



ICcer Newsletter - July 2016

Welcome to the first edition of the ICcer Newsletter! We hope to share information with our member organizations on an ongoing basis. We will be distributing this newsletter through our Steering Committee representatives, but hope that it will be shared widely within their respective organizations.

We need a catchier name for our newsletter, so send your suggestions to either Emily Dymchuk, Program Coordinator (emily@iccer.ca) or Sandra Woodhead Lyons, Executive Director (sandra@iccer.ca)!

Words from the Chair

Hello everyone! I'd like to welcome you to the inaugural issue of the ICcer newsletter.

Although I've only been Chair of the ICcer Steering Committee since Iris Neumann left in October 2015, I've been an active participant of ICcer since its birth in October 2008. I've been able to watch ICcer grow over the years. We now have 14 member organizations!

We offer regular education-related sessions throughout the year for the entire CC sector. Starting in 2012 we held the first Responsive Behaviours Symposium, which has led to the development of Behavioural Supports Alberta (BSA) and annual symposiums related to the BSA. ICcer's 5th BSA Symposium will be 23 February 2017. We've also held sessions on: Creating Cultures of Care - How responsive leadership enables responsive care (2013); a two-part series with Dr. David Sheard (2014); and Family/Staff Relationships in CC (2015). Watch for our next major session on 9 November 2016 (topic TBD).

ICcer hosts Speed Networking events in both Edmonton and Calgary to

connect providers, community, educators, and researchers. These sessions provide an opportunity for discussion around a specific topic, and networking events to encourage lasting partnerships. We will be in Calgary on 26 September 2016 and Edmonton on 6 October 2016 discussing aspects of Person- and Family-Centred Care.

ICCER supports CC research in a number of ways. Starting with a grant ICCER received in 2012 from Alberta Innovates Health Solutions, we started to develop the Community Needs Driven Research Network and went out and talked with front-line staff, management, and community across the province to determine what the top issues were that needed research and knowledge translation into practice. If you haven't done so already, check out the ICCER website for information on the [Community Needs Driven Research Network](#). Information about the various research projects ICCER has been involved in will be highlighted in future editions of the newsletter.

Francine Drisner

Chair, ICCER Steering Committee

What's New!

ICCER is excited to welcome our newest member, [Sherwood Care](#)! Sherwood Care is a non-profit, long-term care facility with a "resident centered" care philosophy.



As of July 2016, our members include: Bethany Care Society, Bow Valley College, CapitalCare, Carewest, Excel Society, Extendicare, Keyano College, Lifestyle Options, NorQuest College, Shepherd's Care Foundation, Sherwood Care, St. Michael's Health Group, the University of Alberta, and Wing Kei Nursing Home Association.

Meet Our Members

ICCER Steering Committee

In this issue we are profiling two of ICCER's Steering Committee members, Francine Drisner (COO, CapitalCare) and Jackie Nelson (Dean, Faculty of Health & Community Studies, NorQuest College). While both CapitalCare and NorQuest College are founding members of ICCER, Francine has acted as

Chair of the ICCER SC since November 2015 and Jackie is one of our newest representatives with NorQuest College.



Francine Drisner's background is in Occupational Therapy and she has mostly worked with

older adults throughout her career. Francine feels strongly that care homes need to be places where there is more focus on quality of life. This has led her to leadership roles within the sector.

- *What do you find most challenging about working in continuing care (CC)?*

The needs of our residents and families have become more complex and the knowledge base about how to best support people who need continuing care has increased. Our challenge is that resources are not always there to support.

- *What changes would you like to see in CC over the next 5 years?*

A focus on quality of life from the client/resident perspective that is truly person-centered.

- *What has surprised you most about working with ICCER?*

The richness of getting to know other organizations and what they bring to continuing care.

- *What would you tell someone who is thinking about joining ICCER?*

There is strength in collaborating and sharing our experiences as we work towards common goals.

- *What do you wish other people knew about ICCER?*

This is a unique gathering of providers and post-secondary institutions that is creatively working together to influence continuing care practice.

- *Tell us a little about yourself.*

I am a bookworm and love my walks and bike rides in the River Valley.

