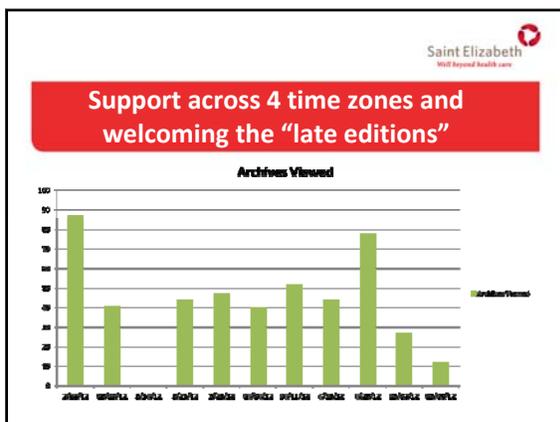
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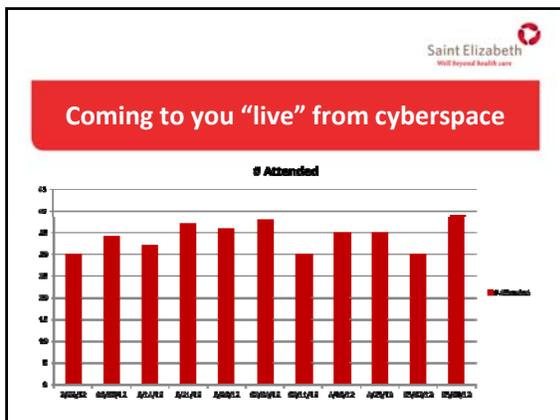
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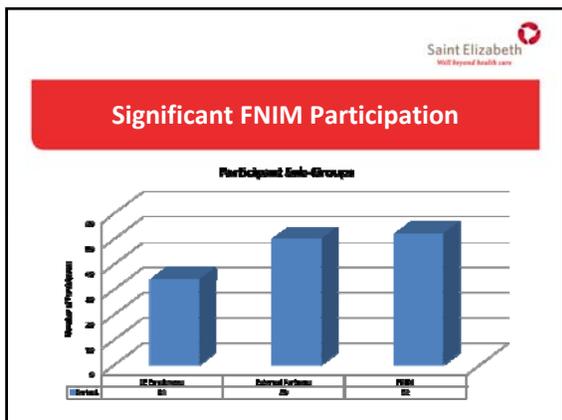
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**Very High Utilization of Online Forum  
(Mar 20 – May 13, last 52 days)**

| Community of Learning | Launch Total | Total Time | Average Launches/Day | Average Launches/Weekend | Most Active Day | Least Active Day | Most Active Hour | Least Active Hour |
|-----------------------|--------------|------------|----------------------|--------------------------|-----------------|------------------|------------------|-------------------|
| CDE Study Group 2012  | 2094         | 54:37:16   | 30                   | 232                      | 07/03/2012      | 24/04/2012       | 16:00-17:00      | 2:00-3:00         |

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**Next Steps...**

Exam day!!! Saturday May 26<sup>th</sup> 2012

Post-exam reflections live session Wed May 30<sup>th</sup> 2012

Evaluation metrics:  
 Survey monkey:  
 Exam success rate  
 Satisfaction  
 Would "personally recommend" to others  
 Perceived impact on care delivery  
 Confidence measures  
 Extent to which the existence/availability of the study group contributed to the participants decision to write the exam  
 Motivation to participate for those not writing the exam in 2012

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**Thank you!**

Questions?

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