



FACILITATION GUIDE

**For CONCENTRIC
Change Champions**

GLOSSARY, ABBREVIATIONS & MAIN CONCEPTS

- PwSCI – Person(s) with Spinal Cord Injury
- SCI – Spinal Cord Injury
- CONCENTRIC - CONnecting and Coordinating an Enhanced Network for TRansitions In Care
- TiC – Transitions in Care
- MDCP – Multi-disciplinary care plan

INTRODUCTION

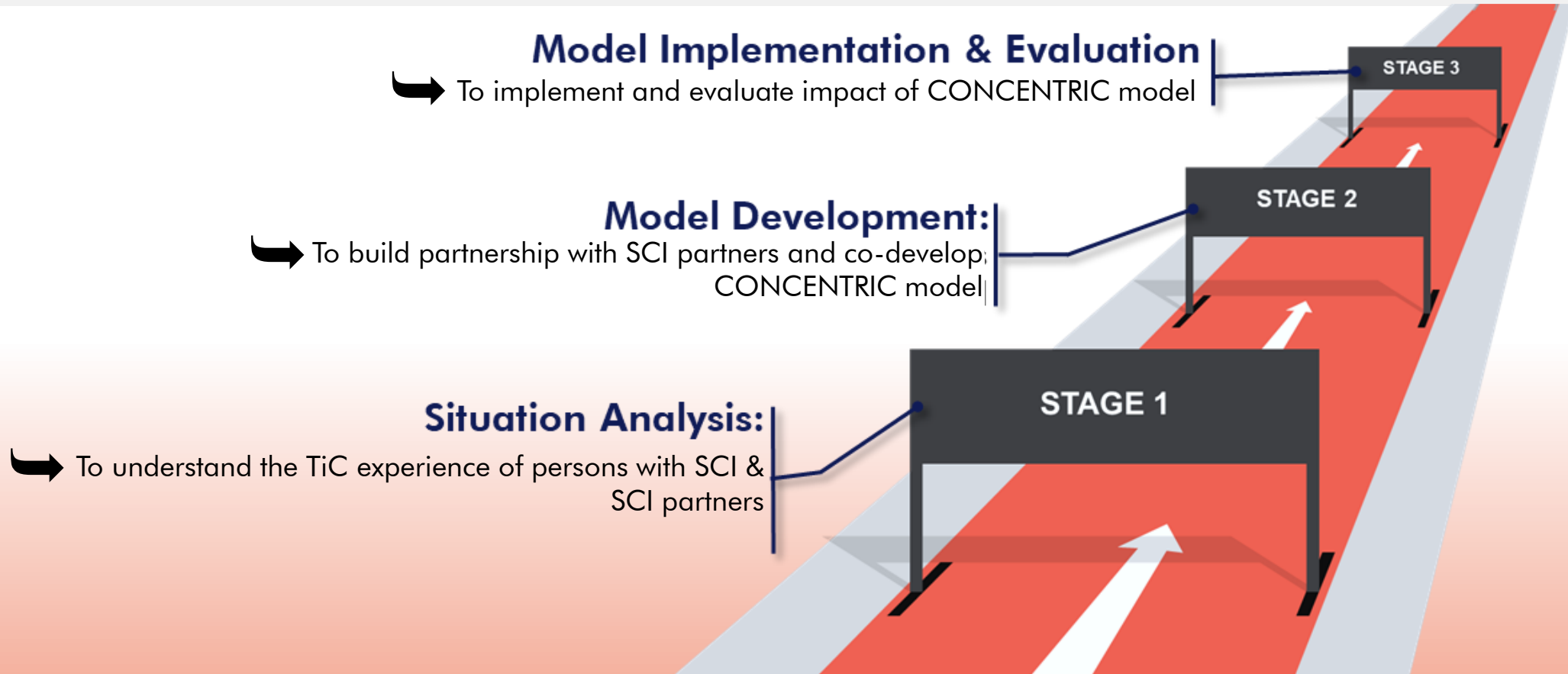
- Purpose:

This guide is designed to aid in the implementation of a transitions in care (TiC) model for individuals with spinal cord injury (SCI) referred to henceforth as the CONCENTRIC Model.

