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HEALTHY OUTCOMES BY IMPROVING
PATIENT & PROVIDER EXPERIENCES

Raise Your Voice:

How to Increase the Effectiveness of Resident and Family Councils in Long-Term Care Homes

Presented by:

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Sabina Staempfli, UBC PhD Candidate

Land Acknowledgement



We would like to acknowledge that UBC operates on the traditional ancestral unceded territories of the Coast Salish Peoples including the territories of the xwməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and Səl'ílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations

Agenda

- Funding
- Team Members
- Project Overview
- Findings
- Take Home Messages



Funding

Health Innovation Funding Investment (HIFI) Awards



Project Lead

- **Dr. Farinaz Havaei**
Assistant Professor, UBC

Project Manager

- **Sabina Staempfli**
PhD Candidate, UBC

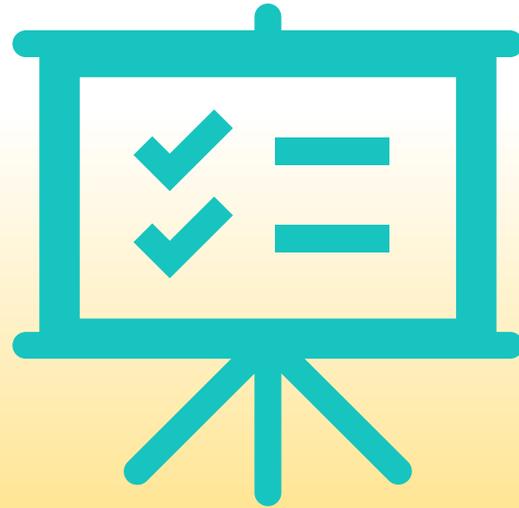
Team Members

- **Lisa Dawson**
Independent Long-Term Care Councils Association
of British Columbia
- **Dr. Sheila Novek**
UBC Postdoctoral Fellow
- **Kim Slater**
Vancouver Island Association of Family Councils,
Family Councils of BC
- **Megan Kaulius**
School of Nursing, UBC
- **Amira Ahmed**
PhD Candidate, UBC Okanagan

Participatory
Approach



Project Overview



Methods:



- 5 focus groups
- 2 interviews
- 17 participants

Participants:

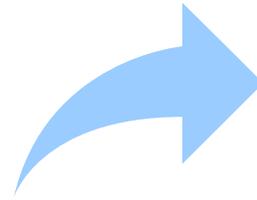


- Resident council participants
 - 1 focus group
- Family council participants
 - 2 focus groups
- Advocates
 - 1 focus group, 1 interview
- LTC Leaders
 - 1 focus group, 1 interview

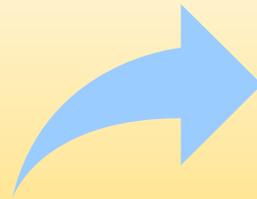
Participants:



- Resident council participants
 - 1 focus group
- Family council participants
 - 2 focus groups
- Advocates
 - 1 focus group, 1 interview
- LTC Leaders
 - 1 focus group, 1 interview



- Decades of experience related to councils in BC LTC homes



- Council chairs, council participants, CEOs of LTC homes, advocacy program directors, clinical specialists

Data Analysis:

- Transcribed the conversations
- Conducted a phenomenologically informed framework analysis

Aka

We worked together as a team to make sure that the participant perspectives were present in our findings



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- Journal article will be open access (no paywall)
- Findings are already publicly available (link in chat)

Findings



What makes a council effective?

