Fall Prevention Community of Practice LOOP

Loop Third Year Report – September 2018

Background

The Fall Prevention Community of Practice (CoP) is a community of practitioners, program planners, researchers, policy planners and others who have an interest and work, in the area of fall prevention.

CoP Facts
- In October 2010, the CoP was first established through the Seniors Health Knowledge Network and was initially funded by the Ministry of Health and Long-Term Care and sponsored by the Ontario Neurotrauma Foundation (ONF).
- ONF provides ongoing sponsorship of the CoP and manages its operations.

Loop Facts
- Loop was launched in September 2015 to serve as a bilingual online communication platform of the CoP.
- Loop is freely available nationally at www.fallsloop.com

About this Report
This report provides a snapshot of Loop's members as of September 30, 2018 and their use of Loop's services.

> *"It is a great tool for the fall prevention community."*

LOOP

Loop Features

Loop members find answers, network and work together by accessing:

- ✓ **Webinars/mini newsletters:** Members can gain knowledge on various fall prevention topics

- ✓ **Active Discussion Board:** Members share resources, write articles, ask questions and get answers on topics related to fall prevention

- ✓ **Events:** Members can find professional education opportunities and advertise their own organizations' events.

- ✓ **Search Members:** Members can search through the community of practice for experts, or community members by area of expertise, location or name and contact them directly.

- ✓ **Private Groups:** Members can use private groups to create networks, committees and project teams for their own ongoing discussions, planning and project work. Members can also store and share documents.

- ✓ **Knowledge Centre:** Members have free access to useable knowledge products with summaries of evidence-based information.

"It's like Facebook for professionals."

"It is great to have it [in] one place....it is great to network with the community of practice."

Sponsor

Ontario Neurotrauma Foundation
Fondation ontarienne de neurotraumatologie

Loop is sponsored by the Ontario Neurotrauma Foundation (ONF). ONF is a non-profit organization funded by the Ontario government that works to prevent neurotrauma, and ensure Ontarians with spinal cord and brain injuries lead full, productive lives. ONF is the leader in moving research evidence into practice to improve quality of life and health outcomes.
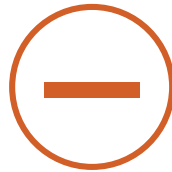
Through collaborations and partnerships, ONF connects healthcare practitioners, researchers, policy planners and stakeholders including those living with neurotrauma to the information they need to make positive changes in health practices, outcomes and policies

Executive Summary
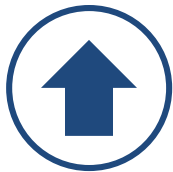
Loop membership increased by 34% compared to last year.

Similar trends in where members live, where they work and what they do.

Loop engagement decreased slightly compared to last year.

New in this year's report

Webinar Evaluation
- Participants report on average a 32% increase in knowledge gained and confidence to use new information after the webinar.
- On average, quality of presenters and webinars are rated very highly.

Knowledge Centre
- In 2018, Loop's Library Service evolved into a Knowledge Centre. Major changes were access to a Knowledge Broker and summarized annotations of findings into a useable knowledge product.
- Most requested knowledge products: evidence summaries, resource and practice tools and evaluated practices and programs.
- Least requested products: literature searches, resource lists, reading lists and full text academic articles.

