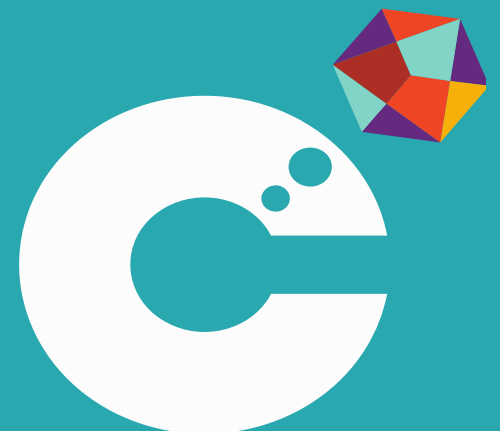


Enhancing Care, Enhancing Life

Impacts of Residents' Councils and Family Councils in Ontario Long-Term Care Homes

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AGENDA

- THE CHANGE FOUNDATION: Background
- THE PROJECT: Our Partners
- METHODS
- LIMITATIONS
- KEY FINDINGS
 - Perceived Role
 - Communication Practices
 - Involvement in Life at the Home
 - Impact and Importance
- NEXT STEPS



THE CHANGE FOUNDATION

- Endowed by the Ontario Hospital Association in 1995
- Spent 10+ years as a granting organization focused on funding research for local health system improvement
- Redefined as a Think Tank in 2007
- Spent the last five years working directly with patients and front line staff to improve patient engagement and experience
- Our current strategic goal is to improve the experience of patients and family caregivers as they transition through and interact with Ontario's health and community care systems



THE PROJECT

- In 2013 the Foundation reviewed the state of hospital-based Patient and Family Advisory Councils (PFACs).
- Building on this work we wanted to learn about engagement models that were mandated; such as those in long-term care.
- The Foundation partnered with:
 - Family Councils Ontario (**FCO**)
 - The Ontario Association of Non-Profit Homes and Services for Seniors (**OANHSS**)
 - The Ontario Association of Residents' Councils (**OARC**)
 - The Ontario Long-Term Care Association (**OLTCA**), and
 - An independent Resident member and Family member.



METHODS

- **Phase One**
 - **Scope:** All homes in Ontario
 - **Methodology:** Surveys
 - **Purpose:** review the role, functioning, impact, and leading practices of councils in Ontario long-term care homes
 - **Timeline:** Summer & Fall 2015
- **Phase Two**
 - **Scope:** Select homes in Ontario
 - **Methodology:** Case Studies
 - **Purpose:** deeper dive into the best practices and strategies used to implement and sustain long-term care councils
 - **Timeline:** Fall 2016 & Winter 2017 (underway)



METHODS – PHASE ONE

- Three surveys circulated to four target groups:
 - Residents
 - Family Members
 - Staff Assistants
 - Home Administrators
- Surveys asked about the role, function, interactions, relationships, communication, engagement, importance and impacts of councils
- A total of **2,561** people participated in the survey
 - **1,812** Residents
 - **396** Family Members
 - **353** Administrators and Staff Assistants



LIMITATIONS

I. Delivery Method

- Resident surveys were mailed
- Family surveys were emailed
- Administrator surveys were emailed
- Staff surveys were emailed

II. Voluntary Nature of the Surveys

- Surveys were not incentivized and completely voluntary
- The Change Foundation is not well known in LTC
- Did not have to answer the survey in full
- There was no “I don’t know” answer option



KEY FINDINGS

- I. Councils perform three main roles:**
 - Enhancing quality of life
 - Enhancing quality of care
 - Information sharing

- II. People who take part see the councils as more effective:**

A strong majority of people who participate believe their council is fulfilling its role

- III. Administrators and staff see the importance:**

Despite being mandated administrators and staff see the value

- IV. The councils' impact on relationships varies:**

Greater impact on relationships within the home (i.e. people who work and reside) than on those who just visit



PERCEIVED ROLE OF RESIDENTS' COUNCIL

- Top three choices were the same across groups of participants
- Advocacy was the least selected choice

