

Calgary Networking Event – How do we make person-centred care more than just a task?

26 September 2016



Calgary ICcer members



Agenda

- **2:00-2:15 PM:** Introductions
- **2:15-3:30 PM:** Presentations
 - Dr. Betty Wills, Nurse Consultant Patient and Family-Centered Care: Current Application and Future Direction
 - Mollie Cole, Manger, Seniors Clinical Network, AHS
 - Darlene Manuel, Resident Care Manager, Father Lacombe Care Centre
 - Karen Gayman, Director, Operations, Carewest – What are the issues we need to consider when implementing PCC?
- **3:30-3:50 PM** coffee break and networking
- **3:50-4:40 PM:** Table discussions (rotating after 15 mins) - Each table will have the opportunity to speak more with their table host and other participants.
- **4:40-5:00 PM:** Large group discussion to debrief and wrap-up the afternoon.

Organizing Committee

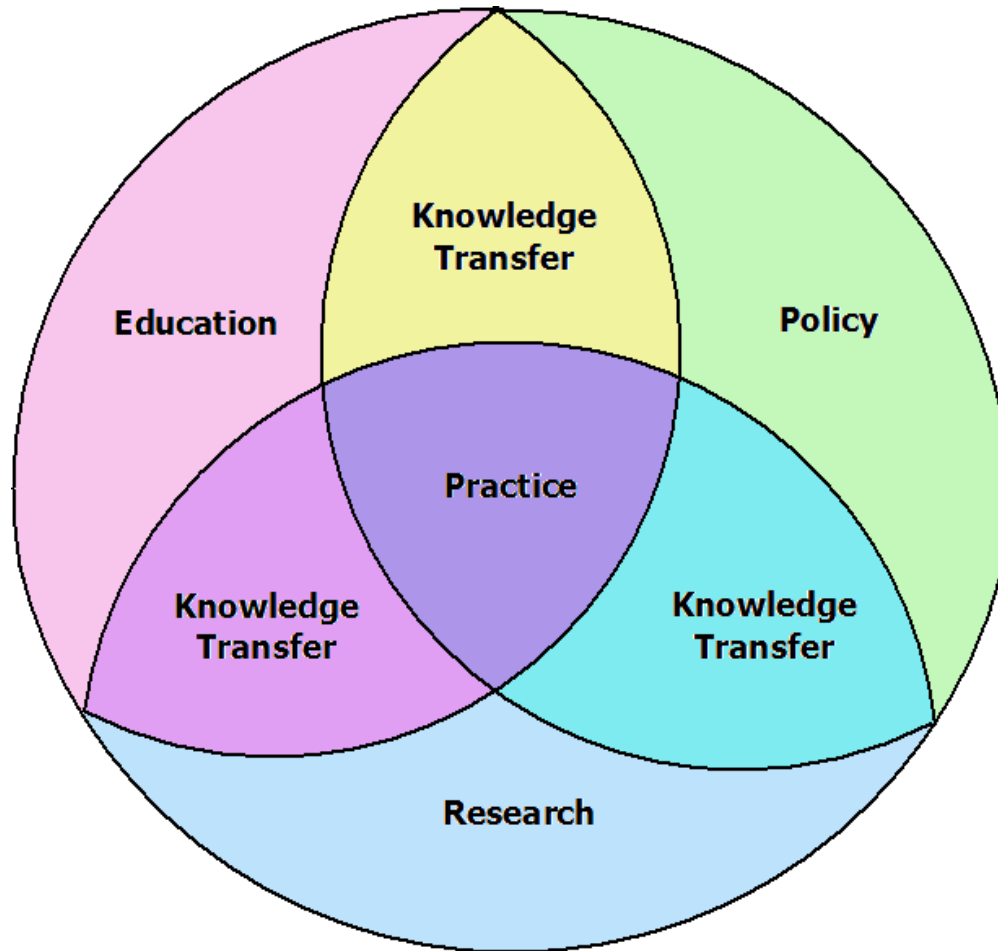
- Sandra Woodhead Lyons – ICCER
- Emily Dymchuk – ICCER
- Steve Friesen – Bethany Care Society
- Kathy Tam – Wing Kei
- Shakeela Hussain– Bow Valley College
- Cecerie Bondoc – Extendicare
- Karen Gayman - Carewest

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.

Five Strategic Directions



Community Needs Driven Research Network (CNDRN)

- First funded by Alberta Innovates Health Solutions
- Now supported through an operational grant from Alberta Health 
- The purpose is to identify needs – **from the perspective of the community and care providers** - related to continuing care where education and/or research could help improve care

AND

- To encourage research and knowledge translation to address the identified issues.

Community Needs Driven Research Network (CNDRN) for Continuing Care in Alberta

Supported by:



Consultations, focus groups, & interviews
with front-line staff & community

Transfer knowledge back to caregivers
in the community, including:

-  <https://www.facebook.com/iccer.ca/>
-  https://twitter.com/ICCER_AB
-  <http://tinyurl.com/p9eabah> (Group)
-  <http://tinyurl.com/oo6kjmd> (Company)



Top 14 Issues Identified by CNDRN Consultation Process & Related Research & Education supported* by ICCER as of May 2016