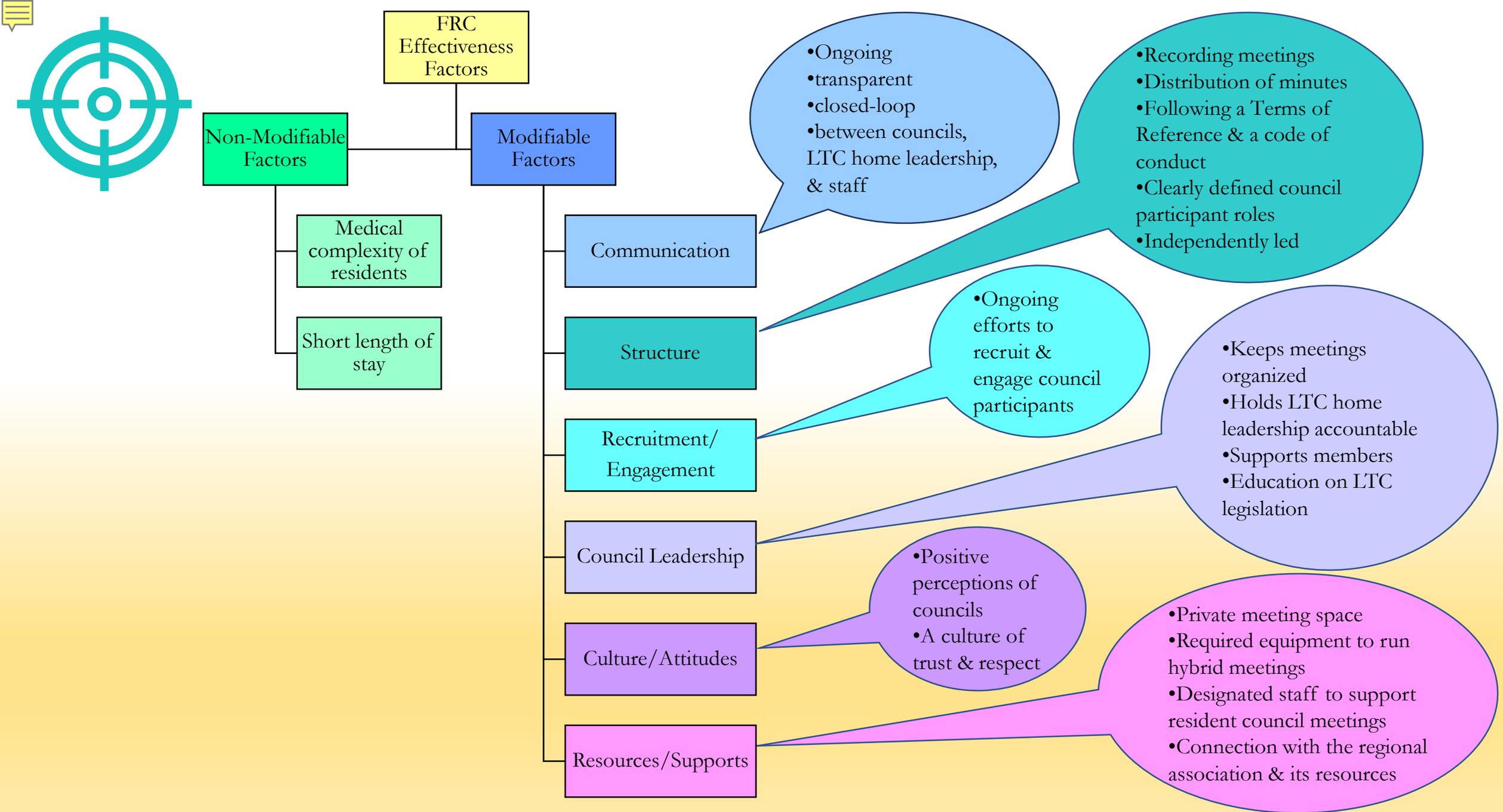
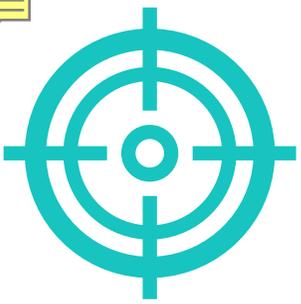


Figure 1. A visual depiction of key study findings on non-modifiable and modifiable factors of family and resident councils effectiveness (FRC)

