

# Continuing Care Fall Forum Evaluation Summary Report

October & November 2017

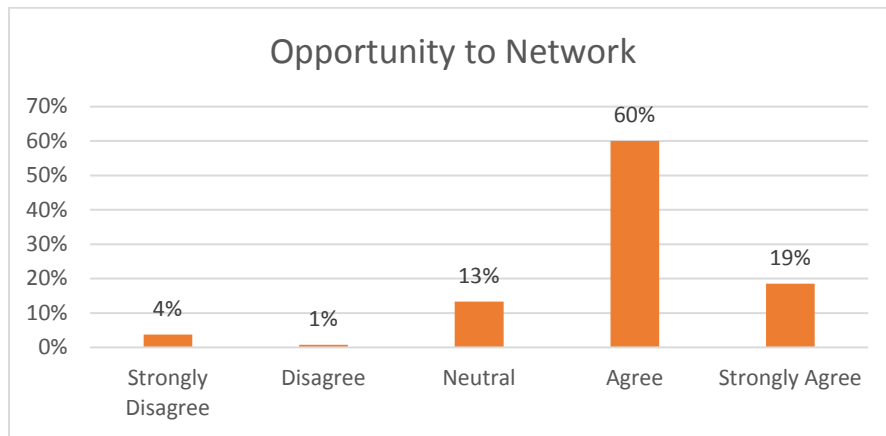
A total of 251 people (combined) attended the 2017 Continuing Care Fall Forums across the province.

- 54% completed the evaluation
- The majority of respondents were service providers (85%)

## OVERALL FEEDBACK

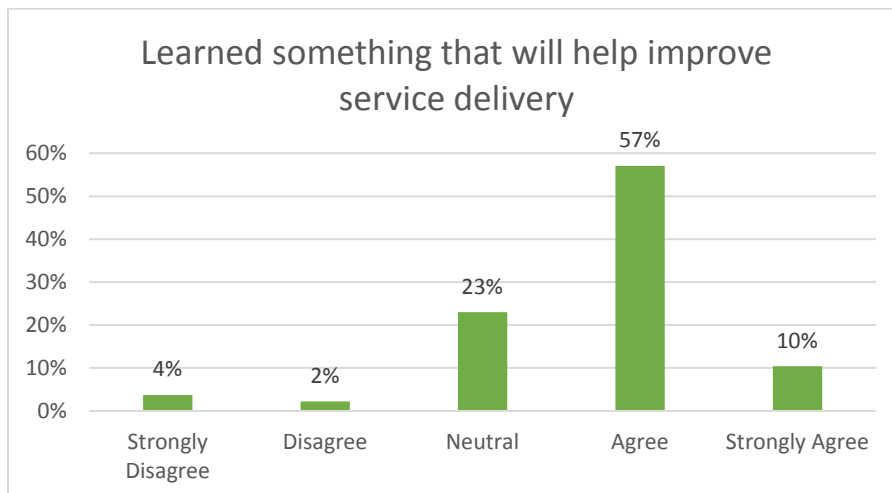
### Networking

- 79% of the survey respondents indicated they had the opportunity to network and discuss issues and practices within the sector



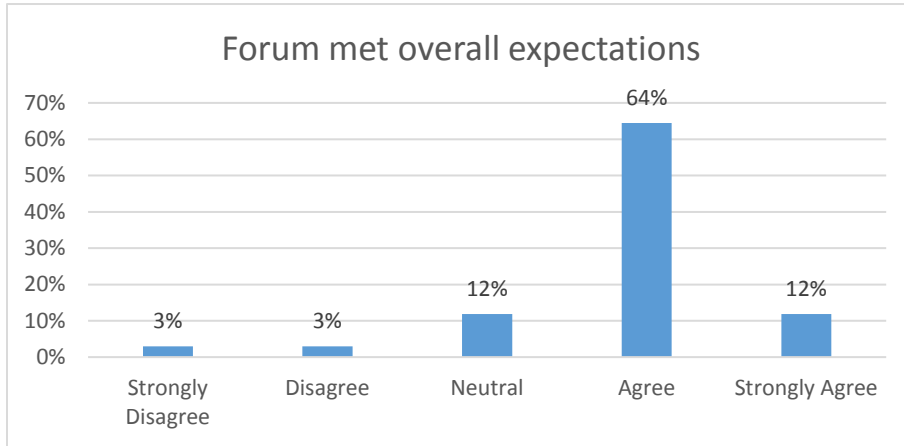
### Improving Service Delivery

- 67% of the survey respondents indicated they learned something that will help them improve service delivery

