

# FAMILY/STAFF RELATIONSHIPS IN CONTINUING CARE

10 November 2015

2-140 ECHA

University of Alberta,  
Edmonton, Alberta



INSTITUTE FOR CONTINUING CARE EDUCATION & RESEARCH

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# Agenda

- **9:00 - 9:15 AM:** Welcome and introductions
- **9:15 - 11:00 AM:** Presentations
- **11:00 - 11:30 AM:** Family panel
- **11:30 AM - 12:00 PM:** Q & A

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# PRESENTATIONS

- **Erika Goble** *"It's the Little Things that Count: Family and Staff Perspectives on Behaviours that Support Relationships"*
- **Gary Goldsand** *"When Sharing Fails: Ethical Strategies for Clinicians when Surrogates Disagree"*
- **Sharon Brintnell** *"What Families and Patients say about their needs and interactions with Professionals"*

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# HOUSEKEEPING ISSUES

- In person – beverages and goodies are available all morning. Help yourself.
- There is no formal coffee break
- **Remote sites please keep mute on except when you want to speak !**
- Complete your evaluation form

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## EVALUATION FORMS

- On site – leave in box at registration table
- On line – available at  
**<http://tinyurl.com/q5upcda>**
- Email to [emily@iccer.ca](mailto:emily@iccer.ca) or fax to 780-481-7448

# **INSTITUTE FOR CONTINUING CARE EDUCATION AND RESEARCH (ICCER)**

A network of post-secondary institutions and continuing care providers collaborating to improve continuing care in Alberta by encouraging research, translating knowledge into better practice, enhancing education, and informing policy.

# COMMUNITY NEEDS DRIVEN RESEARCH NETWORK (CNDRN)

Pilot funded by AIHS in 2012, now supported through an operational grant from Alberta Health



To determine, from the perspective of the front-line workers, what the research needs are in CC in order to make a difference to practice and to the care of people within the CC system....

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# Needs Identification





# Results: Themes

Theme	Sub- Themes
Mental Health related issues	Challenging behaviors Care for non- dementia clients Client Mix
Education related issues	Adult Learning Effectiveness and outcomes HCA Training
System navigation and transition of care	Information and Education Assessment Impact on clients and families
Technology for adult learning and point of care	Point of care learning Communication Literacy (ESL)
Role definition within the CC sector	Nursing professions Rehabilitation/Recreation professions

# Results: Themes

<b>Working with families</b>	<b>Family's role</b> <b>Families as CC clients</b> <b>The overlooked value of family's knowledge</b>
Staff retention and recruitment	Recruitment (numbers/appropriate interpersonal skills) Retention (expectations, value of work, temporary staff)
Caregiving	Attitudes and attributes of caregivers Caregiving and couples in the CC sector Impact of habits and addictions
Intercultural issues	Clients' cultural backgrounds Staff's cultural backgrounds
Need for Recreation and Rehabilitation staff	Need evidence to support funding

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# Further information

- [www.iccer.ca](http://www.iccer.ca)
- Twitter (@ICCER\_AB)
- Facebook (<http://tinyurl.com/oq7cz36>),
- LinkedIn (<http://tinyurl.com/p9eabah>—  
Group) or  
(<http://tinyurl.com/oo6kjmd>—  
Company  
page)

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