

Family/Resident Engagement in Alberta: Does increasing consultation & involvement work?

Steven Friesen, Bethany Care Society

Sandra Woodhead Lyons, Institute for Continuing Care Education & Research (ICCER)

Background

- Changes in provincial legislation as well as national standards increasingly require family/resident engagement in Alberta's continuing care (CC) settings.
- Through focus groups & facilitated discussions, we applied a framework with ICCER members to examine how family and resident engagement strategies support decision making across their organizations.
- Stakeholder surveys were commonly discussed as an engagement strategy that was limited due to the time delays between both conducting surveys (every 2-3 years) and reporting back the survey data.

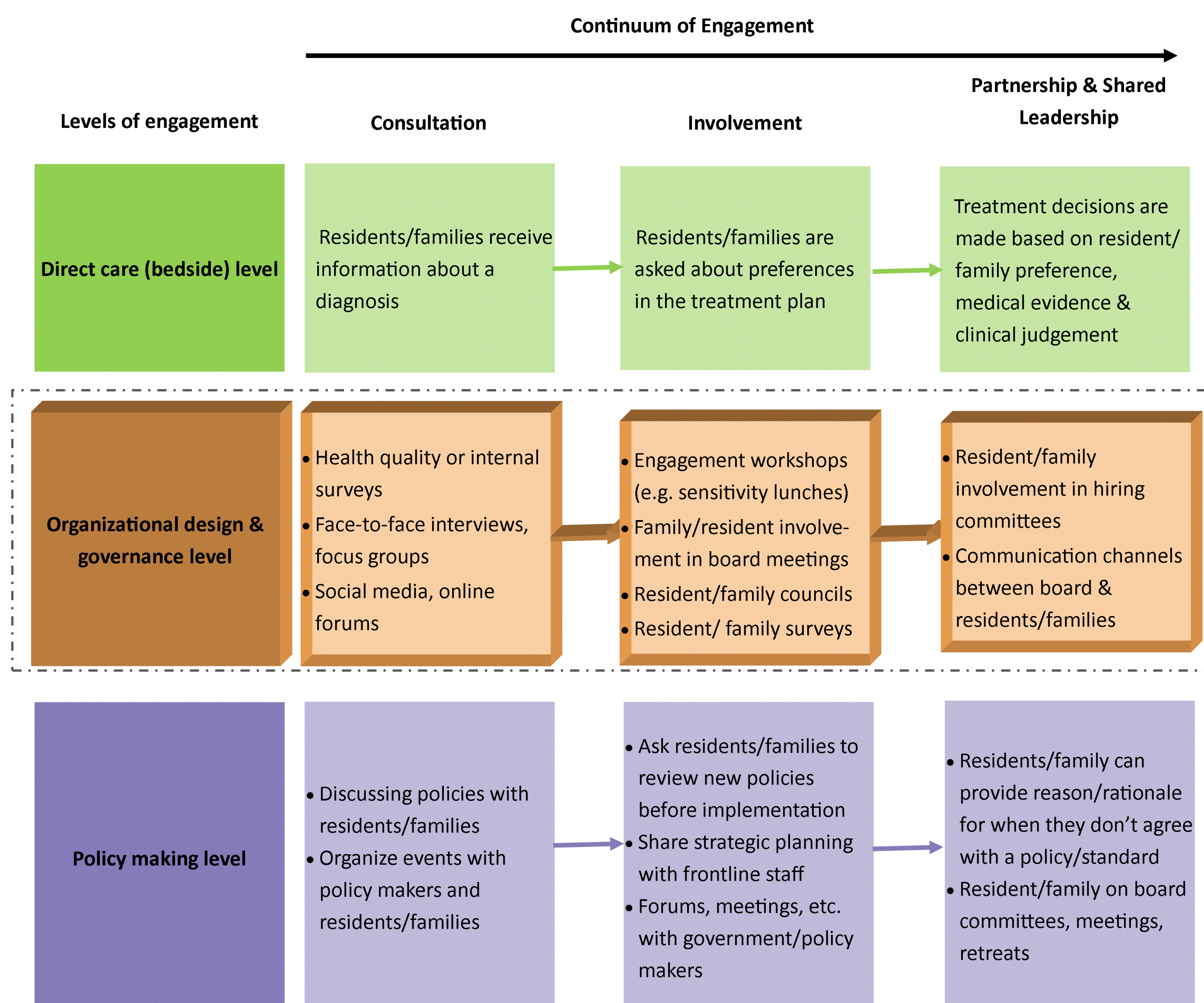
Approach

- In 2017 Bethany Care Society piloted an increase in the frequency of stakeholder surveys (family surveys) to quarterly sampling in 2 long term care sites.
- Site leaders were provided survey results with summary reports quarterly and an overall 12 month aggregated report.
- Follow up interviews were conducted with site leaders to identify changes to decision making with increased frequency of engagement.

