

Continuing Care Fall Forums 2018 Information Transfer Engagement Activity Results

PROVINCIAL SUMMARY

As part of the 2018 Fall Forums, an update on the Information Transfer Project was presented; participants were then asked to complete a table exercise related to information transfer. Below is a summary of the major themes.

Question 1: Client Information Needed

A significant number of respondents indicated a need for a complete and broad social history, with a particular emphasis on recent behavioural issues and family dynamics, with many references directly associated with the safety and security of care providers. Specific medical information was also a significant theme, including mental health information, clear diagnosis and medical history, medications, and current health status. Several respondents also emphasized the need for current information in particular, no matter what the specific purpose, as they felt that information being received was delayed or out of date.

Some respondents identified specific transitions in care or interactions between institutions or sectors that they felt were problematic such as the information shared about clients under Adult Protection and issues with information sharing between home care and long-term care.

Other information identified as useful included:

- nutritional information
- use of specialized equipment and other resources
- PT and OT assessments
- Cognition level and capacity
- Current behaviour strategies
- Up to date financial, SDM, and EPOA information.

Question 2: Reducing Repetition

Respondents felt that complete and up to date information and care plans would reduce the need for clients and families to repeat information. It was suggested that there be a chart that travels with the client as well as a comprehensive tool being necessary to ensure accuracy of information. Checklists of what families, Continuing Care, and facilities need could be created to ensure the correct information is being collected.

Question 3: Improving Care Planning

Respondents felt that the use of the information identified in the previous questions in improving care planning was a combined effort, one that would lessen confusion and lead to a reduced instance of medical errors. The use of this information and the improvement of communication at transition points would also enhance the continuity of messaging to clients and better prepare care providers to serve client needs.

Conclusions

Overall, respondents agreed with and supported the framework of the Information Transfer Project. Most of the comments that related to the gathering of important information referenced the necessity of consistency, clarity, timeliness, comprehensiveness, and accuracy of client information.

Zone Results

Individual zone engagement activity results are available on the Continuing Care [Corporate Site](#) in the Forums section on the [Fall 2018](#) page.