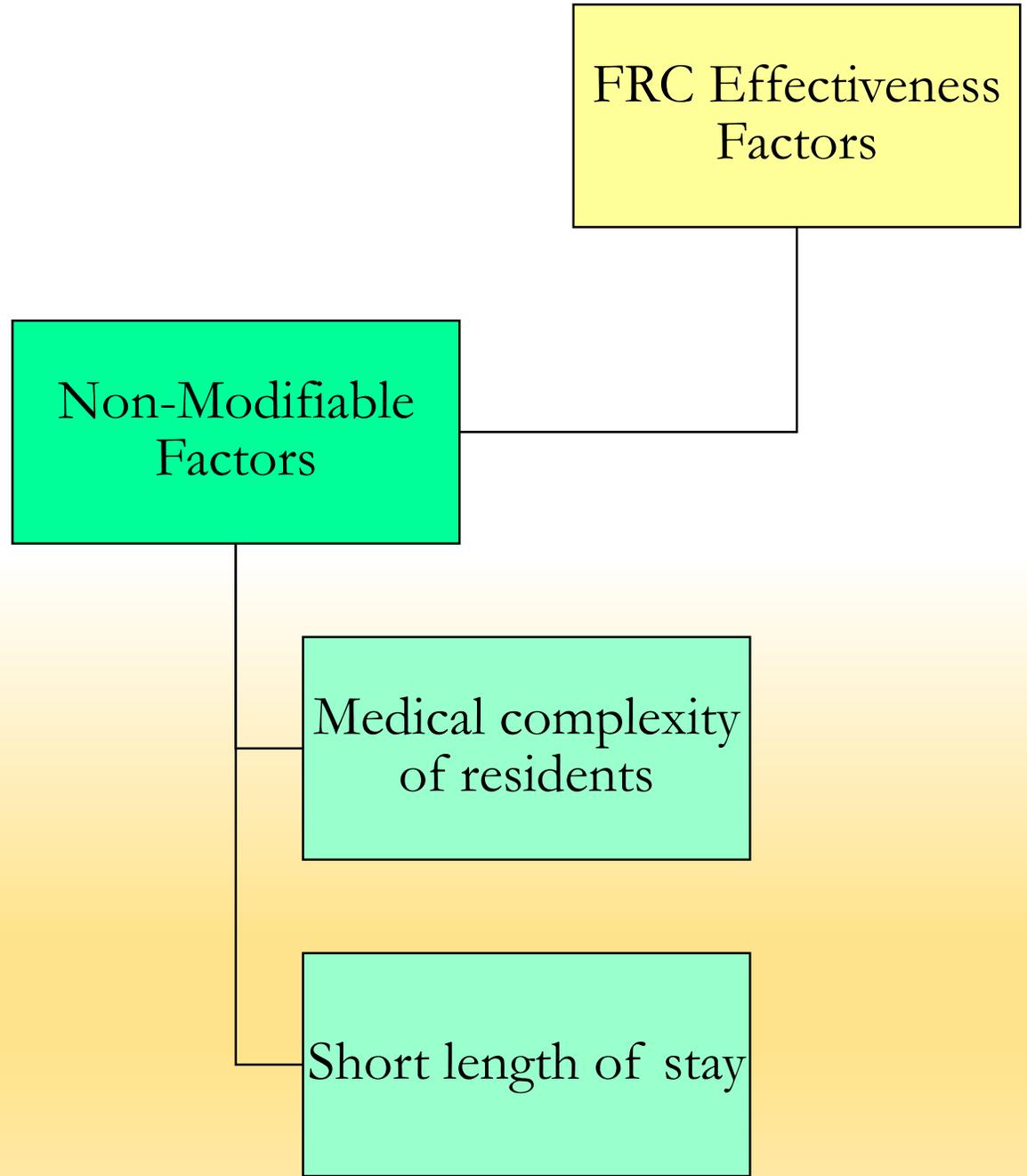
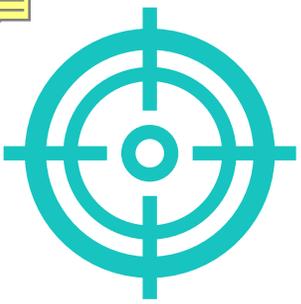


