

Resident and Family Advisory Program

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Family and Friends Council

*Together...*we improve the well-being
of the people we serve



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Client and Family-Centred Care

- Client- and family-centred care (CFCC) is an approach that fosters respectful, compassionate, culturally appropriate, and competent care that responds to the needs, values, beliefs, and preferences of clients and their family members. In CFCC, the word client also means patients and residents.
- Instead of health care providers doing something to or for the client—where the provider’s perspective is dominant—CFCC means doing something with the client—so the health care provider and the client have a true partnership.



Benefits

Client- and family-centred care leads to **decision making processes, health outcomes, client experiences, financial management, and safety**. It will also lead to more effective **risk management**.

These benefits will be achieved when:

- *f*Clients and families form strong relationships with their health care providers and take part in shared decision making, resulting in improved decisions and better experiences
- *f*Clients and families identify opportunities for improvements in their care, contributing to better risk management and increased safety.



Client and Family-Centred Care

- Recent trend in healthcare organizations
 - Local healthcare providers
 - Champlain Local Health Integration Network (LHIN)
 - Health Quality Ontario

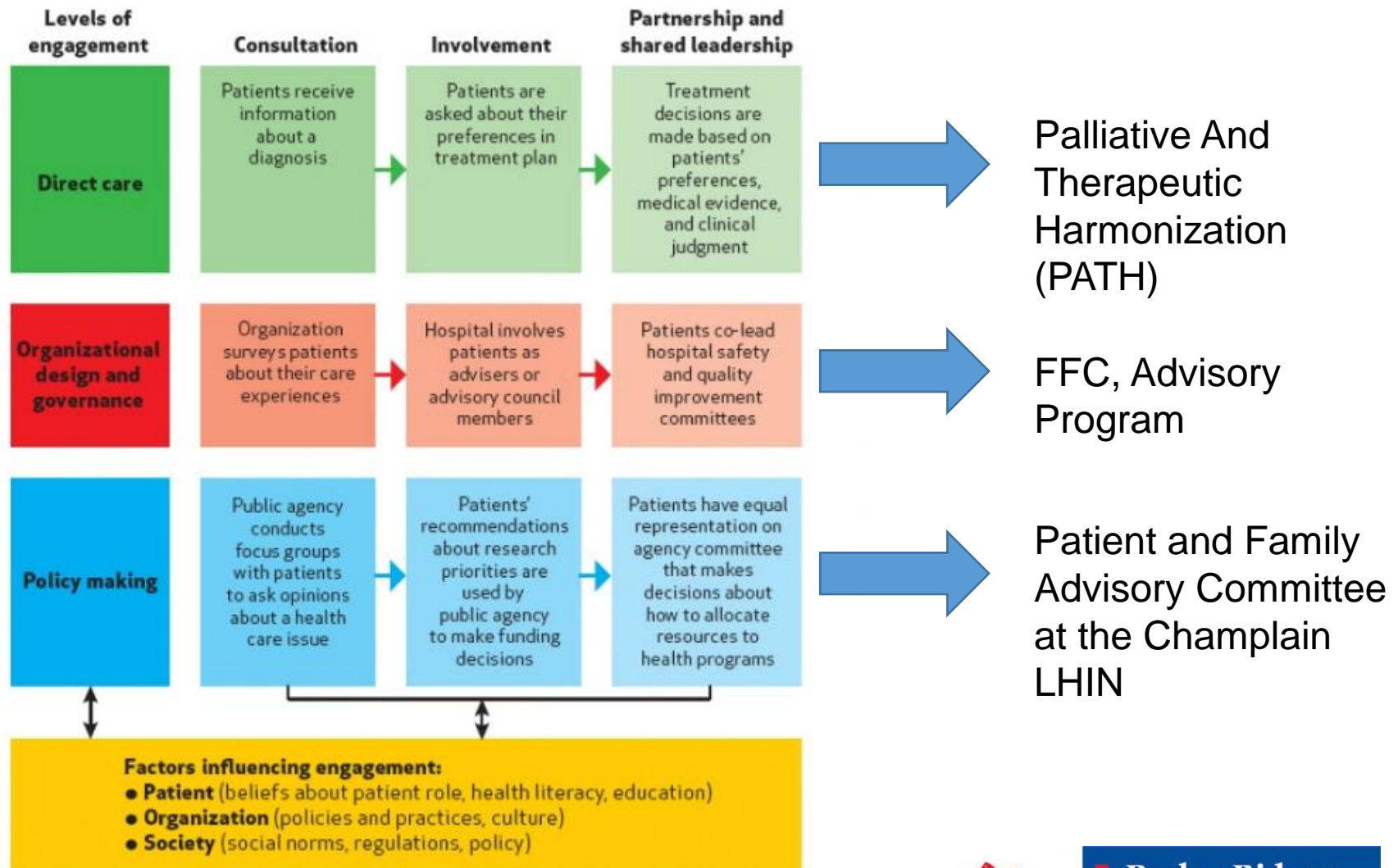


Long-Term Care's Advantage

- Resident and Family Councils in LTC
- Family and Friends Council at the Perley Rideau
 - Founded July 1st 2010, key partner of the Perley Rideau's operation
 - The Mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff.
 - Help families to navigate
 - Meetings and educations



Level of Engagement



What does an Advisor do?

- Attend Council Meetings
- Participate on projects that interest you and fit your preferred level of involvement, either short or long term
- Share your care experience
- Participate in discussion groups
- Review existing, or help create new, education or information materials



Who are Resident and Family Advisors?

- You are the expert of your own experience
- They are individuals who:
 - Voice suggestions and identify potential solutions to help improve care
 - Talk about personal experiences as a family member or resident (this can be extended to the experiences of others)
 - Be open to work on a variety of issues
 - Show an understanding of Perley Rideau values
 - Bring a positive attitude to discussions, listen and respect different opinions
 - Keep any shared information private and confidential
 - Have a recent care experience with the Perley Rideau



Advisor and FFC Executive Member

- You CAN be both at the same time
- Advisors work on specific projects with a defined scope.
- FFC Executives highly involved in operations, represent the families' voice when consulting management on decision making
 - Examples include: Annual Quality Improvement Plan, budget, priority learning needs for family group and etc.



Advisor and Volunteer

- Being an advisor is a form of volunteering
- Advisors are a key part of the project teams that improve processes, whereas volunteers play a crucial role in supporting the Health Centre's operation by undertaking their tasks