Summary of Members' Survey
- Knowledge exchange, professional development and networking continue to be key motivators for joining and participating on Loop.
- Most common barrier to participation was lack of time and resources. Members emphasized the importance of ensuring that access to Loop and its various features be as streamlined as possible.
- Most popular service are the webinars.
- More frequent Loop users were more likely to report value and positive impacts/benefits and were more likely to encourage others to join/participate. This reinforces the importance of active engagement in the platform in order to derive the most benefit.
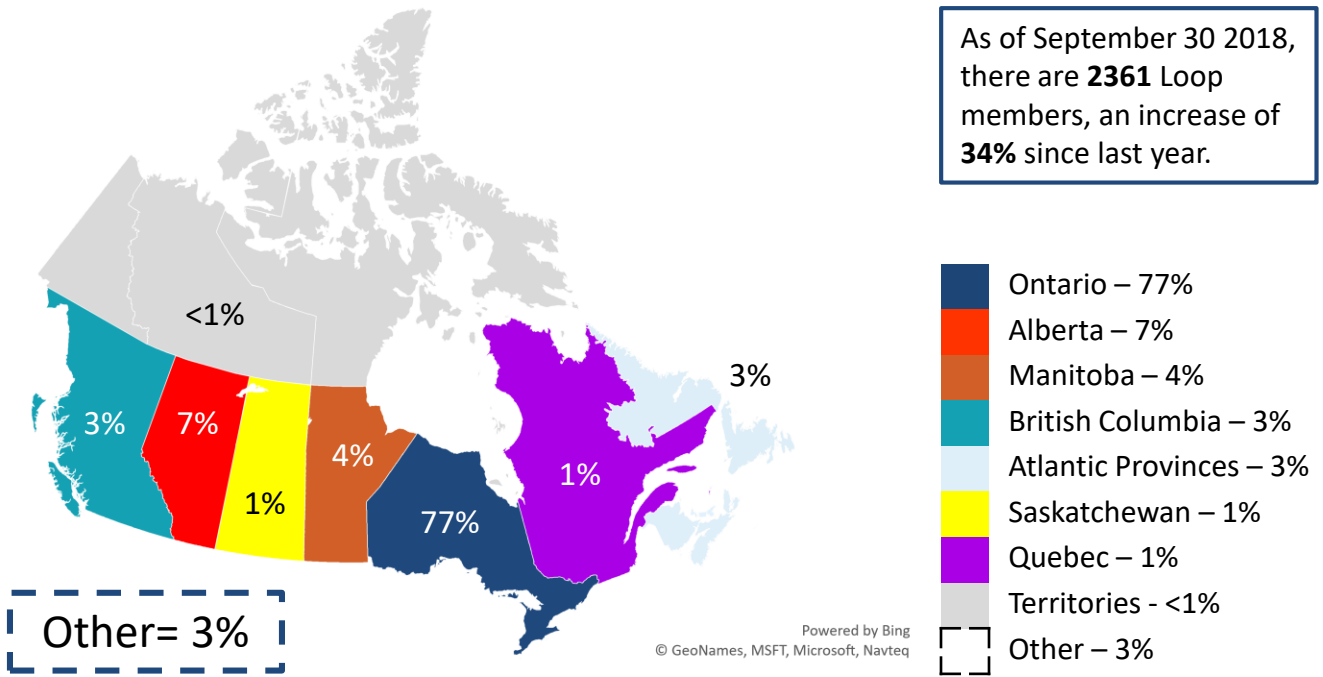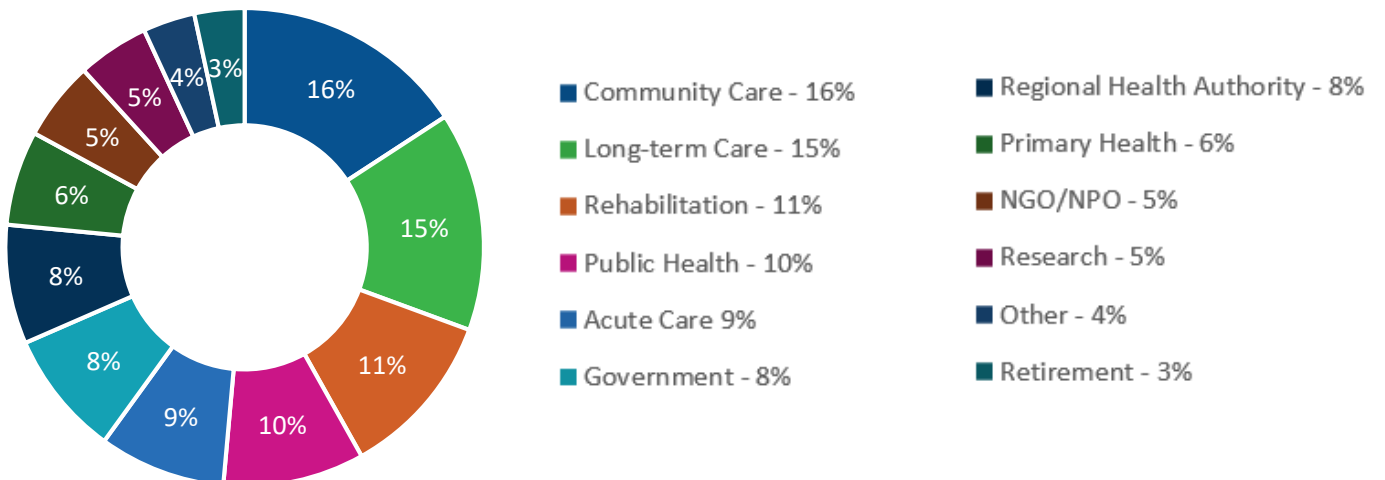
Who are Loop Members?

