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, Manager, 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

Dimensions: 720.0x540.0

![Network Logo]

**Supported by:**
- **Alberta Innovates Health Solutions**
- **Government of Alberta**

**Transfer knowledge back to caregivers in the community, including:**
- [https://www.facebook.com/ICCER.ca](https://www.facebook.com/ICCER.ca)
- [https://twitter.com/ICCER_AB](https://twitter.com/ICCER_AB)
- [http://tinyurl.com/pkbeahh (Group)](http://tinyurl.com/pkbeahh)
- [http://tinyurl.com/od6kmd (Company)](http://tinyurl.com/od6kmd)

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

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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
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<tbody>
<tr>
<td>2. Education related issues:</td>
<td>- Creating Cultures of Care: How Responsive Leadership Enables Responsive Care events (2013) - Responsive Leadership—Pis Dr. S. Caspar &amp; D. McLeod, Bethany Care Society (2014/15) - Creating Cultures of Care through Responsive Leadership workshops (2016) - Learning Circles—Pis D. McLeod, Bethany Care Society &amp; G. Barrington, Barrington Research (2013); Pis Dr. S. King, U of A &amp; S. Friessen, Bethany Care Society (2014/15); Pis S. Friessen, Bethany Care Society &amp; Dr. S. King, U of A (2016/17)</td>
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<td>5. Role definition within the CC sector:</td>
<td>- Optimising Workforce Utilization to Inform Care Delivery in Continuing Care Facilities—Pis Dr. E. Suter, AHS &amp; S.C. Woodhead Lyons, ICCER (2012/13)</td>
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<td>6. Staff retention &amp; recruitment:</td>
<td>- Exploring the Influence of Teamwork on Recruitment and Retention—Pis Dr. S. Dahlke &amp; Dr. S. Stahlke, U of A (2015/16)</td>
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<td>7. Working with families:</td>
<td>- Family/Staff Relationships in Continuing Care education session (2015)</td>
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<td>10. Need for Recreation &amp; Rehabilitation staff:</td>
<td>- Recreation Services &amp; Quality of Life—Pis Dr. G. Walker &amp; Dr. R. Haen Nelson, U of A (2014) - Determining Factors in the Care Environment that Influence the Effectiveness of Recreation Activities—PI D. Milke, CapitalCare (2015/16)</td>
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<td>11. Palliative Care, end of life, &amp; hospice:</td>
<td>- Transitions Experienced by Family Caregivers of Persons at the End of Life—PI Dr. W. Duggleby, U of A (2014/15)</td>
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<td>12. RAI research:</td>
<td>- Inter-RAI: Utilizing Data to Enhance Clinical Care education session (2015)</td>
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<td>13. AHS policy inconsistencies</td>
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<td>14. First Nations issues:</td>
<td>- Developing an Educational Model to Support CC in Remote Northern Communities—Pis Dr. S. King, U of A &amp; Dr. V. Thompson, Keyano College (2014/15) - An Experimental Learning Curriculum to Support the Care of Aboriginal Populations in Continuing Care in Remote Northern Communities—Pis Dr. S. King, U of A &amp; Dr. V. Thompson, Keyano College (2016/17)</td>
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*Support is provided in various ways including financial support, research team support (Project Management, Advisory Committee, data collection and analysis, etc.), and knowledge translation.

For more information contact: sandra@iccer.ca or go to [www.iccer.ca](http://www.iccer.ca)
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.
• 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.

Alzheimers Society. Guidelines for Care: Person-centred care of people with dementia living in care homes. 2011
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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