

ACFP Collaborative Mentorship Network Evaluation Summary

The Collaborative Mentorship Network for Chronic Pain & Addiction (CMN) is a community of like-minded health care providers with a desire to contribute to the improvement of care for people with chronic pain and/or substance use disorders.

About the Evaluation:

As part of funding received from Health Canada, the Collaborative Mentorship Network for Chronic Pain and Addiction (CMN) is evaluating its impact on its membership. The evaluation aims to understand (1) who is involved in the network and how they are participating in it, (2) if the network increased members' knowledge and confidence and (3) led to improvements in practice, and finally (4) if mentees and mentors are satisfied with their mentoring relationship.

This year's evaluation used information gathered from four sources:



Administrative data on all members, including date joined, membership status, PCN involvement, etc.



Annual membership survey was sent to all members in January 2021. A total of 26 members responded giving a response rate of 21%.



Post-event surveys were administered after 5 virtual collaboration forums. A total of 34 participants responded.



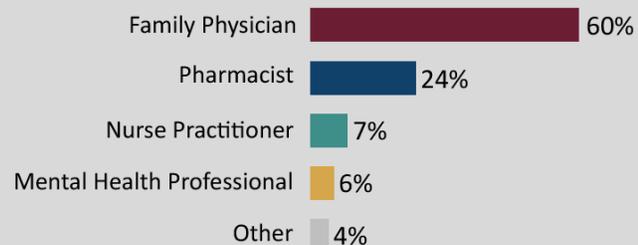
Interviews were conducted with 9 mentors or mentees in January and February 2021.

The Results:

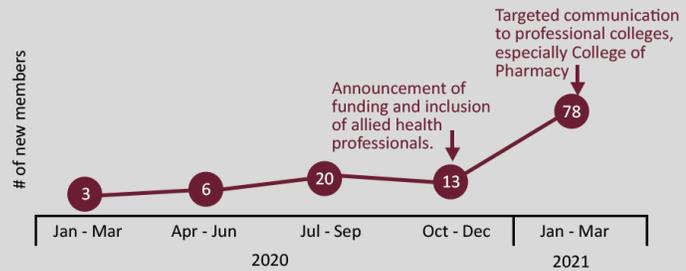
Who is participating in the CMN?

- Membership is increasing over time. Funding received in September 2020 helped to support the inclusion and recruitment of allied health professionals.
- Nearly equal amounts of members practice in urban and rural locations.

Of the 220 members, the majority are physicians, followed by pharmacists, and nurses/nurse practitioners.



- Recruitment has mainly been through word of mouth promotion and professional colleges or licensing bodies.
- Barriers to recruitment include lack of awareness or understanding of the CMN and a stigma or reluctance to treat patients with chronic pain and/or substance use disorders.



How are Members Participating in the CMN?

Events, Tools, and Resources:

- Monthly virtual collaboration forums and mentorship are the most popular CMN activities.
- Collaboration forums provided relevant and practical information and networking opportunities. The timing was difficult for some members.
- Feedback indicated the tools and resources were useful but need more awareness.
- The discussion board was under-utilized and some said its purpose was unclear.



68% of members were satisfied with the collaboration forums.

Mentorship:

- Successful mentoring relationships had good communication, collaborative problem solving, and a bi-directional sharing of knowledge.
- Time constraints, unclear expectations, and lack of follow up were the main challenges in mentoring relationships.

68% of mentors and mentees were satisfied or very satisfied with their mentoring relationships.



“Even in our brief talk, my mentor was able to provide great direction and guidance in my current role.”
- Mentee

“[Mentoring is an] opportunity to spread knowledge and reflect on my own practice.”
- Mentor

How is the CMN changing member practices?



Member confidence increased **most** in:

- Using patient-centred language.
- Managing patients with chronic pain or substance use disorders.
- Initiating challenging patient conversations.

Member confidence was **least** changed in:

- Providing trauma informed care.
- Managing complexity in patients with substance use disorders.
- Navigating the system for patients with chronic pain or substance use disorders.

In the past year,

20-28%

of members were less likely to refer patients to a specialist.

- The peer support provided by the network helped members' confidence in treating complex patients with chronic pain and/or substance use disorders.

"There's just a little bit more confidence in that I am doing the right thing because when I speak to my colleagues, they support what I practice, so I think my confidence is boosted which of course helps when you're dealing with patients."

- Mentee

- Members included interdisciplinary team members in the care of patients with chronic pain or substance use disorders and used non-pharmacological treatments for chronic pain more often.
- Lack of time and external factors, such as the COVID-19 pandemic and current government relations were the main challenges members faced when trying to improve their practice.
- The CMN can improve by providing more resources to help address systemic barriers for patients and working to reduce the stigma of treating patients with chronic pain and/or substance use disorders.



You Shared – We Listened!

Member value

Compassion
Adaptive
Flexible
Improving patient care
Accessibility

Knowledge Translation
CME
Practice Change
Awareness
Partnerships
Clinical Focus
Engagement

Education and Tools:



- Provide a wider variety of event times to better meet the needs of membership.
- Optimize content for asynchronous learning and create knowledge translation tools such as Fast Fours/Fives to highlight practice pearls.
- Increase inclusion of individuals with lived experience to improve learning content.

- Research and develop region-specific resources.
- Create more opportunities for members from different professions to connect with one another and work together.
- Explore other mentorship options such as group mentoring.

Communication:



- Improve the member experience and develop supports (such as mentor/mentee orientation videos and surveys) to ensure clear expectations are established.

- Build new partnerships to spread the word about relevant CPD opportunities.
- Create a community newsletter to summarize opportunities and important items to keep members up-to-date and engaged.

“What I’m finding is sometimes mentees have difficult patients and they will use [the mentors] as a consult to a physician. But the idea is not about just consulting for one patient, the idea should be general learning concepts and strategies.”

Capacity of CMN Team:

- Hire a Clinical Expert in Medical Education and Resource Development to ensure that the CMN provides trusted resources.
- Improve the membership database to assist in member engagement.



- Schedule regular in-depth strategic meetings to ensure the CMN is on track to accomplish its goals.