Where members are from

The majority of Loop members live in Ontario, but we continue to expand our reach nationally and beyond.

As of September 30 2018, there are **2361** Loop members, an increase of **34%** since last year.

3%

<1%

3%

7%

4%

1%

1%

77%

Other= 3%

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- Ontario – 77%
- Alberta – 7%
- Manitoba – 4%
- British Columbia – 3%
- Atlantic Provinces – 3%
- Saskatchewan – 1%
- Quebec – 1%
- Territories - <1%
- Other – 3%

Where members work*

16%

15%

11%

10%

9%

8%

8%

6%

5%

5%

4%

3%

- Community Care - 16%
- Long-term Care - 15%
- Rehabilitation - 11%
- Public Health - 10%
- Acute Care 9%
- Government - 8%
- Regional Health Authority - 8%
- Primary Health - 6%
- NGO/NPO - 5%
- Research - 5%
- Other - 4%
- Retirement - 3%

*Members can report working in one or more practice setting

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What members do
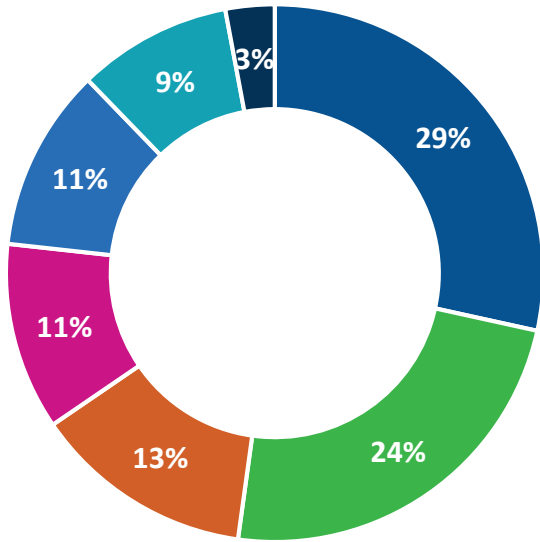
- Direct care to older adults- 29%
- Program development and support- 24%
- Middle management- 13%
- Research or evaluation- 11%
- Policy development- 11%
- Advocacy- 9%
- Upper management- 3%

Members' job titles include: nurses, physiotherapists, occupational therapists, kinesiologists, physical therapists, exercise specialists, program/project coordinators, managers and directors, educators, policy planners, professors, practice leaders, regional leads, health promoters, personal support workers, researchers, dietitians, optometrists, students and more.

Loop Member Engagement

Ways Loop members have been engaged* over the past 12 months:

128	241	26	88	332	5%
Discussions posted	Comments posted	Private Groups	Events Submitted	Messages sent between members	Decrease in page views

*Statistics reflect engagement between September 30 2017 – September 30 2018

Discussions

Below are the top 10 discussions that were posted on Loop and garnered the highest number of comments.

