

## Client and Caregiver Council Minutes

Date: December 15, 2022

Time: 10:00am - 11:30am

Location: Via Zoom

### Attendees:

Staff: Karen Johnson, McCormick Dementia Services Director; Becky Clark, Day Program Manager; Catherine Robson, Social Worker

Caregivers: Bob J., Douglas J., Vickie S., Gwen O., Carol M.; Jeanne D

Agenda Item	Discussion Items and Decisions	Actions Required
Welcome	<ol style="list-style-type: none"> <li>1. Welcome from Karen Johnson, Director of McCormick Dementia Services</li> <li>2. Review of Agenda Items</li> </ol>	
RPN and all-staff training	<ul style="list-style-type: none"> <li>• Review of the staffing changes in the recent months. New full-time lines and shadow part time lines for the RPNs and PSWs.</li> <li>• Recent complaints and observations have revealed some knowledge and skill gaps</li> <li>• In response, management supported a proposal from a consultant to create a training program with outcomes.</li> <li>• Training program is underway for RPNs. All RPNs will participate in four – four hour sessions. Focus is on reinforcing policies, procedures and follow-up from training received on initial orientation. Education style will involve experiential learning, role expectations, clinical skills, documentation and communication</li> <li>• So far, RPNs have had one session, which has been effective and well received.</li> <li>• Future training plan with PSWs will be scheduled as well.</li> <li>• Recreation new year focus will be program planning to shift to changing needs and new trends in 2023</li> </ul>	
Discussion of Medication Policy and Process	<ul style="list-style-type: none"> <li>• Policy being implemented on January 1, 2023 that all supplements, medications (including over-the-counter) will require a physician’s order to be administered at the day program</li> <li>• Reason to reduce risk for staff and clients</li> <li>• Explained that the day program continues to use a paper Medication Administration Record (MAR) and that the medication process is not digitized in any way.</li> <li>• Our medication process is very labour intensive with 50 different clients attending daily, as well as respite client medications coming and going.</li> <li>• Hopeful in the future to have a more effective (digital) MAR system to reduce errors and time, effort on staff and caregivers.</li> <li>• Karen mentioned that Karina (nursing care manager) comes from hospital background and that lens has been helpful in the day program</li> </ul>	

<p>Caregivers comments about community nursing support concerns</p>	<ul style="list-style-type: none"> <li>• Ongoing frustration from caregivers about the competence and skills of community nursing supports (coming into their homes).</li> <li>• Strategies suggested for improving care, reducing caregiver stress, but those strategies have been tried by most caregivers, yet there continues to be challenges with understanding and abilities to care for persons with dementia</li> <li>• Karen talked about her involvement with the BE EPIC PSW training in the past and its future directions, including virtual reality training that is being developed.</li> </ul>	
<p>Annual Survey Results</p>	<ul style="list-style-type: none"> <li>• Reviewed annual survey results</li> <li>• 64% response rate</li> <li>• Suggestion to record forum meetings. May use webinar Zoom platform to maintain confidentiality when recording.</li> </ul>	<p>-Karen will email comparative analysis of annual survey results to Council once the analysis is complete -Becky to arrange webinar and recording for forums.</p>
<p>CARF Accreditation</p>	<ul style="list-style-type: none"> <li>• Becky reviewed the on-site CARF accreditation process that took place on Dec 12, 13.</li> <li>• Shared the surveyors' impressions of the day program as well as their suggestions.</li> <li>• Suggestions such as developing ways to include the caregivers and clients in care planning <ul style="list-style-type: none"> <li>- Some discussion how that may be achieved through future family portal</li> </ul> </li> </ul>	
<p>Round Table/Open Discussion</p>	<ul style="list-style-type: none"> <li>• Bob asked about the overnight respite paperwork. A redundant process to complete the paperwork before each stay.</li> <li>• Becky talked about a new process that is going to be trialed that will reduce the caregivers need to re-write/type the details for each stay. This process will also help get the information in the hands of all staff.</li> <li>• Discussion around pros/cons of providing a digital template (via Caregiver's Corner website)- accessibility considerations.</li> <li>• Becky asked caregivers to provide feedback on new process over the next few months</li> </ul>	

Next meeting: Thursday, March 23, 2022 at 10:00a.m. via Zoom