

62 USING TELE-HEALTH AND WEB TECHNOLOGIES TO PROVIDE ACP EDUCATION FOR INFORMAL CAREGIVERSS Grant¹ ¹*Sue Grant Connections*

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Attendees will learn about a pilot project that engaged caregivers using tele-learning and web-technology to provide education on Advance Care Planning (ACP). The advantages of using the Care-Ring Voice Network include the national scope and reach to explicit caregiver communities, and convenience for participants who can access professional and multi-disciplinary experts on ACP from the comfort of their own home. In association with Solutions-East Toronto's Health Collaborative (Solutions), VHA Home HealthCare (VHA) led in the development, implementation and evaluation of a new and innovative tele-learning program for caregivers, in particular those falling in the 'sandwich generation' category. As a member of Solutions, a local collaborative involving a full continuum of health care organisations, VHA championed joining Care-Ring Voice and testing their technology to increase knowledge and reduce stress of caregivers. Care-Ring Voice connects caregivers and families to information and support through the use of tele-learning. The network hosts learning sessions by telephone and the web on a range of topics relevant to informal caregivers. Participants benefit by learning from healthcare professionals leading the workshops and by sharing with others in similar situations. Care-Ring Voice is a national network but currently membership is largest in Quebec and British Columbia. The consultative approach used to develop the five-week 'Ring and Reach' series curriculum, involving professionals from across the healthcare continuum, will be highlighted as well as the evaluation methods and findings. The presentation will highlight predictors of program success, challenges and barriers to caregiver participation, and strategies for future offerings.