

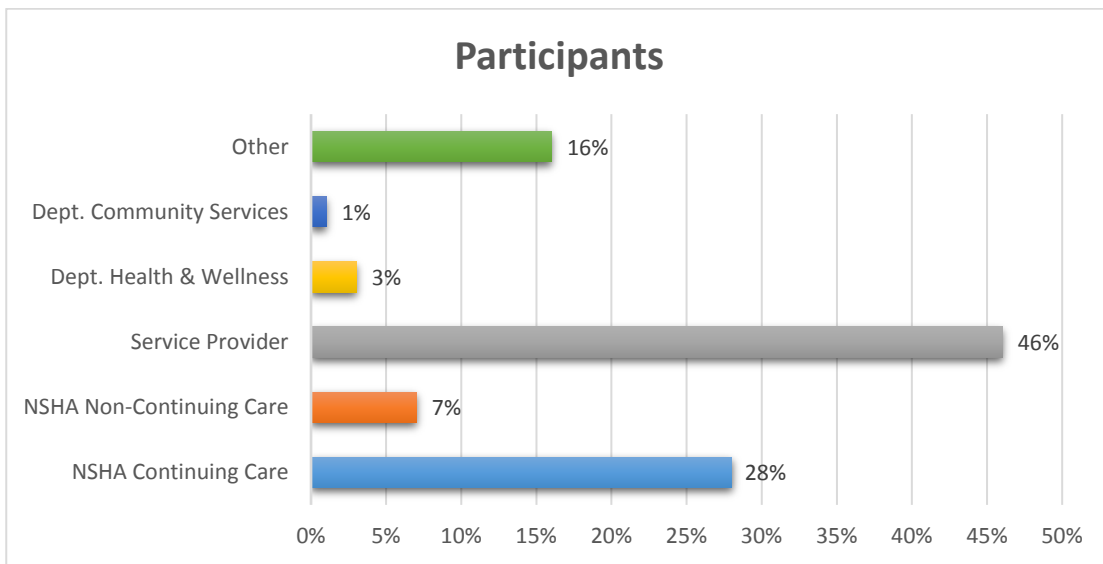
Continuing Care Fall Forum Evaluation Summary Report

November 2018

A total of 262 people (combined) attended the 2018 Continuing Care Spring Forums across the province. A total of 48% completed / partially completed the evaluation. Below is a summary of the evaluations collected.

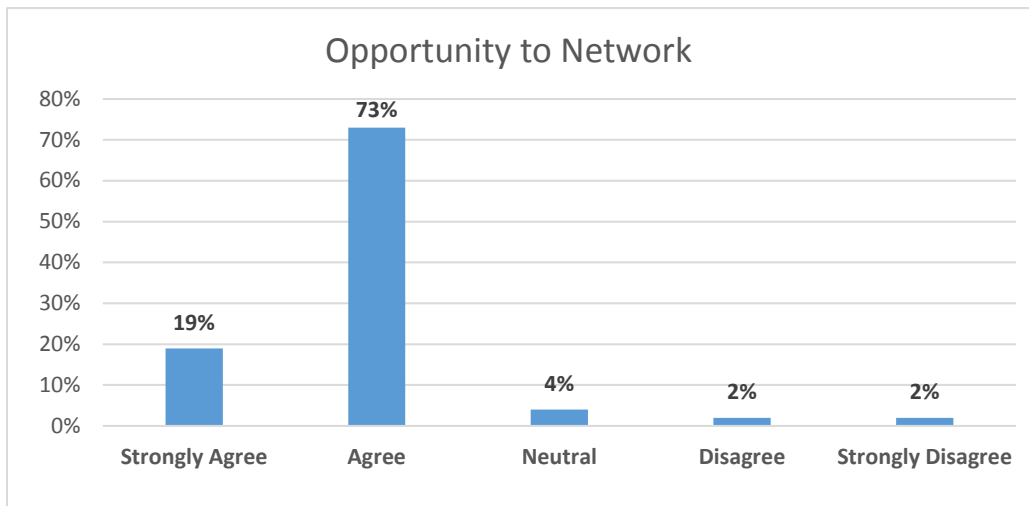
OVERALL FEEDBACK

Type of participant (based on completed Evaluation Forms):



