

Long-Term Care Community of Practice Series

Supporting New Team Members



Host:
Jeffrey B. Moat, CM

Presenters:
Roslyn M. Compton
Kaitlin Kwan
Deb Schick

Mariana dos Santos Ribeiro
Allison Cammer
Abigail Wickson-Griffiths

Date:
July 14th, 2022

Territorial Honouring



The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

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The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.



LEAP Long-Term Care

- Interprofessional course that focuses on the essential competencies to provide a palliative care approach.
- Case studies contextualized to the long-term care setting.
- Delivered online or in-person.
- Ideal for any health care professional (e.g., physician, nurse, pharmacist, social worker, etc.) working in long-term care and nursing homes.
- Accredited by CFPC for **27.5 Mainpro+ credits** (online) and **26.5 Mainpro+ credits** (in-person).



Learn more about the course and topics covered by visiting

www.pallium.ca/course/leap-long-term-care

Introductions

Host

Jeffrey Moat, CM

CEO, Pallium Canada

Presenters

Roslyn M Compton, PhD RN GNC(c)

Is currently an Assistant Professor in the College of Nursing, at the University of Saskatchewan, Saskatoon. Her research always uses a patient-oriented research approach to understand the experience of older adults and their close ones concerning quality of life, interprofessional care, family presence, and care across the continuum.

Kaitlin Kwan, BSN

Recent graduate from Nursing at the University of Saskatchewan (Saskatoon) this spring and is currently working as a graduate nurse at City Hospital on surgical units 3100/3200/3300 in Saskatoon.

Mariana dos Santos Ribeiro, MN, Ph.D.

My research focuses on older adults living with dementia and their family caregivers in the community.

Introductions

Presenters Continued

Deb Schick, RN, MSN

Is currently the Leader for Professional Practice at Sherbrooke Community Centre in Saskatoon, where the Eden Alternative Philosophy of Care is practiced. This person-centered approach to care is a nice fit with the inter-professional experiential learning that occurs with Interprofessional Experiential Education

Dr. Allison Cammer, PhD, RD

Assistant Professor, College of Pharmacy and Nutrition, University of Saskatchewan

Abigail Wickson-Griffiths, RN, PhD

Abby is an Associate Professor in the Faculty of Nursing as well as Aging Studies Program Coordinator at the University of Regina. Her research focuses on strengthening a palliative approach in long-term care, end-of-life care, dementia care and advanced practice nursing.

Disclosure

Relationship with Financial Sponsors:

Pallium Canada

- Not-for-profit
- Funded by Health Canada

Disclosure

This program has received financial support from:

- Health Canada in the form of a contribution program
- Generates funds to support operations and R&D from Pallium Pocketbook sales and course registration Fees

Host/ Presenters

- Jeffrey Moat: CEO, Pallium Canada
- Roslyn M. Compton: no conflicts or biases to declare
- Kaitlin Kwan: no conflicts or biases to declare
- Deb Schick: no conflicts or biases to declare
- Mariana dos Santos Ribeiro: no conflicts or biases to declare
- Allison Cammer: no conflicts or biases to declare
- Abigail Wickson-Griffiths: no conflicts or biases to declare

Disclosure

Mitigating Potential Biases:

- The scientific planning committee had complete independent control over the development of course content

