

ECHO COE INNOVATION ADOPTION

Case Discussion Recommendations: January 31, 2019

Case:

CapitalCare is one of the largest public continuing care organizations in Canada. Operating in Edmonton and area since 1963, our 2,700 staff provide care and services for nearly 1,400 elderly and disabled adults living in our 10 care homes, as well as over 300 people living in the community who attend our CHOICE and other day programs.

InterRAI Quality of Life indicators show that residents do not feel positive deep relationships with other residents or with staff. Residents comment on needing to feel purpose in their day to day activities. The organizations Recreation Therapists were actively seeking ways to fulfill these needs for their residents and felt strongly that the JAVA Club would be a good method. JAVA was supportive of a trial group for 3 months and the results were so overwhelmingly positive that CapitalCare committed to implementing the program in six of its main sites. The Recreation Therapists have enthusiastically implemented the program, multiplying the groups for a variety of client groups. Within the first 3 months of implementation we are now providing more than 15 JAVA Clubs throughout the 6 centres.

As part of the implementation we have had wonderful support from CABHI with a specific focus on sustainability. In the past our challenges with social model programs has been

1. turnover of staff program leaders
2. support from management and team members
3. resident turnover

In order to avoid these negative impacts, we have set the program up with ongoing support for the program leaders and a strong candid commitment from the highest levels of management. The ongoing support of bi weekly meetings has provided opportunity to voice issues and concerns, problem solve as a group and brainstorm for new approaches where needed. Management representation has been present for these and maintains communication of issues, concerns, and solutions with executive management to ensure ongoing support. One solution for centre support has been to ensure all managers take a turn at being a guest at the JAVA Clubs. Once they see for themselves the unparalleled positive impact this program has for residents they provide ongoing support without question.

Questions:

1. How do you maintain enthusiasm for a program initiative past honeymoon period?
2. How do you strengthen the understanding of the program from other staff/team members?

Clarifying Questions:

- Done observations & evaluation in 3 week and 3-month period – comments from staff & residents in that they are surprised by depth of topics and how important things are to resident – very expressive & safe environment to speak
- Very engaged outside of facilitated programming
- How many members in each group and how decided who is in group? – groups of 8; initially its staff that do initial invitation to create groups for commonality
 - Male only and female only and co-ed groups; as group gels then the residents themselves do the invitation

Recommendations:

- To find somebody who is excited about it and talks about it to others. You need to seek that person out and keep momentum with them; more you talk about it can generate more interest (ex. Partnership with YMCA)
- (Sherry) Leaders at each center (1-3 of them) are ambassadors of program; as they change over then don't want to lose the momentum
- Newsletter once a month to all staff – strategic to embed a story in every newsletter from innovative work and highlight it
- Facilitator skills important to continue growth of this culture and relationship –positive nature in the room can permeate outside of that experience.
- Build on factors that are positive already; find ways to reinforce
- Residents can be ambassadors themselves and use their enthusiasms to engage others and get others interested
- Staff perspective – concept of team collaboration; way to make this more interprofessional group; bring colleague that's a nurse or PSW etc. that co-lead. This engages nursing staff. Show how important the program is to the residents
- Ex of the men's group bring in the maintenance team and now they are ambassadors
- Struggle in the RN team to have time to commit to incorporate them into the positives of the program. What could be done to enable nursing staff to have them be ambassadors? Finances, time, support etc.
- Depends on whether the program is optional or part of the culture. Some people are not comfortable with sharing, might not find it beneficial or relevant to what they want.