"I had a colleague with a specific question, and I encouraged her to join Loop and put it out to the membership for ideas"

Comments	Discussion post
21	Is Physical Literacy being mentioned/included with respect to Fall Prevention?
11	Falls Efficacy Scale-International - Does anyone know how to interpret a client's score?
11	I am looking for policy and procedures for outpatient Falls prevention
10	Recommendations for senior exercise DVDs
10	Have you heard of changes to the evidence of blood pressure changes as part of normal aging?

Newsletter

What members read

Loop mini-newsletters are sent bi-weekly and help keep members in the Loop about discussion posts, upcoming webinars and events.

Average open rate* 26.46%

Average Click-through rate** 25.04%

Top 5 Newsletter Topics with highest click through rates**	
63.9%	Safe Winter Walking
63.3%	Senior Friendly Care Getting Started Toolkit
61.3%	RNAO releases a new edition best practice guidelines: Preventing Falls and Reducing Injury from Falls
58.7%	Have you heard of changes to the evidence of blood pressure changes as part of normal aging?
57.3%	Have you read this article on MCI and frailty?

*Percentage of members who open the Loop newsletter
**Percentage of the number of times links are clicked in the newsletter that go to the topic. Topics can be discussion posts or events

LOOP

Webinars

Webinar Topics

Over the past 12 months, Loop has facilitated 13 webinars.

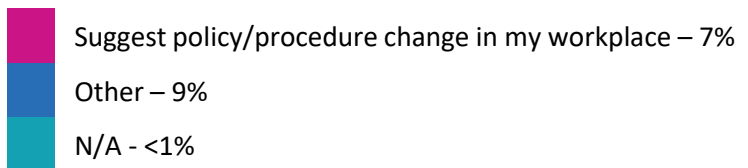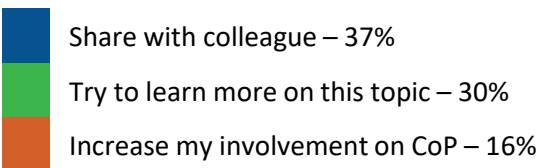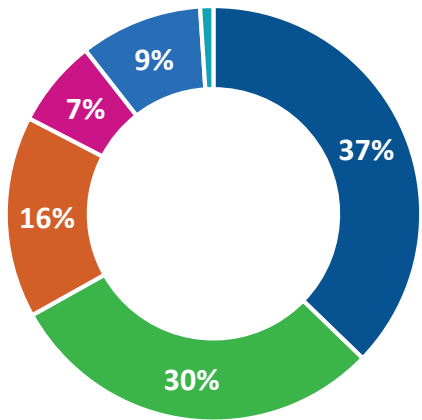**1,839** — Total number of webinar participants

141 — Average number of participants per webinar

Top 5 Webinars with highest attendance
Parkinson's disease: Understanding causes, mechanisms and treatments for falls
Rehabilitation in long-term care: Interventions and their effect on activities of daily living and falls quality indicators
It Takes a Village: Fall Prevention and Age-Friendly Communities
Leveraging Partnerships for a Community-Based Fall Prevention Strategy
Better Strength, Better Balance! Partnering to deliver a fall prevention program for older adults

Webinar Evaluations

All webinar participants are invited to participate in an evaluation after the webinar.

How do you plan to use this information?

