

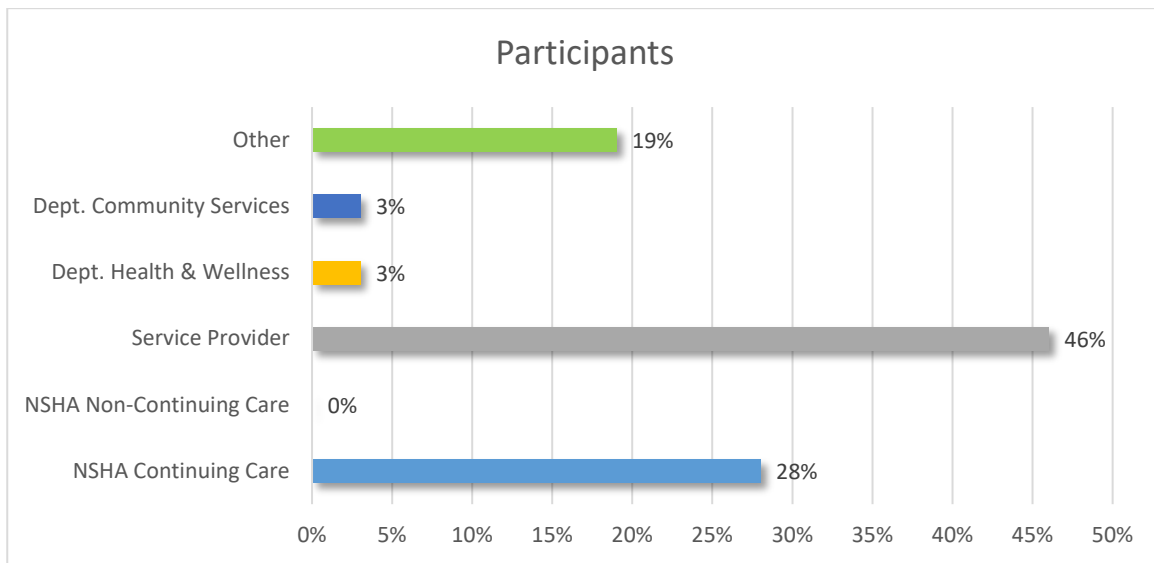
# Continuing Care Fall Forum Evaluation Summary Report

December 2019

A total of 254 individuals (combined) attended the 2019 Continuing Care Fall Forums across the province. A total of 52% completed or partially completed the evaluation. Below is a summary of the evaluations collected.

