



The Role of PSW's & Care Conferences



Introduction

- ❖ PSW's play an important role as part of the resident care team.
- ❖ This tool was developed to give a voice to Personal Support Workers and ensure that their observations and information was included at resident Care Conferences to ensure comprehensive, excellent care.
- ❖ Due to time constraints, most PSW's are unable to attend Care Conferences so a communication tool provides staff with an opportunity to contribute to resident care as part of the team.
- ❖ PSW's provide direct 'hands on' care and support to residents and can answer questions and respond to concerns from family and other team members.

Actions

- ❖ Consultation with Director of Care regarding my idea for form and received approval.
- ❖ Asked co-workers for input.
- ❖ Developed form.
- ❖ Spoke to co-workers at unit meetings and general staff meeting about the form and again asked for help and input.
- ❖ Received input from various departments within facility - Registered Staff, Management, Administrative and co-workers.
- ❖ Implemented the form and put into use.
- ❖ Followed up with unit members to see if form used and if helpful.

Challenges

- ❖ Scheduling of care conferences. Appointments often made last minute or cancelled last minute. Not enough notice of when care conference to take place.
- ❖ Administrative staff will send email to charge nurse on each unit to advise of monthly care conferences.
- ❖ Staff not aware of form and why being used. Part-time and casual staff more difficult to get on board and to educate. Often forms left for full time staff to fill out.
- ❖ Registered staff forget to take form with them to conference.
- ❖ Email sent to charge nurse at beginning of month will remind staff to take form with them.
- ❖ New forms not being inserted into flow charts at beginning of month and forms not being filled out. Reminders in communication binders on each unit for staff to fill out forms.
- ❖ Difficult for one person to monitor use of forms. Need one person on each unit to make sure forms inserted into flow chart binders each month.

Results

- ❖ Idea well received and everyone interested in using the form.
- ❖ Engaged staff in conversations regarding the form and what they thought of form and encouraged any suggestions.
- ❖ Attended unit meetings and general staff meetings to ask for ideas and suggestions.

CARE CONFERENCE HELP FORM

Resident: _____
Conference Date: _____

1 Clothing Needs: (provide size if possible)

2 Eating Concerns: (reasons for not eating, food likes & dislikes)

3 Behavioural Concerns: (why shower difficult, recent changes, known fears, events from past that may cause upset)

4 Communication Concerns: (other languages and words commonly used with their meanings)

5 Night Shift Concerns:

6 Other Concerns:

Lessons Learned

- ❖ Need more time to implement the form.
- ❖ Need more than one person to ensure form being used.
- ❖ Try on one unit and perfect before going facility wide.

New Evidence/Best Practices

- ❖ Communication between different shifts improved. This was evident with respect to more effectively managing challenging resident behaviours as techniques and approaches that worked for staff to calm the resident or explain why behaviour was happening were shared.



Next Steps

- ❖ Work with Management to bring more staff on board to help implement the form on each unit – need to work as a team.
- ❖ Staff need to be better informed ; An in-service can be provided to educate all staff.

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