



Consent & Capacity: Everyday Decision Making in LTC

~An Interprofessional Perspective~

Lakeview Manor

Introduction

Lakeview Manor chose to focus on how we support Residents to live as independently and individually as possible through everyday decision making.

Acting as facilitators for this project, Melody Irwin (Social Worker) & Debbie DiNardo (Food Service Aide) developed a "Peer Engagement Model" that was used for this initiative.

The resulting "Interprofessional Review Group" (IRG) ultimately assisted in the development of an educational tool to increase our competence and confidence in recognizing and interacting with Resident's in every day decision making situations in a long term care setting.

"Too many decisions are being made for the Residents and some sometimes these are so little we don't even realize we are doing it. We get into our routines and unfortunately sometimes that's all it becomes - our routines.

We want people to start to think outside the box and ask, instead of assume.

If you were the Resident, would you like to be told to do something, or asked if you wanted to?

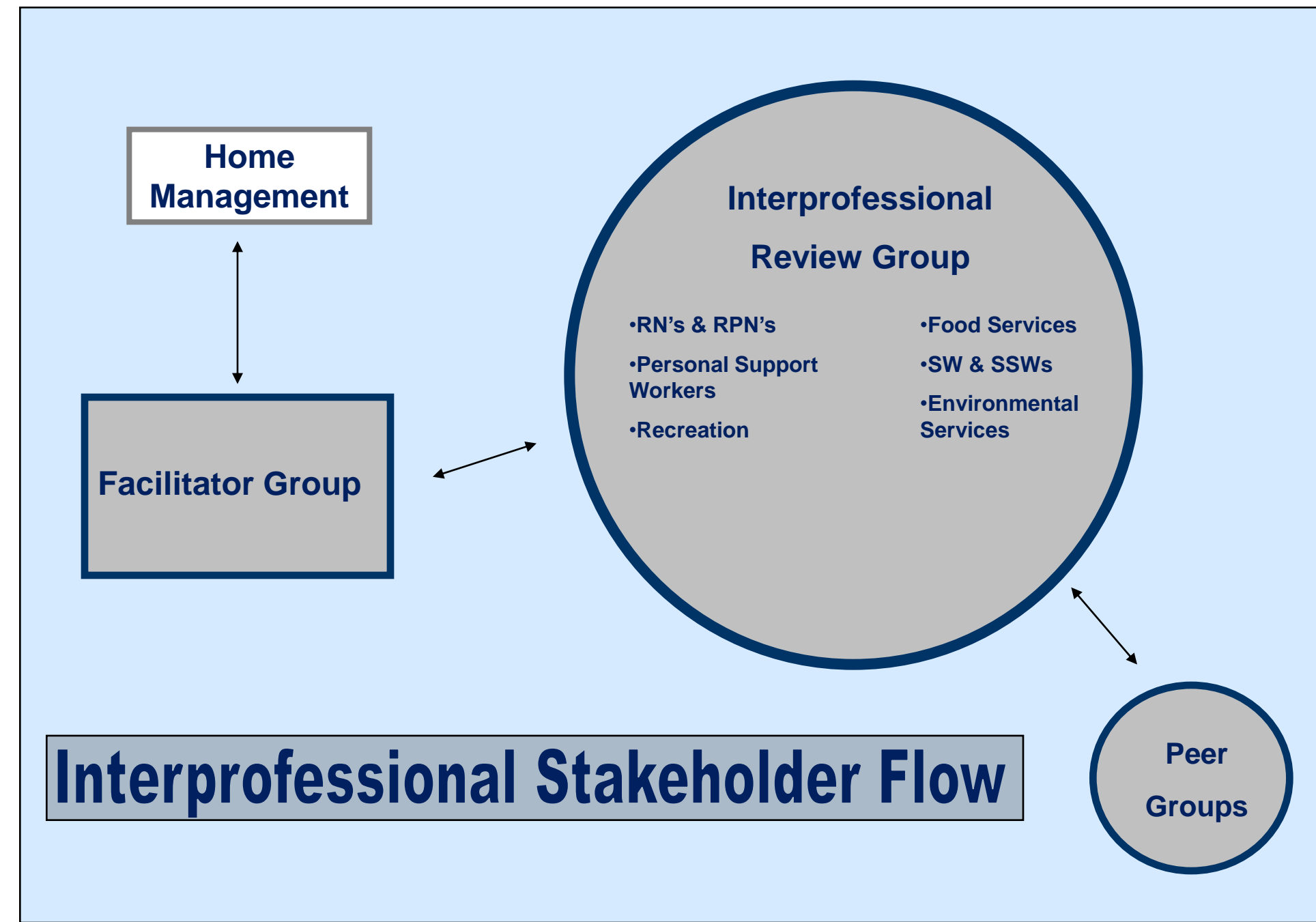
We take our freedoms and abilities for granted and don't realize that everyone should have the choice.