- Share with colleague – 37%
- Try to learn more on this topic – 30%
- Increase my involvement on CoP – 16%
- Suggest policy/procedure change in my workplace – 7%
- Other – 9%
- N/A - <1%

Average % increase in confidence level to use information from the webinar (before vs after)*	32%
Average % increase in knowledge (before vs after the webinar*)	32%
Average Presenter Ratings*	
They were knowledgeable	Strongly Agree
The slides and materials were helpful	Strongly Agree
They kept me interested	Strongly Agree
Overall quality of the webinar*	Very High (4.1/5)

*Response options are presented in a Likert scale (e.g. Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree).
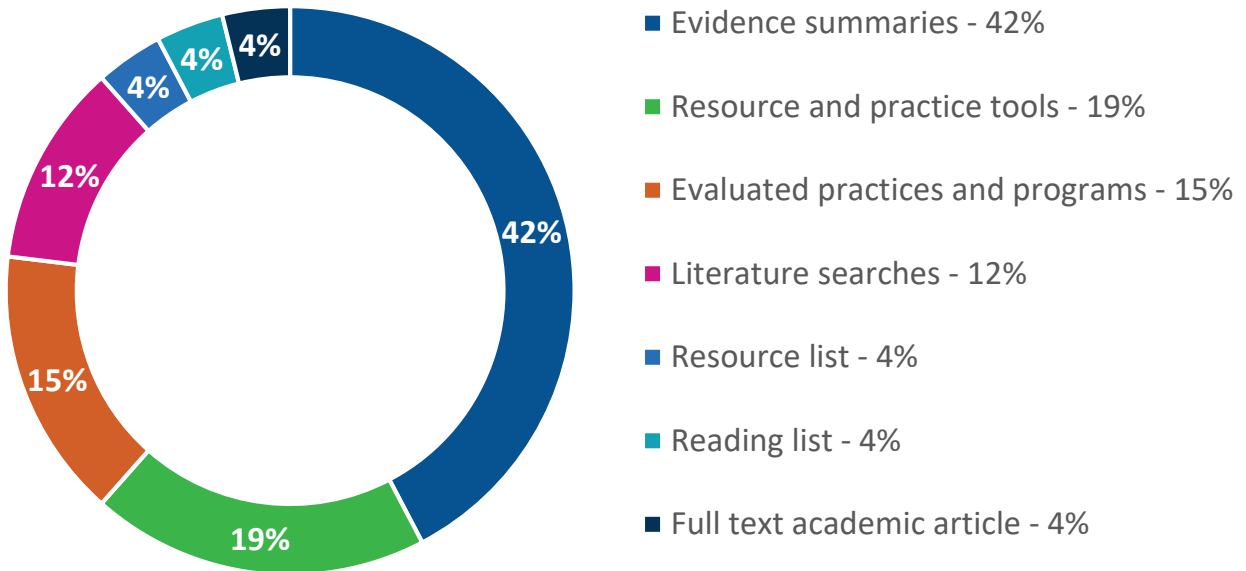
Knowledge Centre

Total Number of Information Requests	23
Ontario	21
Out of Province	2

Information Requests

Historically, Loop had a Library Service where members could access an information specialist and submit library requests. In January 2018, a comprehensive review of the Loop Library Service was undertaken to determine potential areas of improvement. The top barriers that were mentioned were access to information to inform practice, and lack of time to read the information.

In April of 2018, Loop launched a new Knowledge Centre to address these barriers and improve services to its members. Improvements include:

- Access to a knowledge broker who searches all levels of evidence including grey literature

- Annotated summaries of results as a knowledge product that can be shared among Loop members

Types of Knowledge Products* requested

- Evidence summaries - 42%
- Resource and practice tools - 19%
- Evaluated practices and programs - 15%
- Literature searches - 12%
- Resource list - 4%
- Reading list - 4%
- Full text academic article - 4%

Evaluations received	3
Satisfaction	Very Satisfied
Quality of the service/product	Very Good
No comments on how the service can be improved	

"information was used to make recommendations for policy and practice for a guidelines document"

*For detailed description of knowledge products, visit: https://www.fallsloop.com/services/knowledge-centre

Loop Member Survey

Evaluation consultants were contracted to develop an evaluation plan for Loop. A survey was administered for four weeks online via Loop in February 2018. Telephone interviews with a small number of members were used to collect feedback and stories of impact resulting from engagement with Loop. These findings can't be generalized to the larger membership due to the significantly low response rate and small sample size of interviewees.