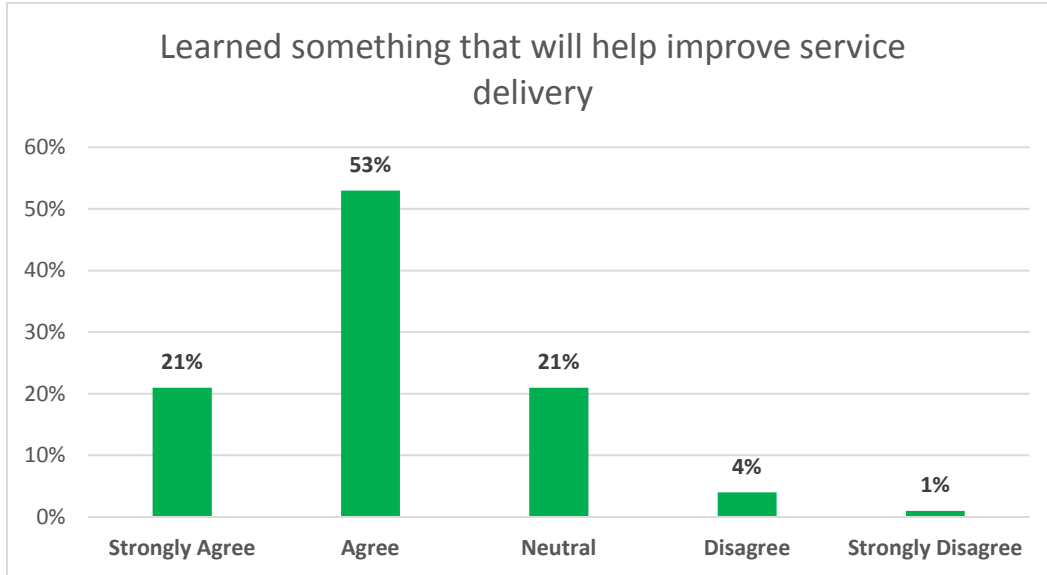
Networking

- 92% of the survey respondents indicated they had the opportunity to network and discuss issues and practices within the sector



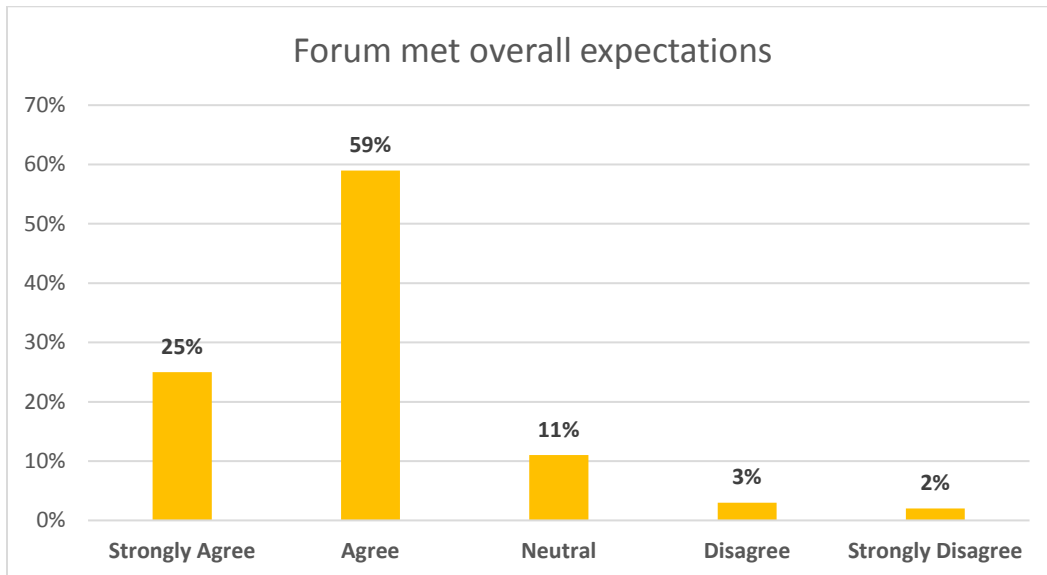
Improving Service Delivery

- 74% of the survey respondents indicated they learned something that will help them.