- *What might your fellow SC members be surprised to know about you?*

I sang in a back-up choir for Celine Dion!



- *What might your fellow SC members be surprised to know about you?*

Outside of work I keep very busy chasing around my three boys, ages 4, 2 and, 8 months!

- *What changes would you like to*



Jackie Nelson is an RN by background with a Masters in Public Health (Health Policy Management).

- *How did you come to where you are today?*

I spent my early days working in the ER while observing some health system challenges. I became focused on obtaining the educational and work experience background to help enable system change for the betterment of patients in all our communities. To this end, I have worked on developing best practices, helped negotiate UNA and AUPE collective agreements for the province, learned how to run healthcare as a business by being a VP of a hospital in the USA, and by spending time successfully building and leading high performing health teams in primary care.

Joining NorQuest is my first experience working in post-secondary, and while I am new to the role, I bring with me a wealth of varying experiences that help shape the perspective of how to educate and inspire health professionals who will all make positive contributions to our health system.

see in CC over the next 5 years?

I would like to see some work done on trialing different care delivery models. Keeping in mind the population growth for patients in this cohort going forward, I think we need to be creative on how we deliver care in order to maximize quality of life and provide adequate patient support while balancing health system cost and sustainability. One example would be to explore how emerging health technology can be used for this patient population.

- *What would you tell someone who is thinking about joining ICCER?*

I would say JOIN! The most successful change happens when everyone has a chance to participate and effect the change. By adding to our membership base we can capitalize on the collective wisdom of the group and propel ourselves forward in meaningful ways.



Results of Our March 3rd Planning Session

Our Steering Committee members have really been receptive to the follow-through of ideas we discussed on March 3rd, including the development of new Subcommittees (ongoing committees) and Taskforces (short-term,

targeted groups).

- **Collaborative Practice Subcommittee:** Rita Wright (Chair), Brigette Berry, Brad Perkins and Nora MacLachlan.
- **Marketing/Communications Taskforce:** Nora MacLachlan (Chair), Dwight Nelson, Erika Goble, Liz Taylor, Daria Luciw, and Kathy Tam
- **KT Subcommittee:** Liz Taylor, Janet Fast, Jennifer Chan, Jackie Nelson, Sandra Colangelo, and Renate Sainsbury
- **PSI Subcommittee:** Sharla King (Chair), Bob Haennel, Jackie Nelson, Erika Goble, Vincella Thompson, and Nora MacLachlan
- **Governance Taskforce:** Francine Drisner (Chair), Aruna Mitra, and Rita Wright
- **Executive Committee:** Francine Drisner (Chair), Rita Wright (Vice Chair), Sharla King, Aruna Mitra, and Jackie Nelson



Mark Your Calendar!

Upcoming Events

More information will be made available in the coming months, but save the dates now!

26 September 2016

Calgary Networking Event - *How do we make Person-Centred Care more than just a task?*

27 September 2016

Our 1st Collaborative Practice Discussion - Calgary Location (ICCER members only!)

5 October 2016

1st Collaborative Practice Discussion - Edmonton location

6 October 2016

Edmonton Speed Networking Event - *How do we make Person-Centred Care more than just a task?*

9 November 2016

Education event - *Topic TBD* (In-person in Edmonton and via video/teleconference)

23 February 2016

Behavioural Supports Education

Interesting Resources

Each month we will highlight new research, policies, reports, etc. that are applicable to continuing care. If you come across materials you would like to share, please send the links to Emily (emily@iccer.ca).

- The Health Protection Agency of the UK created a best practice guidelines summary for staff on the prevention and control of infection in care homes. This summary offers clear and concise graphical format for different aspects of infection prevention and control in long term care. <http://bit.ly/28kBT26>

Webinars



Webinars can be an effective way of learning new information. Here are links to two groups who run regular webinars that are of interest to the continuing care sector. Both groups post copies of the webinar on their website so if staff are not able to listen at the time, they can listen at their leisure.

- [brainXchange](#)
- [Canadian Frailty Network](#)

Thank you

We would like to thank Craig Hart for his contributions as an enthusiastic and active member of the ICCER Steering Committee for the past 3 years. We wish Craig all the best in his future endeavors!

*Thank
You*

Connect with us on social media!