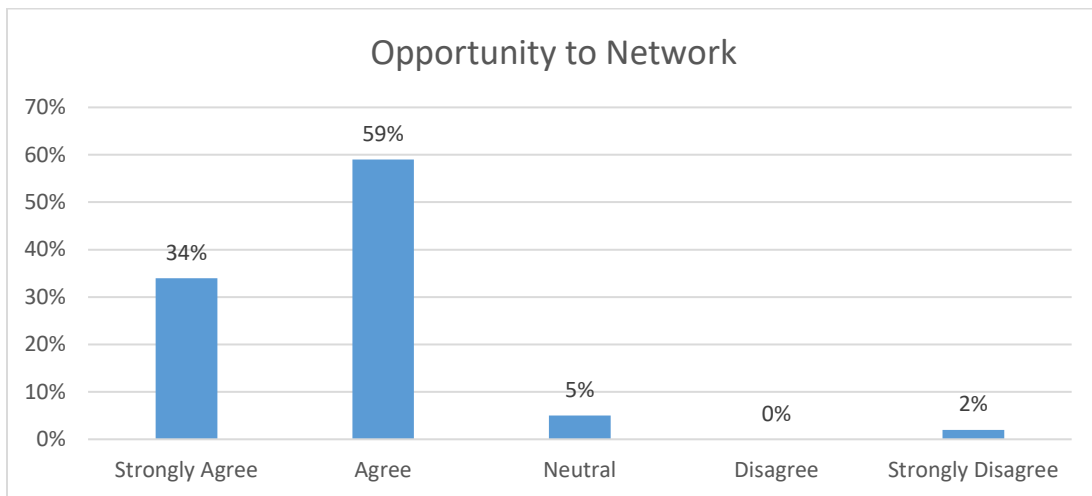
## OVERALL FEEDBACK

*Type of participant (based on completed Evaluation Forms):*



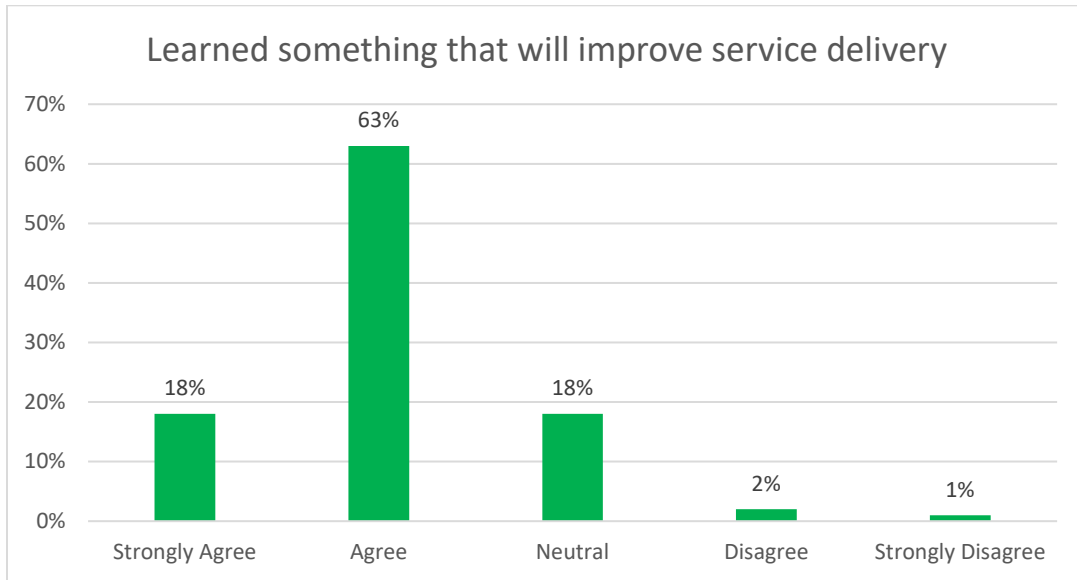
### Networking

- 93% of the survey respondents indicated they had the opportunity to network and discuss issues and practices within the sector (agree and strongly agree).



