

**EASTERN ZONE - INFORMATION TRANSFER ENGAGEMENT ACTIVITY RESULTS, Fall Forums 2018**

*\*Note: Due to agenda adjustments in this zone, this engagement was facilitated as a large group and not individual table exercises.*

**Question 1: What client information do you need in order to plan and deliver care?**

| <i>Information that is critical to plan and deliver care</i>   | <i>Who is this information important to ...</i> |              |          |              |       |
|--|---|--------------|----------|--------------|-------|
|  | Client/<br>Family                               | Home<br>Care | Facility | Cont<br>Care | Other |
| medical history, current medical   |   |              |          |              |       |
| family dynamics and who key contact is-family conflict, would appreciate a heads up  |   |              |          |              |       |
| recognize the importance of family dynamic very real, have designate one person as key contact.                                  |   |              |          |              |       |
| Resident Flow Coordinator - need for currency of InterRAI data at point of transfer. Adv Care Directives are not being [??]      |   |              |          |              |       |
| client center-photosensitive, personality, what do they enjoy  |   |              |          |              |       |
| Good PT, OT, and nutritional assessment - really want this. [We] are begging for PT assessment prior. Don't have PT, OT on site. |   |              |          |              |       |
| HC [could] give the facilities the home care plan to support each [other]  |   |              |          |              |       |
| [we don't always get] full info on behavioural issues - get info on the street in community.                                     |   |              |          |              |       |
| AP clients - biggest risk, stumbling on information after placement  |   |              |          |              |       |

**Question 2: How can we use this information to reduce the amount of repetition for clients and families?**

| Client/Family | Continuing Care | Home Care | Facility   | Other |
|---------------|-----------------|-----------|--|-------|
|               |                 |           | Challenge - could be just a verification of assessment instead of completing an assessment based on program [??] |       |

**Question 3: How can we use this information in our practice to improve care planning for better outcomes for clients?**

| Client/Family | Continuing Care | Home Care | Facility | Other |
|---------------|-----------------|-----------|----------|-------|
|               |                 |           |          |       |