Overview of Sessions

Session #	Session Title	Date/ Time
Session 1	Introductory Session	Dec. 9, 2021 from 12-1pm ET
Session 2	The Palliative Approach as Part of the Continuum of Care	Jan. 13, 2022 from 12-1pm ET
Session 3	The Palliative Approach as an Inter-Professional, Team-Based Approach	Feb. 10, 2022 from 12-1pm ET
Session 4	Individuals and their Families as Members of the Team	Mar. 10, 2022 from 12-1pm ET
Session 5	Advance Care Planning	Apr. 14, 2022 from 12:30-1:30pm ET
Session 6	Resources for Long-Term Care	May 12, 2022 from 12:30-1:30pm ET
Session 7	Spiritual and Religious Care as Part of the Holistic Approach	Jun. 9, 2022 from 12-1pm ET
Session 8	Supporting New Team Members	Jul. 14, 2022 from 12-1pm ET
Session 9	Honouring Personhood in Dementia Care	Aug. 11, 2022 from 12-1pm ET
Session 10	Diversity and Inclusion in the Long-Term Care Setting	Sep. 8, 2022 from 12-1pm ET
Session 11	Meaningful Measurement to Support Health System Improvements in LTC	Oct. 13, 2022 from 12-1pm ET
Session 12	Mental Health and Resilience During the COVID Pandemic: Part 1	Nov 10, 2022 from 12-1pm ET
Session 13	Mental Health and Resilience During the COVID Pandemic: Part 2	Dec 8, 2022 from 12-1pm ET

Welcome and Reminders

- Please introduce yourself in the chat! Let us know what province you are joining us from and what your role is in the Long-Term Care setting
- Your microphones are muted. There will be time during this session when you can unmute yourself for questions and discussion.
- You are welcome to use the chat function to ask questions and add comments throughout the session
- This session is being recorded and will be emailed to registrants within the next week.
- Remember not to disclose any Personal Health Information (PHI) during the session
- This 1-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada for up to **12 Mainpro+** credits.

Supporting New Team Members

Presenters:

Roslyn M. Compton, Kaitlin Kwan, Deb Schick,
Mariana dos Santos Ribeiro, Allison Cammer,
Abigail Wickson-Griffiths

Objectives of this Session

Upon completing the session, participants will be able to:

- Describe the experience of new recruits to the long-term care sector, from the perspective of caring for persons with serious illnesses
- Champion the need to coach and support new graduates or recruits in the long-term care setting
- Recognize coaching moments and help create a 'coaching in the moment' culture to support new staff to long-term care



“And now where to work?”

When you completed your education, where did you imagine you would work?

Mentimeter



“My first day on the job...”

FOR PARTICIPANTS WHO WORKED OR ARE CARING WITH PERSONS LIVING IN LTC.

Mentimeter

Using 3-4 words describe your experience starting your position in a LTC setting



“I survived...I wish it could have been better...”

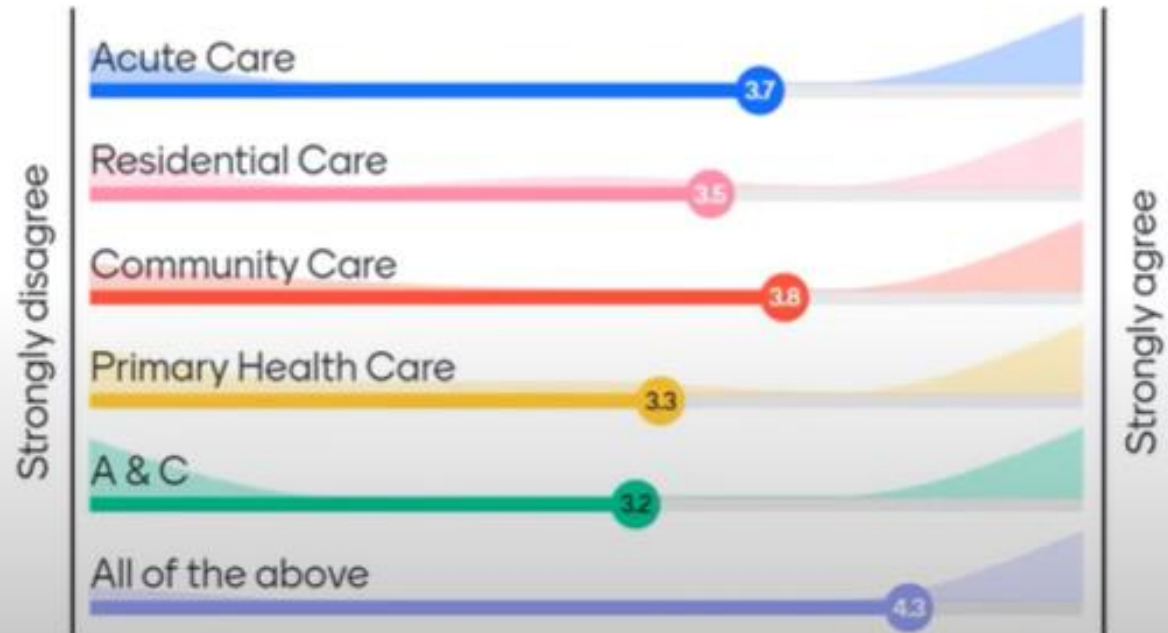
“I SURVIVED...I WISH IT COULD HAVE BEEN BETTER...”