Response Rate	
2017 N (%)	2018 N (%)
81 (8%)	50 (1%)

Joining Loop:

In 2017 and 2018, almost all survey respondents reported several features prompted their joining Loop. In both years, the most significant and commonly reported feature were "access to information" and "opportunities for professional development". "Promoting my organization's activities" was a new response option introduced in the 2018 survey.
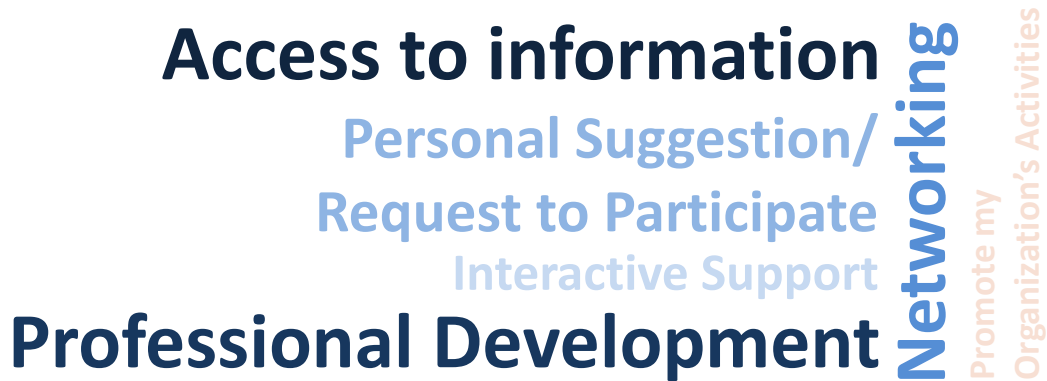

Figure 1. Opportunities that prompted decision to join Loop

Other reasons for joining Loop:
- Five respondents highlighted being motivated to join because of access to information on fall prevention, such as current practices, issues and resources.
- One respondent reported wanting to access this information to "a*pply in my everyday life*."
- Four survey respondents reported that joining was an expectation for their work role ("*I am the Program Lead for a Community based Fall Prevention Program. It makes sense to belong*.").
- Four survey respondents reported joining to achieve a specific work goal – including accessing/developing a shared workspace (three respondents) and supporting a communication campaign for fall prevention month (one respondent).

Participating on Loop

Majority of survey respondents were regular users of Loop (46% accessing Loop two to three times a month and 26% accessing weekly, see figure 2).

Factors encouraging participation on Loop are displayed in Figure 3. In both 2017 and 2018, the vast majority of survey respondents identified more than one factor.

Figure 2. Frequency of Loop access

In 2018:

- most strongly and commonly endorsed factor was "opportunities to participate in webinars", followed by 'Loop technology is easy to use' and 'access to webinars'
- fewer respondents identified 'access to library services' and 'ability to promote own events and webinars'

"It is very difficult to stay up on all the latest evidence on falls as it comes out, and Loop is a valuable part of the way that I do this."

Figure 3. Factors in encouraging ongoing participation on Loop

Reasons for participating include:

- Being able to stay current with new information regarding fall prevention
- Access to private groups/workspaces
- 78% of respondents reported having encouraged others to join Loop. Frequent users were significantly more likely to report encouraging others to join compared to infrequent users

Difficulty in Participating on Loop

72% of survey respondents reported that participating in the Loop was 'not difficult at all'.
26% reported that participation was 'somewhat difficult'. Of those reporting difficulty, the most frequent factor reported was insufficient time and/or resources. There were no noticeable differences among reporting difficulty in frequent vs infrequent Loop users.