Role of Residents' Council	Participating Residents	Non-Participating Residents	Administrators and Staff Assistants
Information Sharing	79% (N= 981)	58% (N= 317)	66% (N= 232)
Enhancing Quality of Life of Residents	73% (N= 906)	55% (N= 299)	68% (N= 240)
Enhancing Quality of Care of Residents	67% (N= 837)	53% (N= 287)	59% (N= 209)
Program/Activity Planning	59% (N= 730)	41% (N= 221)	45% (N= 159)
Peer Support	51% (N= 641)	34% (N= 187)	45% (N= 159)
Education	48% (N= 593)	34% (N= 184)	43% (N= 153)
Advocacy	43% (N= 530)	28% (N= 151)	58% (N= 204)

“All of these roles are touched on to some extent at most meetings.” – Participating Resident



PERCEIVED ROLE OF FAMILY COUNCIL

- Top three choices were the same as in the residents' survey
- Advocacy, education, and peer support were frequently chosen

Role of Family Council	Participating Families	Non-Participating Families	Administrators and Staff Assistants
Enhancing Quality of Life of Residents	84% (N= 244)	56% (N= 59)	56% (N= 196)
Information Sharing	82% (N= 239)	56% (N= 59)	55% (N= 193)
Enhancing Quality of Care of Residents	80% (N= 231)	57% (N= 60)	52% (N= 182)
Advocacy	74% (N= 214)	42% (N= 45)	51% (N= 181)
Education	70% (N= 202)	40% (N= 42)	43% (N= 151)
Peer Support	64% (N= 185)	38% (N= 40)	45% (N= 159)
Program/Activity Planning	34% (N= 99)	30% (N= 32)	27% (N= 96)

“We [the council] should be doing more, but there isn’t enough time in the day. Most of us work and have other responsibilities” – Participating Family Member



COMMUNICATION PRACTICES

- “In person” was the most common means of communication
- Email was somewhat popular among families, staff and administrators

Methods of Communication	From Residents' Council to Administrators and Staff Assistants	From Administrators and Staff Assistants to Residents' Council	From Family Council to Administrators and Staff Assistants	From Administrators and Staff Assistants to Family Council
In person	91% (N= 1,160)	66% (N= 232)	75% (N= 104)	53% (N= 187)
Bulletin Board / Flyer	17% (N= 221)	30% (N= 107)	21% (N= 29)	27% (N= 96)
Newsletter	10% (N= 131)	21% (N= 73)	10% (N= 14)	24% (N= 86)
Telephone	10% (N= 128)	4% (N= 14)	11% (N= 15)	25% (N= 90)
Written letter	9% (N= 116)	29% (N= 102)	9% (N= 12)	24% (N= 85)
Email	6% (N= 82)	8% (N= 29)	22% (N= 30)	42% (N= 147)



RESIDENT COUNCIL INVOLVEMENT IN LIFE AT THE HOME

- Program planning (social activities) was the most frequently cited area of involvement for Residents' Council
- Quality improvement and meal planning were also frequently mentioned

Involvement in Home Life	Participating Residents	Administrators and Staff Assistants
Program/Activity Planning	71% (N= 906)	65% (N= 229)
Quality Improvement	66% (N= 839)	63% (N= 224)
Dining and Meal Service Planning	64% (N= 808)	64% (N= 227)
Laundry Service Planning	36% (N= 451)	32% (N= 112)

“Everything from troubleshooting and solving problems, reviewing the bill of residents’ rights, making welcome baskets, to planning trips and tours.” – Participating Resident



FAMILY COUNCIL INVOLVEMENT IN LIFE AT THE HOME

- Quality improvement was cited most frequently
- Education of families was also high on the list

