

Connecting with people with dementia: A knowledge translation project

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Preamble

- ▶ Licensed Practical Nurses are leaders
- ▶ Health Care Aides provide 80 - 90% of direct client care
- ▶ Communication toolkit for continuing care settings
- ▶ Connections between LPNs and HCAs are essential to a focus on person-centred care
- ▶ Connections between HCAs and seniors are essential for giving person-centred care

Project Intent

- ▶ Develop a communication toolkit to facilitate the translation of knowledge found in dementia research



**IT DOESN'T TAKE TIME TO
ACT UPON IT.**

RESPECT Think of someone as valuable and important.

LISTEN Appreciate life histories and stories.

VALUE Celebrate experiences.

INCLUDE Collaborate and connect.

ENGAGE Meaningful interactions improve well-being.

REFLECT Pause and consider what went well and what didn't.

Project Intent

- ▶ Develop a communication toolkit to facilitate the translation of knowledge found in dementia research



Project Goals

- ▶ To enhance and advance the LPN in a leadership role in all settings
- ▶ To develop a model of knowledge translation and a toolkit to be used by LPNs and HCAs in their practice
- ▶ To develop the core materials related to connecting with people who have dementia
- ▶ To evaluate the effectiveness of the knowledge translation model in one continuing care setting

Goals and Competencies

	LPN Competency	Project Goal /s
A-9	Best Practices and Research	3, 4
D-1	Effective Communication	1, 2, 4
D-2	Collaborative Team Practice	4
D-3	Therapeutic Nurse-client Relationship	1, 2
D-4	Health Teaching and Coaching	1, 2
D-7	Conflict Management	4
E-13	Client-Centered Care	1, 2
O-2	Gerontology Care and Interventions	1, 2
Q-1	Rehabilitation Nursing	1, 2
W-8	Professional Development	3, 4
X-1	Informal Leadership	3, 4
X-2	Formal Leadership	3, 4

Goals and Competencies

	HCA Competency	Project Goal
A-1-2	Demonstrate attitudes which enhance the role of the care aide	1, 3
A-4-1	Engage in life-long learning and continuing education	2
C-2-1	Communicate information verbally and/or in writing	1, 2
C-3-1	Demonstrate effective listening skills	1, 2
C-4-1	Recognize, interpret and respond to non-verbal cues	1, 2
C-5-1	Recognize barriers to communication	1, 2
F-1-1	Become acquainted with the client	1, 2
F-2-1	Demonstrate awareness and understand of client's needs	1, 2
F-2-2	Encourage and support client's efforts to maintain/enhance his/her health and wellness	1, 2
F-4-1	Help to meet emotional, cultural and spiritual needs of the client and family	1, 2
G-1-1	Recognize and respond to individuals with dementia	1, 2
G-1-2	Communicate effectively with individuals with dementia	1, 2

Research Project Process

- ▶ Advisory committee
- ▶ Literature search
- ▶ Research question
- ▶ Information sessions
- ▶ Engagement sessions
- ▶ Ongoing support
- ▶ Interview analysis and evaluation
- ▶ Knowledge transfer



Outcomes

- ▶ Information sessions:
 - ▶ February 2016
- ▶ Engagement sessions:
 - ▶ July 2016
- ▶ Interviews:
 - ▶ August 2016



Discoveries/Themes

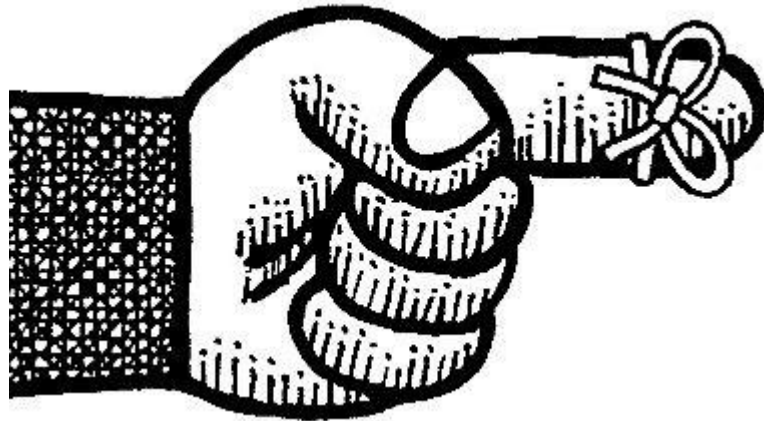
1. Each of the communication toolkit themes was valuable for improving client care

- Reminder to include client in own care and decision making

“You make their day. Sometimes we just focus [on the tasks]... But if we just think about the person, look back to how they were before, what they were doing before, they really appreciate that.” (HCA)

Discoveries/Themes

2. Communication toolkit was viewed as useful reminder for effective client care



Discoveries/Themes

3. Communication toolkit and engagement sessions improved practice

- understanding of communication toolkit strategies
- improved care for clients with dementia
- improved engagement with clients
- reminder that residents are people and not a diagnosis
- improved resident happiness

Discoveries/Themes

4. Experience of HCAs - improved teamwork, communication and client care



Discoveries/Themes

5. Experience of LPNs - strengthen practice

“I was able to tell them what I really feel, to express how to really care for the residents. And ... I felt elated because not everybody’s given the chance to talk about it.” (LPN)

Discoveries/Themes

6. Barrier to sustainability: workload vs. toolkit

“We want to do our best, but sometimes the load of work make us a little bit away from listening and give choices. We just have this number and this much of time so we have to ... finish the duties. But we have to think about how to treat those people the way they want to be treated. To make this place as a home.” (HCA)

Discoveries/Themes

7. Facilitator of sustainability: continued training

“I’m hoping it becomes part of the education... It’d be great in schools... to actually have a course like that... Like when you come to a new position or when you do annual training or just to talk about the therapeutic communication and understanding. I mean, we talk specifically about residents with dementia, but I think it applies across the board.” (LPN)

Next Steps

- ▶ Research dissemination
- ▶ Inform gerontology courses
- ▶ Inform Leadership for LPNs
- ▶ Knowledge translation





THANK YOU