Figure 4. Proportion of respondents endorsing factors that make it difficult to participate in Loop
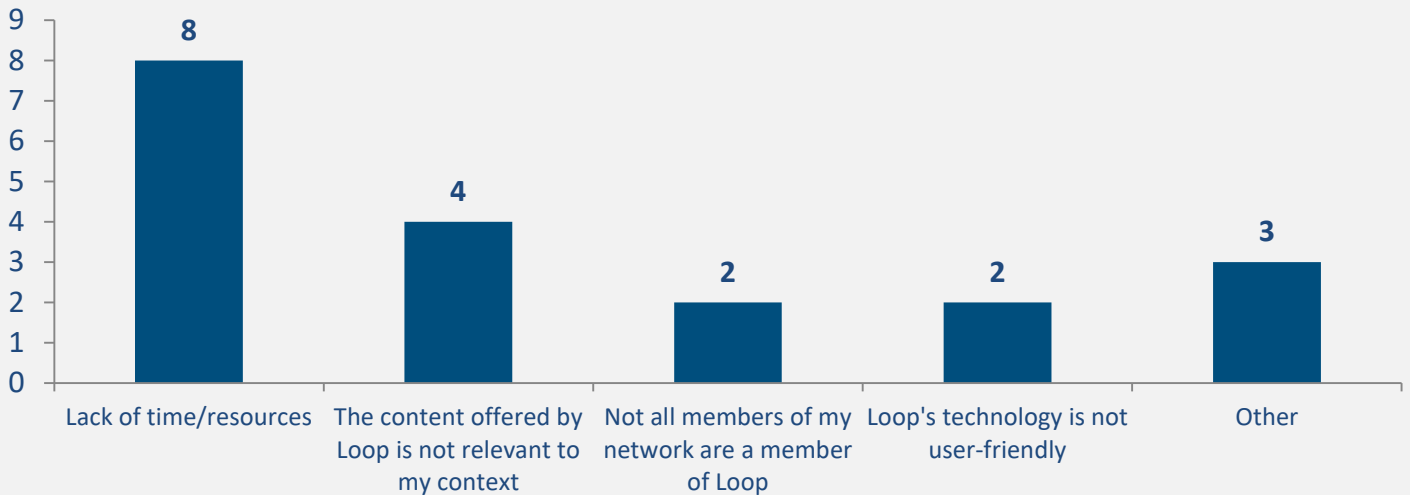
Perceived Value of Loop

When asked to rate the value Loop brought to different aspects of their work, respondents were more likely to identify value in their own work compared to value brought to the work of their organization. This is consistent with last year's results. Those who reported "no or very little value" were exclusively infrequent users.

Figure 5. Value of Loop in Different Aspects of Membership Work

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Loop Services

Library Service

- 30% of survey respondents reported accessing Loop's Library Services, compared to only 14% in 2017.
- All but one respondent indicated that the Library Service was 'very helpful'.
- Top reasons for not accessing Library Services:
    - Lack of need for the service (57%)
    - Lack of awareness (34%)

Webinars

72% reported participating in one or more webinars offered by the (69% in 2017).

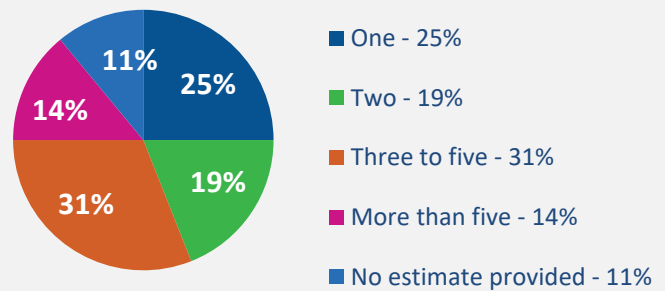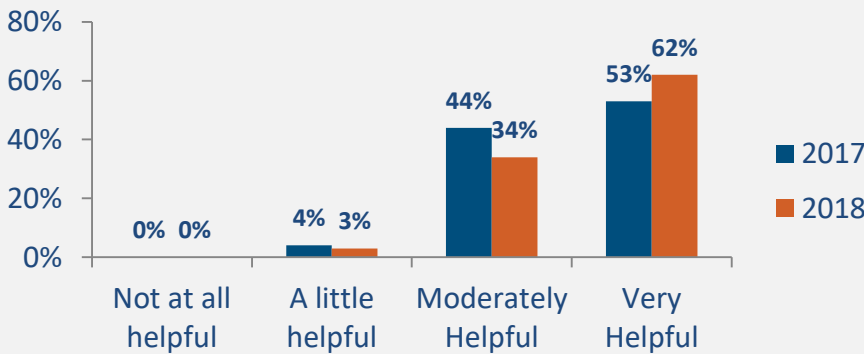### Figure 6. Proportion of Webinars attended by respondents