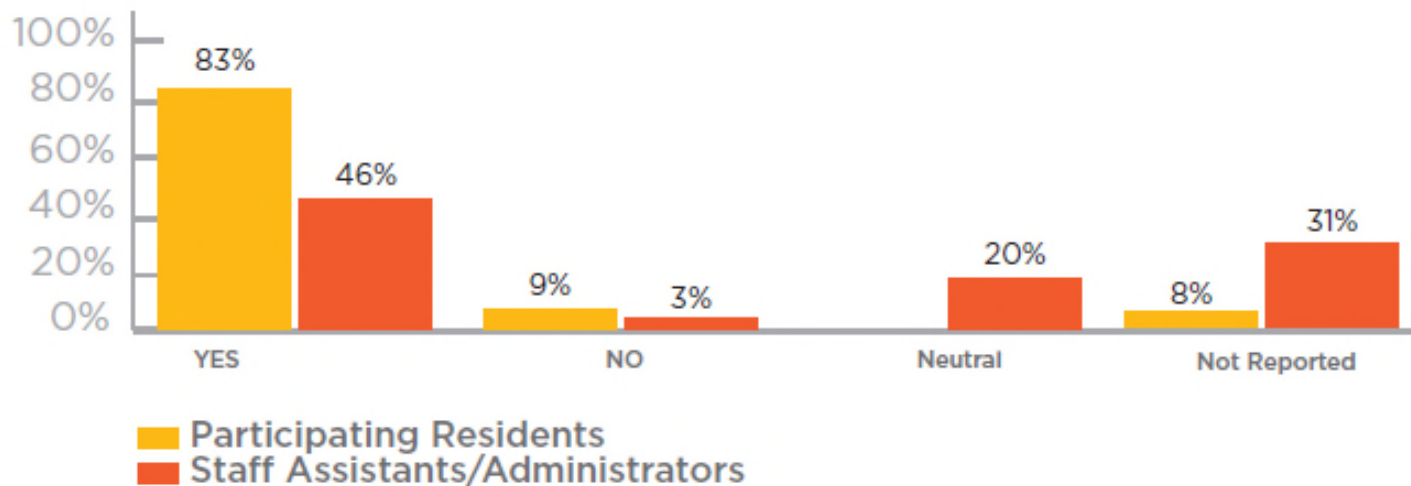
Involvement in Home Life	Participating Residents	Administrators and Staff Assistants
Quality Improvement	73% (N= 212)	46% (N= 164)
Education for Families	65% (N= 189)	45% (N= 160)
Program/Activity Planning	34% (N= 98)	31% (N= 109)
Dining and Meal Service Planning	27% (N= 77)	23% (N= 81)
Laundry Service Planning	11% (N= 32)	17% (N= 59)

“At our home there is no involvement because of poor communication on the part of the administrator.” Participating Family Member



RESIDENT'S COUNCIL IMPACT ON RELATIONSHIPS

- Far more participating residents than administrators/staff assistants said the Residents' Council improves the relationship between residents and staff at the home

