

## Family Bulletin – June 2017



### *Family Council*

**Monday, June 19, 2017**  
**3:15 to 4:30 PM**  
**Front Office**  
**Refreshments served**

### *Conversation*

#### **Planning for Building Improvements**

The Kiwanis Pavilion is doing preliminary planning for future renovations. We would like to get input from the families and friends of the people who live here. What suggestions do you have for improvements to the built environment to update the Pavilion? What changes would you make? Please bring your ideas to the next Family Council meeting.

*Everyone is welcome!*

### *Family Council Updates*

#### **Accreditation Discussion: Family Input**

At the May Family Council meeting, Fiona Sudbury, Director of Resident Services reported on the results of the facility's recent Accreditation survey. The Kiwanis Pavilion met 97.7 % of the 500 plus standards and was awarded Accreditation with Commendation! The survey report suggested that the Pavilion explore new opportunities to communicate and engage with residents' family members, in order to further strengthen the sense of partnership and collaboration that is one of the Pavilion's values. Family Council participants then shared their thoughts on how they felt they could engage and contribute input.

#### **Why is it important to get family input?**

Discussion participants said they want to provide input because their "loved ones are here," they know them best, and want to ensure they get good care. It was noted that a resident may feel more comfortable reporting a problem to a family member than to a staff member, and if this occurs, the family can advocate on their behalf. Participants noted the importance of hearing what has been done in response to their questions and concerns: "We need the feedback loop to be completed."

#### **How do we get families' input now?**

Families can currently provide input by:

- speaking directly to staff or management
- attending monthly Family Council meetings
- attending care conferences
- completing the Satisfaction Survey distributed to the primary family contact at the Care Conference. (Each year, on average, approximately 40 % of families complete the survey. It was suggested the

survey could be re-sent to those families who do not respond initially.)

### **Standards for Family Engagement**

The following Accreditation Standards were flagged as areas for improvement:

- When developing the operational plans, input is sought from team members, residents and families, volunteers, and other stakeholders, and the plans are communicated throughout the organization.
- The governing body regularly hears about quality and safety incidents from the clients and families that experience them.
- Reports about the organization's performance and quality of services are shared with the team, residents, families, the community served, and other partners and stakeholders.
- The results of the organization's quality improvement activities are communicated broadly, as appropriate.
- Policies and procedures for Point of Care Testing are developed with input from residents and families.
- There is a process to monitor and evaluate record-keeping practices, designed with input from residents and families, and the information is used to make improvements.
- Policies on the use of electronic communications and technologies are developed and followed, with input from residents and families.
- The procedure to select evidence-informed guidelines is reviewed, with input from residents and families, teams and partners.
- There is a standardized process, developed with input from residents and families, to decide among conflicting evidence-informed guidelines.
- Protocols and procedures for reducing unnecessary variation in service delivery are developed, with input from residents and families.
- Guidelines and protocols are regularly reviewed, with input from residents and families.

- There is a policy on ethical research practices that outlines when to seek approval, developed with input from resident and families.
- Measurable objectives with specific timeframes for completion are identified for quality improvement initiatives, with input from residents and families.

In the Family Council discussion, it was noted that families and Pavilion management and staff want to support opportunities for family input, AND want those providing input to feel it's a worthwhile and meaningful process. One barrier to families contributing at the Pavilion is the high turnover of residents; the average length of stay is 1.5 years and 30 percent stay for less than one year. "It takes a lot of my heart just caring for my loved one here. I don't know there's the time to give feedback on policy." It was thought that some family members would be willing to review policies or participate on a committee, while others might prefer to read information posted in the Family Bulletin, on the Pavilion's website or on a lobby bulletin board, submitting feedback by phone, email or in writing. Please watch for a new lobby display board coming soon, which will include information about quality improvement projects, policy development, and other news at the Kiwanis Pavilion.

**How much energy do families have to give input?** Participants at the Family Council meeting said their focus is primarily on the needs of the person in care and working with the staff during the person's stay. One family member said: "I put lots of energy into supporting my husband and my own health and life. I can't imagine policy-making too. I'm not sure [these Accreditation Canada Standards] understand families." Another said "I think maybe they're expecting too much [of families]." That said, our hope is to keep growing together. If you have ideas of additional ways you would like to share your input, please let us know by connecting with Fiona (Director, Resident Services, ext. 222) or Suzanne (Social Worker, ext. 223). Thank you!