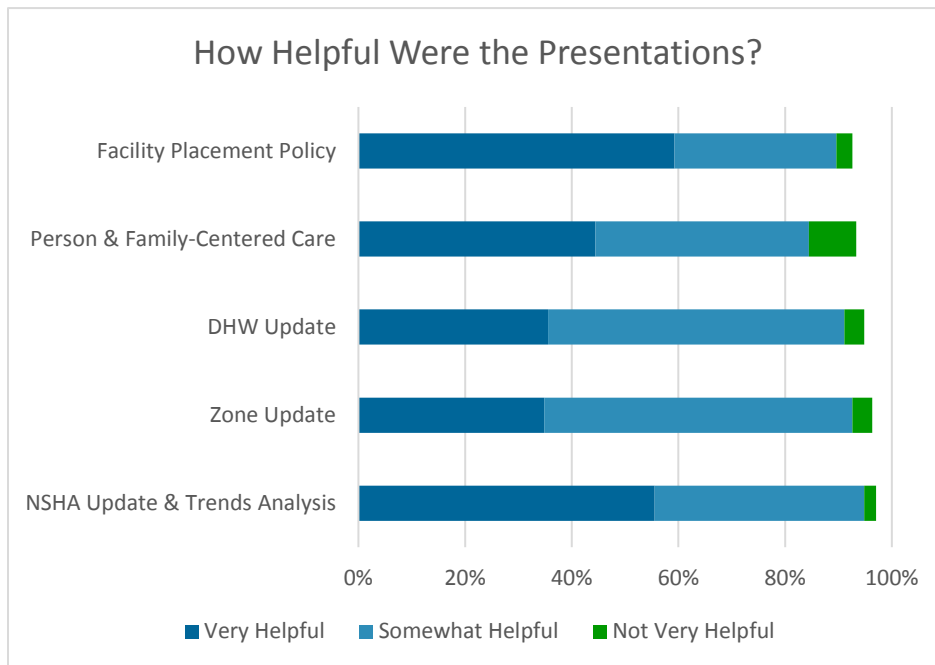


**Expectations**

- 76% of survey respondents indicated that their overall expectations were met (agree and strongly agree)



**PRESENTATIONS**



**Respondent feedback by presentation:**

**Facility Placement Policy:**

- *Great changes to come re priorities of needs as determine placement on list. Great to see triage protocol.*
- *Lots to consider but it is the right thing to do!*

- *Should have copies of this policy.*
- *Think it needs ++ clarification. Seems to be some "grey" areas.*
- *Good to understand changes, but a little too detailed information for what we need.*

#### **Person & Family-Centered Care:**

- *Dr. Aubrecht's presentation was very comprehensive approach. Clearly she is passionate in achieving quality of life in individuals, families, caregivers (especially those with dementia. Excited to see final report).*
- *I felt time could have been better spent discussing challenges and offering solutions; really enjoyed this; will be more interested in the final report and what it can do for residents/families.*
- *Energetic speaker, provided an opportunity to learn about the research.*
- *Possibilities arise with new perspectives and new initiatives; very positive.*

#### **DHW:**

- *Good to hear about 2017 platform commitments.*
- *Vague information - high level overview - interesting but somewhat not useful.*
- *WCB update - loved this. So important.*
- *Good to have some updated contact info for DHW.*

#### **Zone update:**

- *Clear messaging, updates shared very good.*
- *Data on LTC wait list would be great to correlate with Home Care data to understand full picture of how the needs of [Nova Scotians] are being met.*
- *Interesting - details re [length of stay], strategy to help clients remain at home longer.*

#### **NSHA update:**

- *Clear and concise information. Data very good to see.*
- *Enjoyed presentation on wait times. Would like to have additional info on contributing factors that impact same so we can enhance process where possible.*
- *It was nice to see some stats on the [home support] KPIs.*
- *Helps facilities to understand the whole "picture" when asked by public, clients interested in LTC.*
- *Too many numbers and not enough information.*

## **GENERAL FEEDBACK**

#### **What we did well**

- Respondents appreciated the variety of topics
- Kept attention of the audience and stayed on task

#### **What we didn't do well**

- More context around the data numbers and use of visuals
- Slides were difficult to see

### Forum Highlights

- *Dr. Katie Aubrecht! Interesting to hear what's going on for research and how we can participate.*
- *Good interaction between facilitators and audience with discussion/questions which were responded to - not always the case in the past.*
- *Good review of what is happening and what's new. How evidence is informing policy and practice.*
- *As a volunteer I did not have a thorough understanding of Continuing Care Policies. This forum was a great help.*
- *Current, relevant information.*
- *Looking forward to outcomes of person centered care for challenging behaviors.*

### Recommendations for the future

- Provide materials prior to forum
  - Facilitated discussions
  - More focus on LTC challenges
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- *It would be nice to see a perspective of long term care facilities and challenges, also how the new program requirements are working.*
  - *A discussion-based session of some variety so it's not just listening all day.*
  - *I feel like our sector is in crisis with responsive and challenging behaviors and it's fine that we are being told about all the work being done. But I'm not seeing action or real change.*
  - *Session on capital funding requests and criteria for approval (this was done a few years ago).*
  - *Marijuana policy would be good for spring forum.*