<p>1. Mental Health related issues (primarily Behaviours):</p> <ul style="list-style-type: none"> • <i>Challenging/Responsive Behaviours—Developing an AB Action Plan</i> Symposium (2012) • <i>Managing Responsive Behaviours</i>—PI Dr. S. Brémault-Phillips, U of A (2013) • <i>Behavioural Supports Alberta Symposium</i> (2014-2016) • <i>Connecting with People with Dementia</i>—PI N. MacLachlan, Bow Valley College (2015/16) • <i>Managing Responsive Aggressive Behaviors: Implementing & Evaluating a Capacity Building Process in Acute Care, Supportive Living & LTC</i>—PI Dr. S. Brémault-Phillips, U of A (2014-2017) 	<p>8. Caregiving:</p> <ul style="list-style-type: none"> • <i>Creating Culture Change in Continuing Care & Removing Expressive Behaviours in Dementia Care</i> education sessions (2014) • ICCER Speed Networking Event: <i>Caregiving</i> (2015) • <i>Towards an Alternative Material Culture of Dementia Care</i>—PI Dr. M. Strickfaden, U of A (2015/16)
<p>2. Education related issues:</p> <ul style="list-style-type: none"> • <i>Creating Cultures of Care: How Responsive Leadership Enables Responsive Care</i> events (2013) • <i>Responsive Leadership</i>—Pis Dr. S. Caspar & D. McLeod, Bethany Care Society (2014/15) • <i>Creating Cultures of Care through Responsive Leadership</i> workshops (2016) • <i>Learning Circles</i>—Pis D. McLeod, Bethany Care Society & G. Barrington, Barrington Research (2013); Pis Dr. S. King, U of A & S. Friesen, Bethany Care Society (2014/15); Pis S. Friesen, Bethany Care Society & Dr. S. King, U of A (2016/17) 	<p>9. Intercultural issues:</p> <ul style="list-style-type: none"> • <i>Scoping Cultural Awareness Training Options for Staff Working with Older Canadians in CC in AB</i>—PI Dr. L. Venturato, U of C (2014/15) • ICCER Speed Networking Event: <i>Intercultural Issues</i> (2016)
<p>3. System navigation & transition of care:</p> <ul style="list-style-type: none"> • <i>Feasibility Study of an On-Line Intervention for Family Caregivers of Residential-Living Frail Older Persons</i> —PI Dr. W. Duggleby, U of A (2016/17) 	<p>10. Need for Recreation & Rehabilitation staff:</p> <ul style="list-style-type: none"> • <i>Recreation Services & Quality of Life</i>—Pis Dr. G. Walker & Dr. R. Haenel, U of A (2014) • <i>Determining Factors in the Care Environment that Influence the Effectiveness of Recreation Activities</i>—PI D. Milke, CapitalCare (2015/16)
<p>4. Technology for adult learning & point of care:</p> <ul style="list-style-type: none"> • <i>A Comparison of the Effectiveness of Electronic vs. Paper-based Documentation</i>—PI J. Tse, Wing Kei Care Centre (2014/15) 	<p>11. Palliative Care, end of life, & hospice:</p> <ul style="list-style-type: none"> • <i>Transitions Experienced by Family Caregivers of Persons at the End of Life</i>—PI Dr. W. Duggleby, U of A (2014/15)
<p>5. Role definition within the CC sector:</p> <p>Optimizing Workforce Utilization to Inform Care Delivery in Continuing Care Facilities—Pis Dr. E. Suter, AHS & S.C. Woodhead Lyons, ICCER (2012/13)</p>	<p>12. RAI research:</p> <ul style="list-style-type: none"> • <i>Inter-RAI: Utilizing Data to Enhance Clinical Care</i> education session (2015)
<p>6. Staff retention & recruitment:</p> <ul style="list-style-type: none"> • <i>Exploring the Influence of Teamwork on Recruitment and Retention</i>—Pis Dr. S. Dahlke & Dr. S. Stahlke, U of A (2015/16) 	<p>13. AHS policy inconsistencies</p>
<p>7. Working with families:</p> <p><i>Family/Staff Relationships in Continuing Care</i> education session (2015)</p>	<p>14. First Nations issues:</p> <ul style="list-style-type: none"> • <i>Developing an Educational Model to Support CC in Remote Northern Communities</i>—Pis Dr. S. King, U of A & Dr. V. Thompson, Keyano College (2014/15) • <i>An Experiential Learning Curriculum to Support the Care of Aboriginal Populations in Continuing Care in Remote Northern Communities</i>—Pis Dr. S. King, U of A & Dr. V. Thompson, Keyano College (2016/17)

Speed Networking

- Part of our ongoing consultation and network development.
- Opportunity for researchers and community providers to meet, share needs/interests, develop potential relationships.

Person- & Family-Centred Care

- a philosophy that recognizes that individuals have unique values, personal history and personality and that each person has an equal right to dignity, respect, and to participate fully in their environment.
- founded on an interactive process, in which people with dementia are active participants in their own care throughout the various stages of the disease and family members play a vital role in ensuring the health and well being of their relative.

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- The ultimate goal of person-centred care is to create partnerships among care home staff, people with dementia and their families that will lead to the best outcomes and enhance the quality of life and the quality of care of people with the disease. Services and supports are designed and delivered in a way that is integrated, collaborative, and mutually respectful of all persons involved, including the person with dementia, family members, caregivers and staff.

Small Group Discussions

- Round 1 – Does your organization have a clearly defined definition of PCC? What PCC strategies has your organization/site implemented successfully and do they relate to the definition?
- Round 2 – What have been some barriers or facilitators in implementing PCC?
- Round 3 – How could organizations collaborate to support PCC initiatives?

Contact Us

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Further information

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