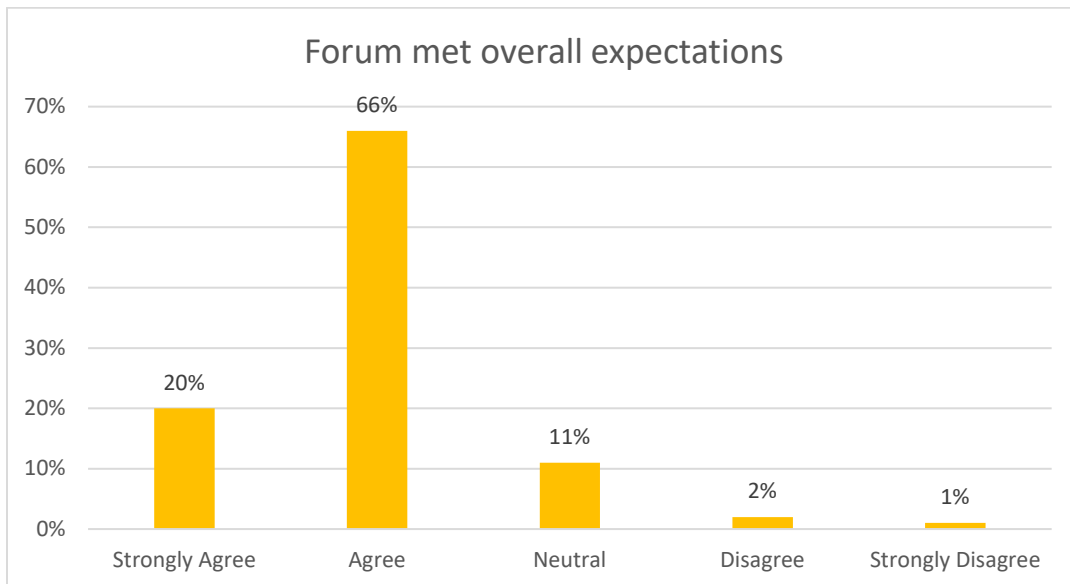
### Improving Service Delivery

- 81% of the survey respondents indicated they learned something that will help them (agree and strongly agree).