- One - 25%
- Two - 19%
- Three to five - 31%
- More than five - 14%
- No estimate provided - 11%

Figure 7. Helpfulness of Webinars

"Access to webinars has broadened my understanding to fall prevention work in areas outside my specialty."

Private Groups

- 30% (N=14) of survey respondents reported being a member of at least one private group.
- Over half were in two or more private groups
- Of the 14 survey respondent private group members, 71% reported private groups as "Very Helpful"

> *"…greater awareness of multi-sectoral involvement and role in fall prevention (i.e., naturopathic, chiropractic, dietitian, etc.) Overall participating in LOOP has a great educational value."*

Impacts of Loop

When asked to rate the extent to which their work improved in various areas, respondents reported 'moderate' or 'large' improvements in both years. In 2018, respondents identifying as infrequent users were more likely to report no improvements across work areas.

When asked about benefiting work goals, majority of participants reported benefiting from work goals. 'Created policy change' was least frequently reported as 'moderate or 'large extent, but this frequency increased slightly in 2018. In 2018, no patterns were observed for perceived benefits on various work goals among frequent and infrequent users.

Table 1. Extent to which aspects of members' work improved as a result of participation in Loop (in descending order)

Work Area
Information to share with others
Better access to evidence-informed tools, interventions and products
Improved ability to plan programs
Improved ability to implement programs
Stronger partnerships and collaborations
Improved ability to evaluate programs
Information provided influence research plans*

Table 2. Perceived benefits to organization or broader network associated with participation in Loop (in descending order)

Work Goal
Increased collaboration
Been a catalyst for new things
Has helped achieve organization/network goals
Made work more credible
Accomplished things that would not otherwise have been accomplished
Prevented duplication of effort
Created policy change

*Question was identified as applicable to researchers only, but there were more respondents to this question than the number of survey respondents who identified as researchers (N=2)

Interview Results

Nature of Engagement with Loop Resulting in Positive Impact

Private groups were the most common type of engagement, discussed by six members.
Four members discussed positive impacts from discussion posts and library services. Less common methods of engagement leading to impact related to webinars, event postings and newsletters.

Three members described their initial registration or their subsequent engagement in specific aspects of Loop was prompted by personal contact with ONF staff.

"It's easy to inspire people to join, but its difficult to have people participate. Building a community of practice is hard for this reason. I'm still trying to figure out how to engage my members by making the information share[d] relevant to them"

Positive Impacts

Members described positive long and short term impacts that resulted from their engagement on Loop. However, no members reported having indicators measuring long-term impacts.
- Connecting members together was reported by all members
- Access to and exchange of information, knowledge and expertise
- Access to a platform for document sharing

Suggestions for Improvement

Small number of respondents suggested the following improvements:
- Ease of navigation/use of Loops features.
- Frustrations and challenges inherent in engaging other members to participate
- Timeliness of communication
- Enhance visual accessibility of content
- Branding and distinction between Loop and the CoP

"I do not receive a budget for continuing education, so the free webinars are extremely helpful to me for getting more knowledge and tools with regards to fall prevention."

Recommendations

1. Develop/review the strategy to orient new/existing members to the different features of the Loop.
2. Ensure that access to different features of the Loop are as streamlined as possible.
3. Ensure that resources and activities offered through the Loop reflect the demographics of its membership (or that of its targeted membership).