Results

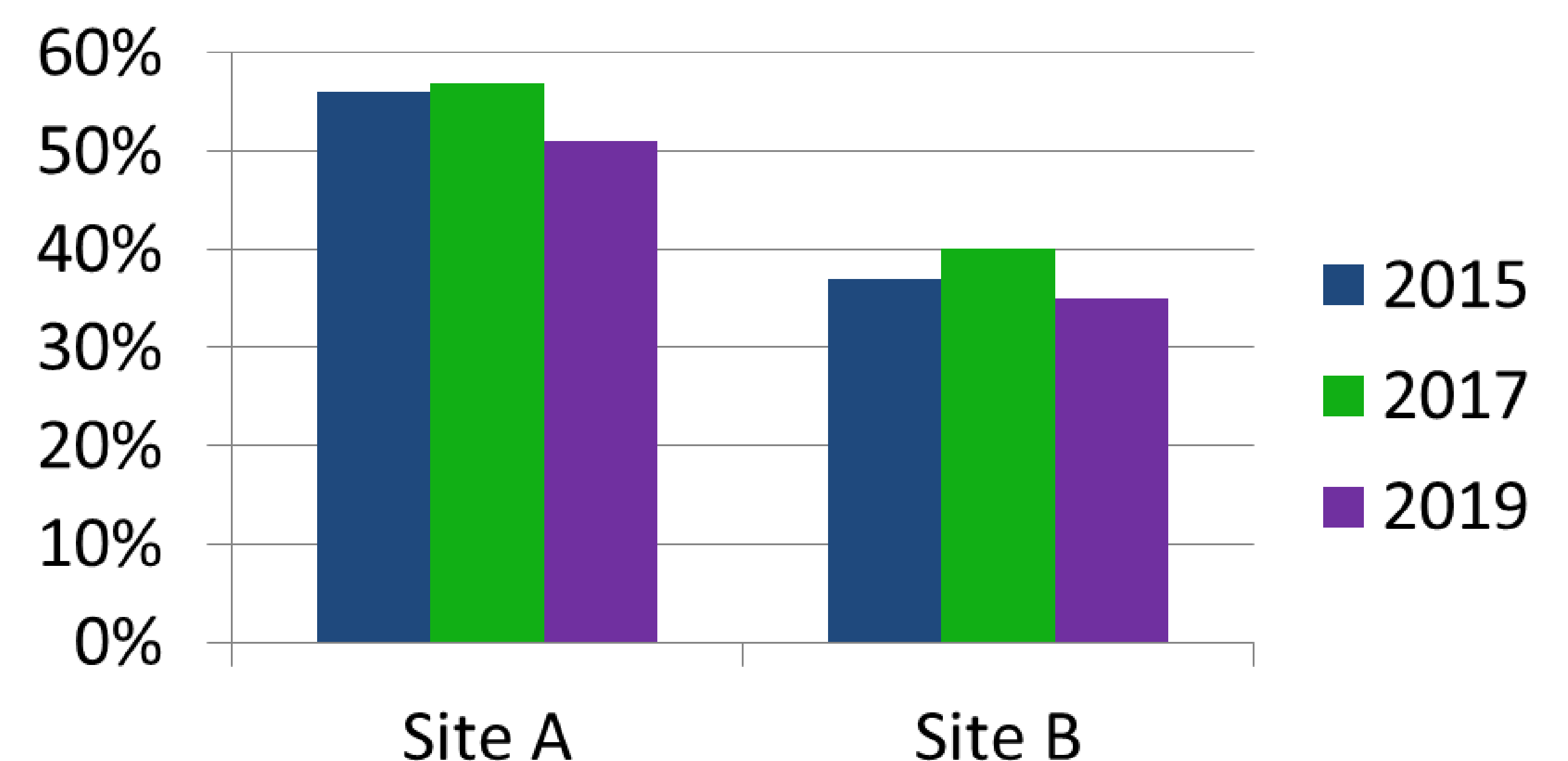
- Increasing the frequency of surveying CC stakeholders did suggest a slight increase in the level of involvement as indicated with a slight rise in overall response rates in 2017.
- The increased amount of survey results were identified as providing useful information to site/program leaders, while also overwhelming current capacities to systematically integrate into decision making processes.

Engagement in Continuing Care*



*Based on the Carman Framework: <https://www.communitycarenc.org/media/files/health-affairs-feb-2013-patient-and-family-engagement-framework-unders.pdf>

Survey Response Rates



Conclusions

- Increased involvement through stakeholder surveys did not support increased partnership in shared decision making at the organizational design level.