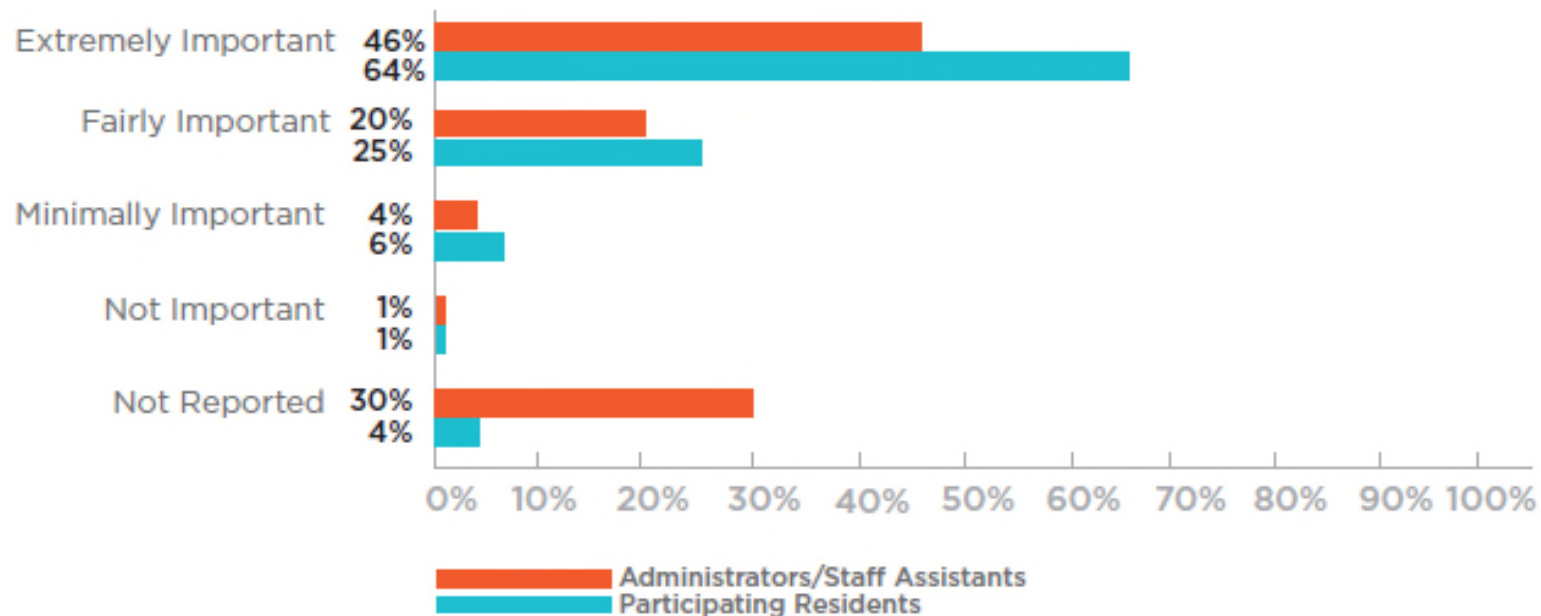


“The council builds up a communication platform; it encourages discussion, encourages respect and improves communication”
– Administrator / Staff Assistant



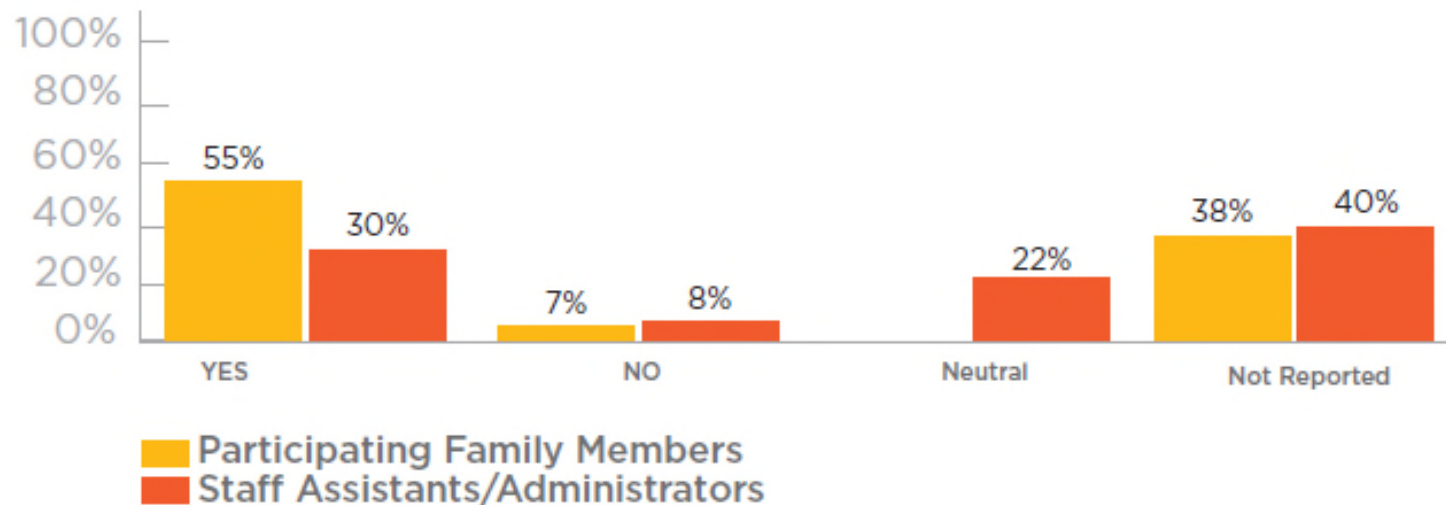
RESIDENT'S COUNCIL IMPORTANCE

- Many administrators/staff assistants believe it is important to the function and operation of the home to have a Residents' Council
- There was a high administrator / staff assistant non response