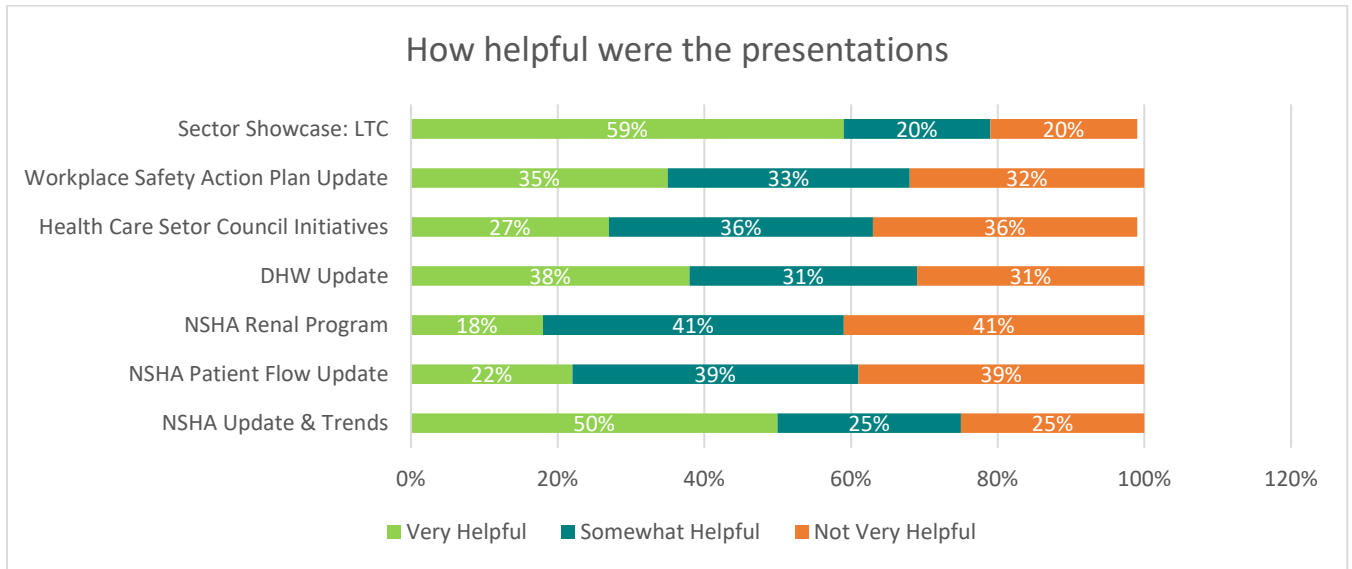


### Expectations

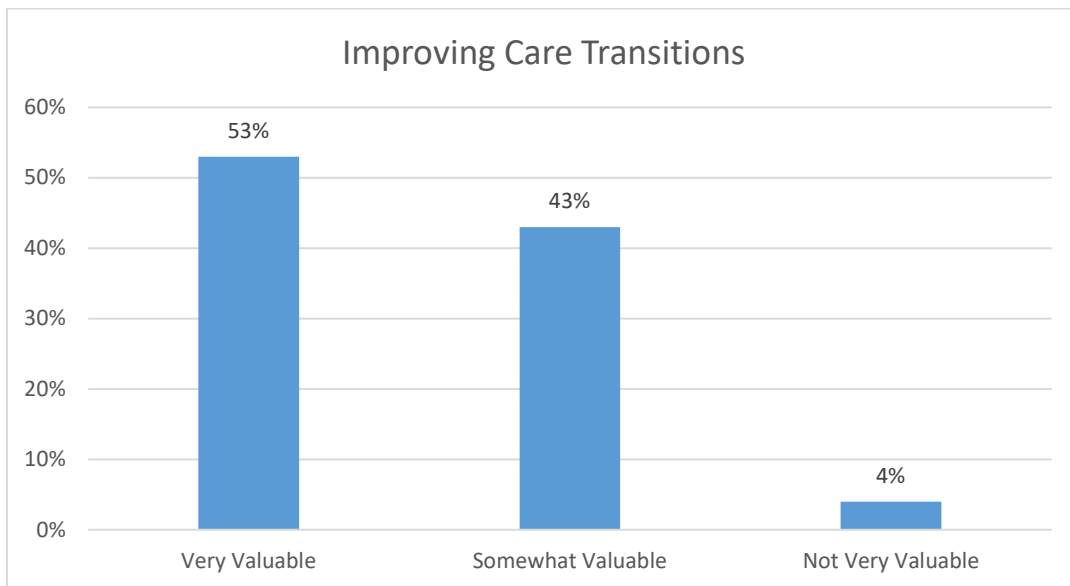
- 86% of survey respondents indicated that their overall expectations were met (agree and strongly agree)



## PRESENTATIONS



## ENGAGEMENT ACTIVITY



## Respondent Feedback by Presentation

### NSHA Continuing Care Update & Trends:

- Thank you for prompting us to step back and remember that safety is number one.
- Reinforce that lack of communication and ineffective/lack of teamwork has been identified as needing attention.

- Reminder of importance of communication/collaboration between health care partners.
- Safety conversation is very broad and acute care focused. Felt like it was not supportive for the providers.
- Appreciate the significance of the stories and videos... a bit long. I would actually like more stats too!!
- Emotive but lacking concrete information.

#### **NSHA Patient Flow Update:**

- Glad to hear there is work being done with regards to Access & Flow as it does affect all services.
- There is a disconnect between client centered care and lack of discharge planning. Nova Scotia is in a resource crisis at this point and until we manage the resource issues, it is going to be difficult to manage flow issues and the specialized care that certain individuals require.
- A lot of information. Difficult to see slides and couldn't hear the presenter well.
- More information for Canada & NS would have been beneficial.
- Useful information but how does it translate into changed practice?
- Would benefit from more follow up presentations with outcomes and actions.

#### **NSHA Renal Program Presentation:**

- Provided good understanding of the program however very poor audio so difficult to hear at times.
- Thank you! I was unaware of the peritoneal dialysis program & the ability to have dialysis at home.
- Would have liked to see more relevance to Continuing Care/Home Care.
- Helpful to learn more about PD and how it fits with the services we provide.
- Hoping to hear news from the sector regarding rural area dialysis options/current availability.
- Very interesting. I would like to see our facility provide this service.

#### **DHW Update:**

- Great update on the LTC expert panel.
- More specific details of innovative changes would be helpful.
- Slides and communication were clear and the presenter certainly had a sense of the issues across the sector.
- Really like the fact that DHW is looking outside the box. I hope they put it into action asap!
- A lot of change required but I feel as though we keep talking about the same things again and again.
- I hope that the Act will finally be looked at for LTC as it is so outdated.
- Interesting but not helpful to the industry. The same issues and proposed solutions since 2003. WCB data was/is not better, recruitment not better. Very disappointed to hear a new presentation about the same old problems in [home care].