- You often work independently to provide direct support to residents as a volunteer. Typically there is no direct interaction with residents for an advisor, you will always work in a team environment with Perley Rideau staff
- All advisors are strongly encouraged to become a registered volunteer to enjoy related benefits



Advisors' experiences

I feel privileged to be on the "inside" as a member of a committee interested in improving care for residents.

I am impressed by the multi-disciplinary approach in attaining this goal. Representatives from all departments contribute and problem solve. Members of this committee bring positive energy and commitment in searching for solutions. This committee not only vies to do the best for residents, but also acts as a leader in sharing solutions with other care facilities.

I also feel the Perley Rideau is a facility open to including the resident, family, friends and community partners in their discussions and decision making, always trying to find the best care. The resident comes first.

--- Madeline Taylor



Advisors' experiences

When our frail, blind elderly mother, was discharged from hospital, my sisters and I were faced with the difficult task of finding a suitable home where her needs would be met in a safe environment. This was a difficult and heart wrenching experience and after 4 months, our mother, weighing just 70 pounds was finally admitted to the Perley Rideau. This was “heaven on earth” after what she had been through and we were extremely grateful to see her being cared for in such a loving environment. Her last months were spent here and she joyfully celebrated her 100th birthday with family and friends.

Shortly thereafter, an opportunity arose for me to apply to become a family advisor, and I was excited to put my name forward to get involved and contribute from the family perspective. In this capacity, I have met a wonderful group of dedicated professionals who are passionate about improving the care for all residents. Just last week, I learned about the PATH project which brings together “treatment” in the context of “quality of life”. This innovative approach is especially important in the advancing years as it's not so much longevity as it is the “quality” of life lived.

--- Maureen O'Byrne

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Perley Rideau

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Valuable members to the team

- Jen Plant – experience of having an advisor



Level of Involvement

- Depending on the project, Advisors can expect to contribute up to 10 hours a month.
- By signing up as a Resident or Family Advisor, you are indicating that you would like to be matched with a project team.
- You are not committing to anything until you meet with the Team Leads and decide to join. The team usually meets regularly during working time on site at the Perley Rideau (validated tickets are available for your parking and we are more than happy to provide any other assistance that you may need).



What support is there

- Regular check-in points
 - after first meeting with the team
 - after 3 months
 - after 1 year and annually afterwards
- Buddy Program
- Your new project teams members



How to get involved

- See pamphlet
- Sign up today!