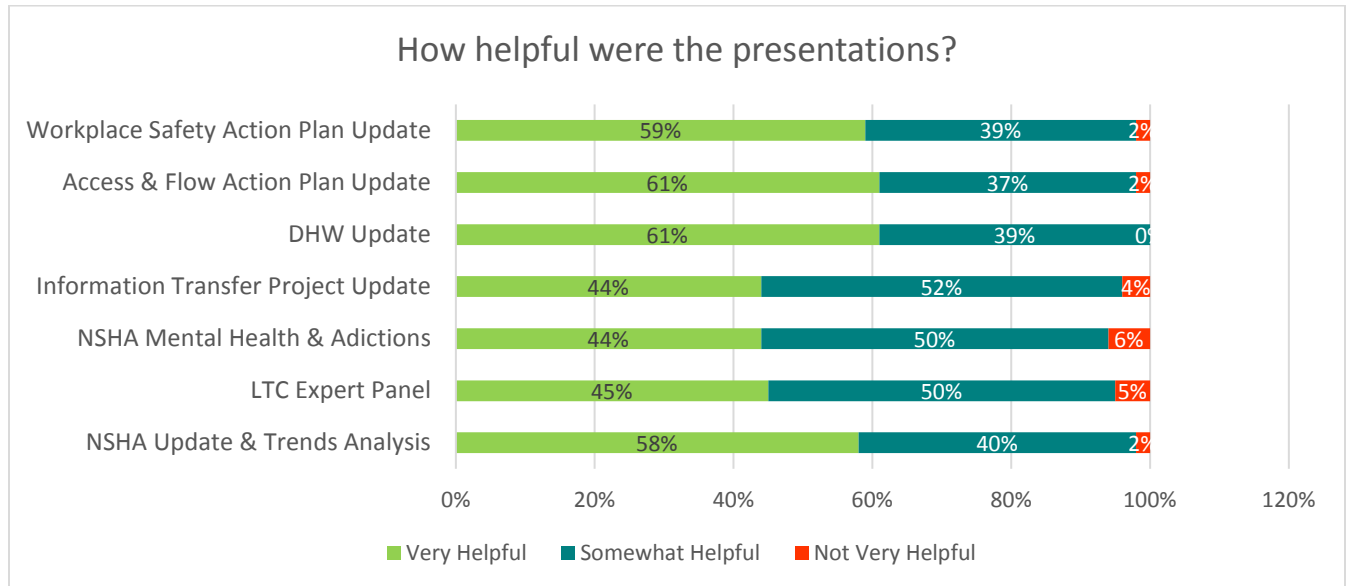


Expectations

- 84% of survey respondents indicated that their overall expectations were met (agree and strongly agree)



PRESENTATIONS



Respondent Feedback by Presentation

NSHA Update & Trends Analysis:

- *The stats tell a story about the increasing needs for care but the lack of resources to meet them, we need to make changes to the system to meet the needs*
- *Useful to see trends in our zone*
- *Great to have status update/ learn information that isn't always shared*
- *Stats very interesting and makes one think of what they are and how to improve*

LTC Expert Panel:

- *Nice to hear directly from the panel-stakeholders feedback critical*
- *Nice to hear common themes across the sector*
- *Great discussion*
- *Very helpful as a family/community representative*

NSHA Mental Health and Addictions:

- *Need Director or someone who could speak to larger issues*
- *Learned that there are more resources available than I was aware of.*
- *Would have been helpful to have estimate of community services in zone*
- *Good work to date; hoping provincial rolls out more support for community.*

Information Transfer Project Update:

- *Table discussion was enlightening*
- *Timing didn't allow enough for "solutions" to be detailed.*
- *Very informative and high quality initiative.*
- *Good discussions at table sessions*

DHW Update & Budget Information:

- Detailed info - especially on new investments & pressures
- Perhaps more Q & A topics! More time could be spent here
- Exciting news

Access & Flow Action Plan Update:

- A lot to get through with little time
- Practical/pragmatic ideas were a great idea
- Chance to speak with others, discuss what needs to happen to start the process regarding challenges in information
- Great opportunity for input
- Look forward to stopping the myths

Workplace Safety Action Plan Update:

- Very Informative
- Hot Topic-CCA shortage more time
- Safety focus critical to our success
- Very interesting and looking forward to how this unfolds

GENERAL FEEDBACK

Forum Highlights

- Topics, different perspectives - openness to listen & to hear different perspectives & to acknowledge we all need to do better
- Understanding how other agencies see the issues - Also great to meet colleagues & decision makers
- Opportunity for discussion/input with representation from expert panel. Excellent ideas shared.
- Dr. G. Archibald's Q+A - excellent!
- NSHA updates and trends as it assists us identify what we are doing well and areas to improve
- The day was informative, all topics covered were relevant and useful.

What we did well

- Well rounded topics & presentations - Thank you for acknowledging good work is occurring in Continuing Care
- Networking - mixing up groups so you can get to know our partners
- Following up on discussion from Spring forum - breaking up groups and assigning tables. A good mix - lots of time for questions.

What we didn't do well

- Slides, information overload and the use of acronyms
- Worktime in morning could have been longer to give more value to effort.

Recommendations for the future

- Frontline leader presentations.

- *Engagement activities - may be better as a large facilitated activity rather than group. Also, offer at a time when not all have to be present*
- *More focus on managing challenging behaviour, strategies/resources-not easily accessible and at times safety concerns are at forefront*

Additional Comments

- *Thought it was a great opportunity for collaboration*
- *Need to provide a plan to improve standardized care + services provincially.*
- *Great to have a family rep at the forum*
- *Have more acute care to the table*
- *Help us do our jobs!!! Trends, best practices, dealing with a board (government vs. management), ask us what we need to succeed (data, etc.)*