Mentimeter

Using 1-2 words, what might have helped you transition into your role in a long-term care setting?

A word cloud of responses to the survey question. The words are arranged in a roughly circular pattern. The most prominent words are 'mentorship' (blue), 'support' (pink), 'orientation' (yellow), and 'mentor' (green). Other visible words include 'more training in school' (teal), 'time to shadow' (red), 'new beginning' (orange), 'job description' (blue), 'training' (red), 'education' (yellow), 'exposure during training' (purple), and 'having an rcc or manager' (red).

Where do you think a Palliative Approach should happen?



Strategies to Help Newcomers

- Interprofessional Experiential Education Long-Term Care Project
- Coaching in the moment
- #wepractice

Interprofessional Experiential Education (IEE) LTC Project

- Effective teamwork is critical to healthcare
- This might be even more the case in LTC where, for quality and complex individualized care, the persons we are caring with, and their close ones are integral team members
- Developing effective and coordinated caring teams requires awareness and skills

Module Overview

- Key parts to each module
 - Concept - easily accessible, micro learning principles (2 hours each)
 - Asynchronous and synchronous learning opportunities
 - Content – persons with lived experience and persons with expertise in a topic
 - Knowledge
 - Application
 - Reflection
 - Collaboration – intentional
 - ‘Choose your own adventure’
 - [IEE Palliative Approach to Care](#)

IEE LTC Project Modules

- Kind and Clear Communication
- Nutrition
- Advance Care Planning
- Spirituality
- Integrating Close Ones
- Medications
- Everyday 'Presents'
- Palliative Approach to Care
- Consultations and Referrals
- Care Conference
- Get to Know Your Community
- Exiting with Grace and Appreciation
- Oral Health

New in Fall 2022

- LGBTQ+
- Psychotropic medications
- Hearing

IEE LTC Project: Meet Kaitlin and her team



'Coaching in the Moment'

What is coaching?

- “Unlocking a person’s potential to maximize his or her own performance” (Whitmore, 2009)

When to coach?

- If time is the predominant criterion- do or tell
- If quality of the results matters most- coach
- If maximizing the learning is most important- coach

Questions are the answer!

- Asking questions is the most effective way to change thinking
- Questions best generate awareness and responsibility
- Effective vs. Ineffective questions
 - Open-ended
 - What, where, who, how questions
 - Avoid asking why questions and leading questions

(Whitmore, 2009)

'Coaching in the Moment'

G R O W



Goal

Reality

Options

Will

What's your goal?

What is your current situation?

What are your options for moving forward?

What will you do now?

(Whitmore, 2009)

Changing 'I' Practice to 'We' Practice

#wepractice

References

Whitmore, J. Sr. (2009). *Coaching for performance: GROWing human potential and purpose: The principles and practice of coaching and leadership* (4th ed.). Nicholas Brealey Publishing

Contact Details:

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See Betterltc.ca for further information

Dr. Roslyn M. Compton

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Wrap Up

- Please fill out the feedback survey following the session! Link has been added into the chat
- A recording of this session and a copy of these slides will be emailed to registrants within the next week
- Please join us for the next Long- Term Care Community of Practice Session:
 - **Title:** Honouring Personhood in Dementia Care
 - **Guest speaker:** Elisabeth Antifeau
 - **Date/ Time:** August 11th, 2022 from 12-1pm ET

Thank You



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