We need to slow our pace down and talk to the Residents more, especially Residents with dementia.

Every department needs to be on the same page as we all have a role to play in the lives of the people that live in our homes because this is "THEIR HOME."

~Debbie DiNardo (Co-Facilitator/Food Service Aide)

Results



Sharing Our Successes

- ✓ An interprofessional peer engagement model that can be applied to any subject matter
- ✓ Positive interprofessional relationship building experience
- ✓ Shared with Accreditation Canada surveyors (May 2010)
- ✓ Development of an interprofessional tool that aims to enhance our culture of resident rights & mutual respect

Measuring Our Achievements

- ✓ We're just at the start of our journey!
- ✓ We will be using multiple modes of feedback:
 - Resident & Family Council
 - Resident, Family & Staff Satisfaction Surveys
 - Consent & Capacity: Everyday Decision Making in LTC Tool Participant Survey

Challenges

"It became difficult at times to be able to get a person from each of the departments to be able to make it to all the meetings.

Every department is extremely busy and has completely different shifts.

Ways in which we were able to overcome these boundaries were to have them leave with us their notes that they had gathered from their individual departmental meetings so we could use them, even if the personnel weren't present."

~Debbie DiNardo (Co-Facilitator/Food Service Aide)



Lessons Learned

Get Linked With An Interprofessional Coordinator!

Having an external ally helps to boost organizational buy-in and provides support on those challenging days. An added bonus - they keep you linked to critical resources and interprofessional peers in the field!

Normalize Conflict!

Good workplace respect practice is to remind ourselves that we all come from different places. We are all going to see things just a little bit differently through our own lens. While at times talking about those differences of perception can feel challenging, the outcome is personal and professional growth. Even better - Residents win too!

Recruit A Good Cheerleading Team!

Having enthusiastic facilitators that naturally know how to create a safe environment for talking is critical in the peer engagement model. In addition to the usual managers that are normally responsible for this kind of project try recruiting a front line staff member. There is hidden talent all over our organizations - be a good detective and purposefully seek out those shining stars!

This tool could easily be transferred to other organizations. A PowerPoint slide show, flyers and helpful, informative websites can be used.

The most important tool, however, is obtaining the personnel that want to make the difference and are willing to put the Resident first. We have that here at Lakeview Manor."

~Debbie DiNardo (Co-Facilitator/Food Service Aide)

New Evidence/Best Practices

This project is still in its beginning stages to really forecast the potential best practices and new evidence but Co-Facilitator Debbie DiNardo had these three thoughts:

"Put Yourself in the Resident's Shoes"

"Think Outside of the Box"

"Respect Everyone's Thoughts, Ideas & Beliefs"

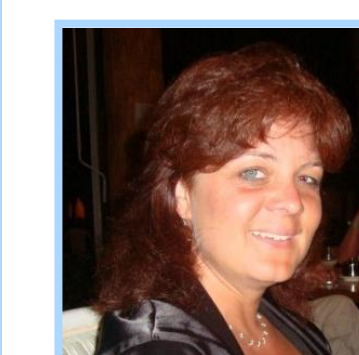
Next Steps

Peer review the developed tool "Consent & Capacity: Everyday Decision Making in LTC."

Develop an interprofessional continuing competency program for Lakeview Manor.



Contact Information



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Actions

Phase	Phase Goals
Phase 1 Project Planning	<ol style="list-style-type: none"> Literature review Project proposal to home management for approval Secure additional supports (co-facilitators, AV support)
Phase 2 Pre Interprofessional Review Group	<ol style="list-style-type: none"> Proposal approval Facilitator & AV Support First Meeting IRG member recruitment Develop review group format and schedule Communication plan
Phase 3 Day One- IRG Group Meeting	<ol style="list-style-type: none"> Interprofessional team building Common understanding of consent and capacity core principles and concepts Identify and discuss point of practice issues Peer engagement tool
Phase 4 Peer Engagement	<ol style="list-style-type: none"> Generate conversation about consent and capacity point of practice issues Assess current scope of understanding of consent and capacity understanding
Phase 5 Day Two- IRG Group Meeting	<ol style="list-style-type: none"> Share discussions from peer group engagement Identify priorities to highlight in the multimedia tool
Phase 6 Multimedia Tool Development	<ol style="list-style-type: none"> Organize film video clips Develop PowerPoint presentation
Phase 7 Day Three- IRG Group Meeting	<ol style="list-style-type: none"> Multimedia tool draft review
Phase 8 Multimedia Tool Final Product	<ol style="list-style-type: none"> Revisions made from "Day Three- IRG Group Meeting" Education program
Phase 9	<ol style="list-style-type: none"> ICR Project Presentation