

Improving the Care Conference Experience at Minoru Residence



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Leader, Experience in Care

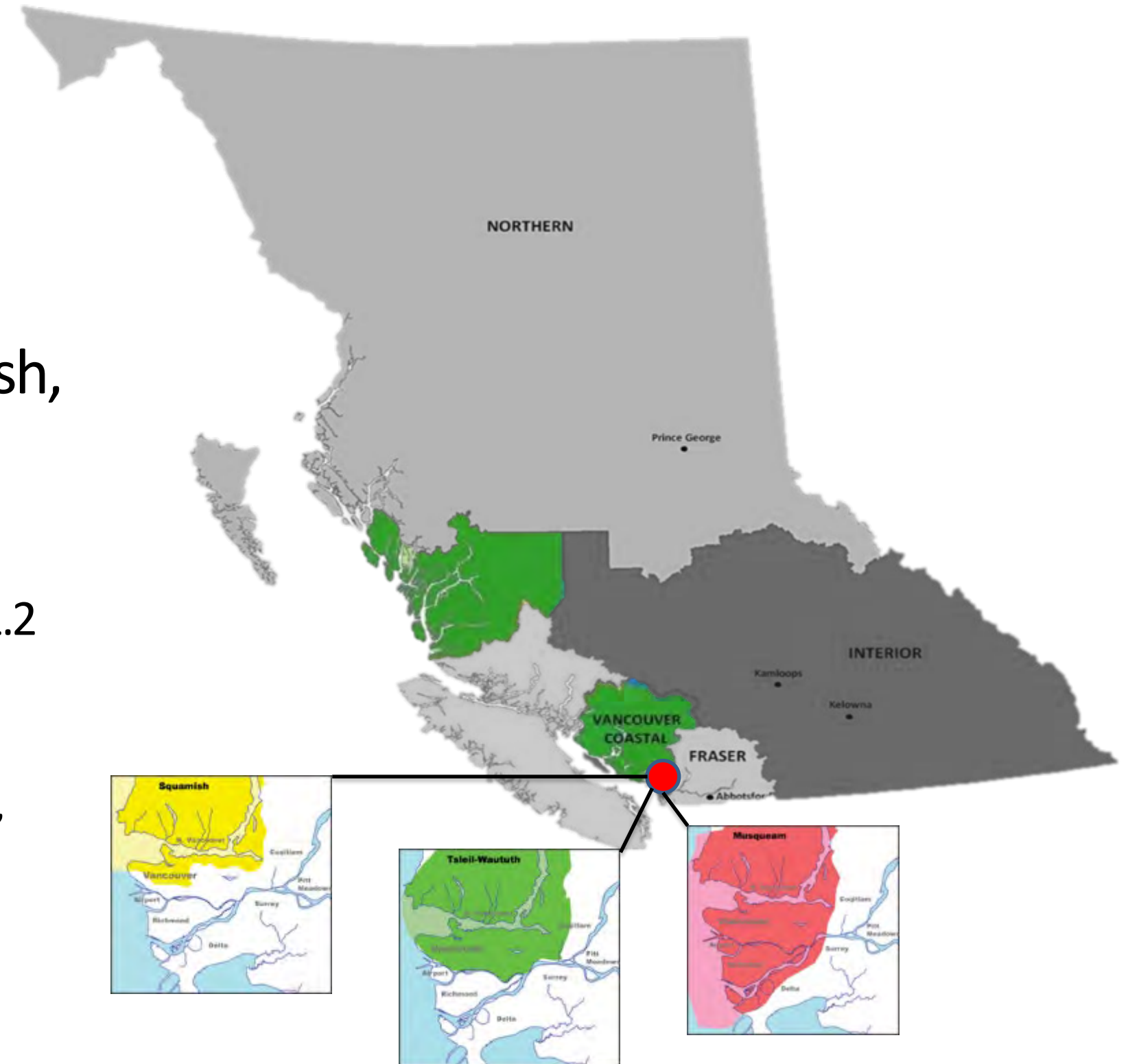


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Land Acknowledgement

We wish to acknowledge that the land on which we gather is the traditional and unceded territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations.

Vancouver Coastal Health is committed to delivering exceptional care to 1.2 million people, including the First Nations, Métis and Inuit in our region, within the traditional territories of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.



Background



What Matters to Residents and Families

"Staff were **talking over me** on Zoom."

"I felt that the conversation **wasn't very personal**."

"I would prefer if staff used **common names** for medications and describe what the medication does."

"I feel like staff would have continued and extended the time if I had more questions. I **didn't feel rushed** and **they took time** discussing my question about my medication."





C.A.R.E.

C

Context: the what Pre-setting the conversation

- Know the context and family situation as possible
- Identify all and main including previous

A

Atmosphere: the when Tone and setting

- Encourage to meet in a neutral setting
- Use a neutral tone
- Use a neutral setting

The why -centred

- A personal history of the recent
- Use a personal history of the recent
- Use a personal history of the recent

C.A.R.E. Experience Bundle





Context: the what
Pre-setting the conversation

- Ask the resident and family questions to **prepare**
- **Identify** self and team including your roles

Atmosphere: the where Tone and setting

- Environment to **meet resident needs** (i.e. in person or over the phone, including translators)
- Direct the conversation to the resident and family





Relation: the who
Resident-centred

- Start with a personal history of the resident
- Allow resident time to **absorb information**
- Create a timeframe that allows the resident to attend

Engagement: the how
Clear communication

- Describe care conferences consistently
- Use **language** everyone can follow (i.e. avoid medical jargon and acronyms)





CLEARANCE 10' 6" (3.20m)

Parking Sign

Thank You

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Scan QR code to view the video