#### **Health Care Sector Council Initiatives Presentation:**

- Good information. Encouraging to see the building of resources to support the sector.

- Good to see that there is an attempt to increase CCA staff.
- Not sure how this group fits into the sector - left a bit confused.
- Great resources available that are new to me. Thanks!

#### Workplace Safety Action Plan Update:

- Eye opening - sad to know that there are so many injuries.
- Need more work in this sector.
- Interesting and very relevant to [Disability Support Program] DCS.
- Well spoken & knowledgeable. I love the sector profile!

#### LTC Sector Showcase:

- Insight into sector colleagues & their accomplishments is always amazing!
- Excellent! Would love to see more of this on agenda!
- Good ideas to bring back to practice.
- Inspiring. Thank you!

## ENGAGEMENT ACTIVITY

#### Improving Care Transitions

- Great ideas. Would like to have heard more discussion.
- We need to be having these conversations. More time for this conversation would have been great.
- The sector has been asking for this for years. The process at least was heard but still seems to be in the data collection + analysis phase, not implementation phase. Fear that no change will happen.
- Could have gone longer!
- Really need to move this along! Will be valuable if put in practice.

## GENERAL FEEDBACK

#### Forum Highlights

- Sector showcase!!! Really put a personal touch in the day.
- AwareNS update - Susan Dempsey is passionate!!
- Great day - I learned so much!
- Susan's presentation! Meaningful message and so engaging.
- Every presentation was excellent & pertinent.
- Table talk discussions.
- Presentation of old information that has been presented repeatedly over many years with no improvement in the actual delivery and client experience. ... We have done all this work - mission, vision, guiding principles. We know what the problems are. Not hearing anything new in terms of solutions!
- Discussion of communication, patient centered care and equal power as well as access to information.

#### What we did well

- Relevant information with great speakers.
- Providing information on how to communicate well within all areas of Continuing Care.

- Opportunity to work on specific issues, inclusion of first voice in Showcase, inclusion of family, PT, community representation.
- Liked the more personal approach to presentations & inviting partnerships to solve issues.
- Kept on time and encouraged discussion & interaction.
- Updates from various departments/service providers. Appreciate the honesty from the presenters around challenges faced by them.
- Acknowledge the long-standing systemic issues that we all know are preventing the delivery of excellent healthcare in NS.

### What we didn't do well

- Agenda was perhaps a little too ambitious given the planned start/stop time.
- It frustrates me that we hear about the importance of listening to our clients & families' stories and how we all need to communicate with each other. LTC facility staff are very collaborative and innovative and work well with our colleagues from other facilities. We get it and we agree!
- So discouraging to start on a negative note - can we address problems in a different way.
- Slideshow/videos hard to see (slides too small and too much text) and sound system was problematic and very poor.
- Redundant presentations focused on system issues that are 15++ years old with no new solutions - no innovation.
- Table exercises not very helpful!

### Recommendations for the future

- Have a presentation on the "Complex Case" process for persons who do not meet criteria for placement with LTC or DCS (there is a detailed process in place).
- Talk about Critical Incidents case studies.
- What I need is a chart to help me understand where all of these groups & those who present at other forums all fit into the "big picture" before each of them present. This would be helpful as part of introduction.
- More stories from providers!! Continue to include best practice presentations.
- Action oriented, solution focused where we stop harping on the problems and start working toward solutions. There are people in these forums that have great ideas that can help make things better.
- Have a 1/2 day of information & 1/2 day of professional development such as communication skills.
- Have a session on retention of employees.
- Take a topic/challenge/barrier that spans the continuum & work on it.

### Additional Comments

- Thank you - good for learning about NSHA & people's roles/obstacles/communication problems and to speak with partners in care.
- LTC should also present a topic at these forums - might help with communication & learning from both perspectives.
- Further work - related to team play throughout the delivery of care on all levels (Acute, LTC, Home Care).
- Really enjoyed the Sector Showcase.