The goal is to ensure a seamless and supportive transition between healthcare settings, leading to improved outcomes and quality of life for individuals with SCI and a satisfactory care experience for caregivers and care providers (see summary image on next page)

CONCENTRIC STAGES SUMMARY

Project Stages



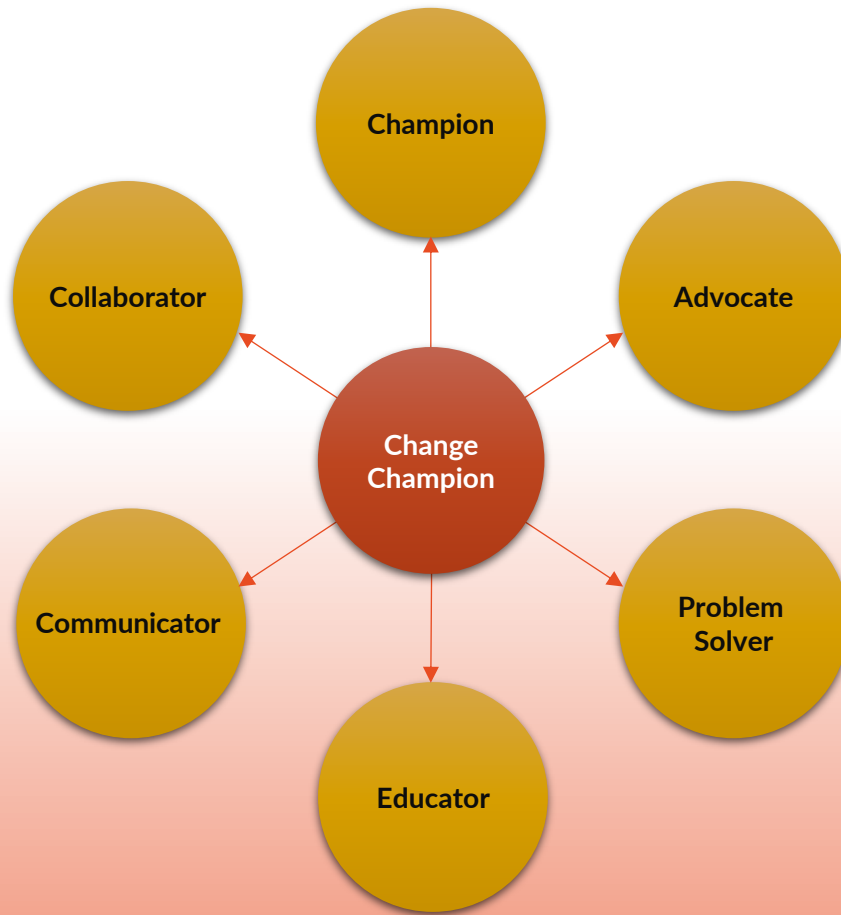
KEY OBJECTIVES OF CONCENTRIC [R.I.P.E]

- Reduce readmission rates and healthcare costs
- Improve patient engagement and self-management
- Promote person-centred care
- Enhance collaboration among SCI partners [across community & hospital settings]

UNDERSTANDING TRANSITIONS IN CARE [TiC]

- What does TiC mean for SCI patients?
- What it is not?
 - Ticking boxes
 - Excluded in discussions
 - Treated as a statistic
 - Preferences ignored or just heard but not reflected

ROLES AND RESPONSIBILITIES



The **Change Champion's main role** is to help partners understand the significance of the CONCENTRIC model, successfully adopt and implement relevant aspects of it and overcome/address potential barriers.

Generally, the Change Champion will be expected to be **self-driven, show leadership, educate, provide and enable communication** with and between partners, **advocate** for the concerns of relevant partners and **coordinate** activities across multidisciplinary teams.

The Change Champion will **report to** assigned team member from the CONCENTRIC Steering Committee and designated leader/manager within respective site.

The Change Champion role is estimated to run between **November 2024 and March 2026**.

**See details for each role in the succeeding pages or click on each role for more details*

ROLES AND RESPONSIBILITIES

- **Champion:**
 - Inspire and encourage others to support the CONCENTRIC model.
 - Promote the benefits of the CONCENTRIC model.
 - Provide leadership and motivation to drive change.
 - Celebrate successes and acknowledge contributions



ROLES AND RESPONSIBILITIES

- Advocate and Problem Solver:
 - Address concerns and challenges related to implementation.
 - Ensure person-centred care in practice
 - Represent the interests of persons with SCI and their caregivers.



ROLES AND RESPONSIBILITIES

- Educator:
 - Provide training, education and clarifications relevant to understanding and successfully implementing the CONCENTRIC model.
 - Aid in developing and distributing educational materials.



ROLES AND RESPONSIBILITIES

- **Collaborator:**
 - Collaborate with partners to co-develop relevant activities, resources and track outcomes.
 - Build relationships with care providers, community organizations, and other relevant partners, including Change Champions at all other pilot sites.
 - Coordinate efforts and ensure alignment across different teams and settings.
 - Contribute to fostering a collaborative and supportive environment.



ROLES AND RESPONSIBILITIES

- Communicator:
 - Ensure clear, consistent communication between all partners (patients, families, caregivers, community partners, care providers)
 - Provide feedback relevant to successful implementation of the CONCENTRIC model as needed.