FAMILY COUNCIL IMPACT ON RELATIONSHIPS

- Just over half of families participating on council believe it improves the relationship between families and staff at the home
- There was a high non response

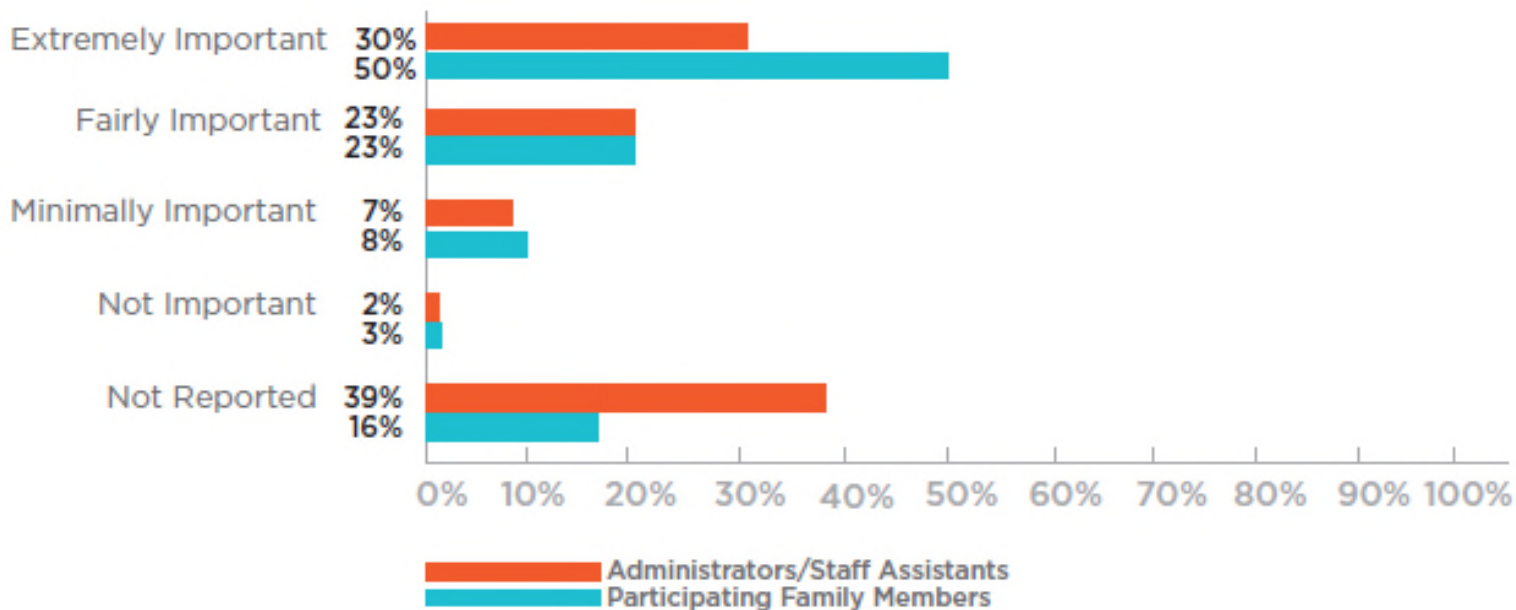


“Having a Family Council demonstrates transparency and a willingness to work with families. This facilitates open communication and advocacy ” – Administrator/Staff Assistant



FAMILY COUNCIL IMPORTANCE

- Nearly three-quarters of participating family members believe the Family Council is important to the functioning and operation of the home. Just over half of administrators and staff/assistants believe the same
- There was a high administrator / staff assistant non response



NEXT STEPS: PHASE TWO

- These findings are being followed up by a set of in-depth case studies to explore best practices and challenges.
- Five cases have been selected, from an open call, in different communities and homes across Ontario.
- The case studies are a deeper dive into questions that came out of the surveys.
- The Change Foundation expects to release findings from these case studies in 2017.



THANK YOU

QUESTIONS?

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