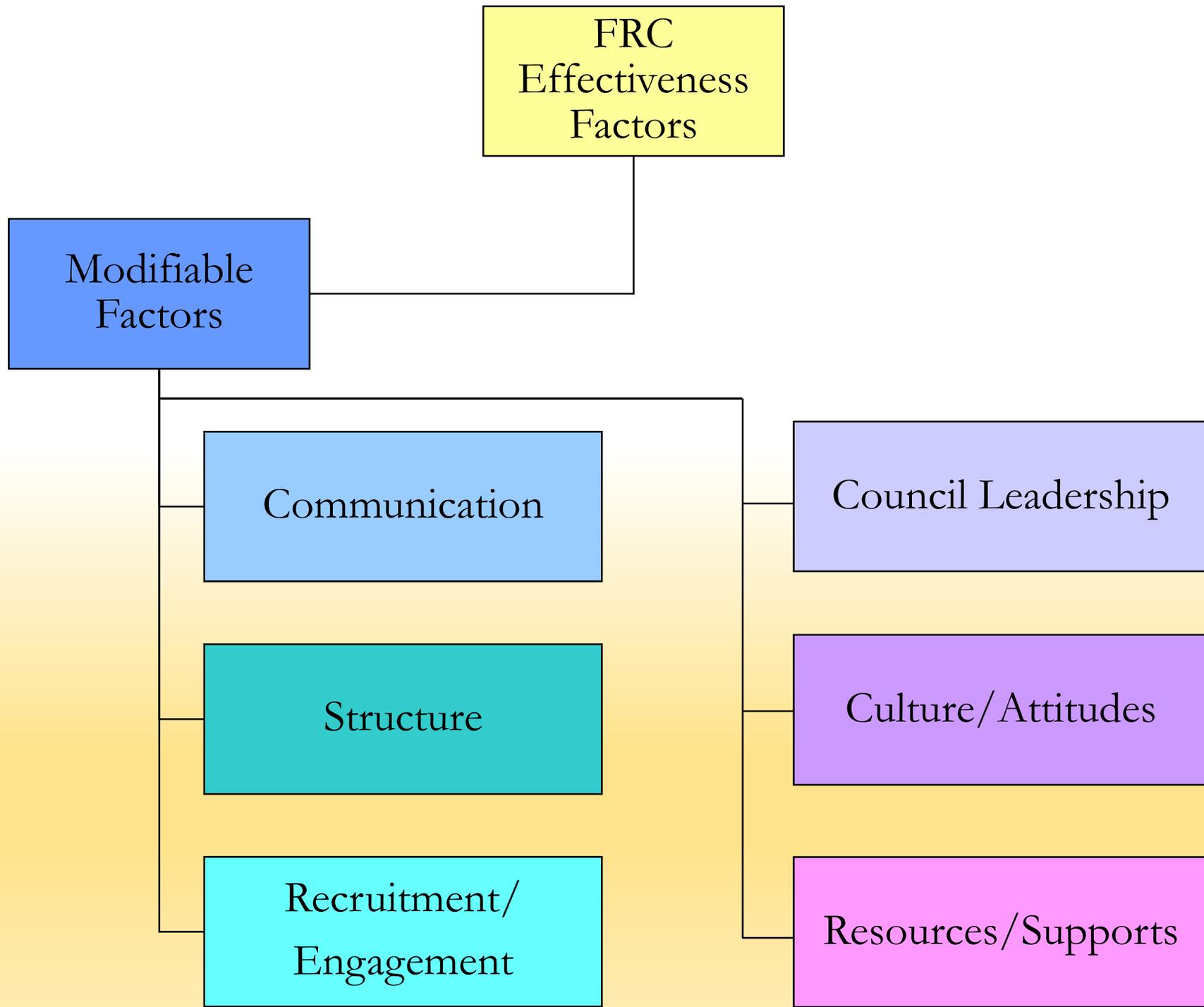
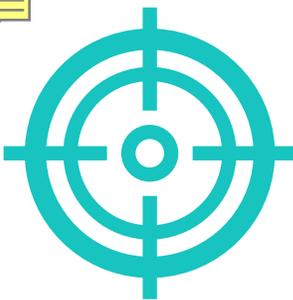
FRC Effectiveness Factors

Non-Modifiable Factors

Modifiable Factors









Modifiable
Factors

Communication

- Ongoing
- Transparent
- Closed-loop
- Between councils, LTC home leadership, & staff



Modifiable
Factors



Structure

- Recording meetings
- Distribution of minutes
- Following a Terms of Reference & a code of conduct
- Clearly defined council participant roles
- Independently led



Modifiable
Factors



Recruitment/
Engagement

- Ongoing efforts to recruit & engage council participants



Modifiable
Factors



Council Leadership



- Keeps meetings organized
- Holds LTC home leadership accountable
- Supports members
- Education on LTC legislation



Modifiable
Factors



Culture/Attitudes

- Positive perceptions of councils
- A culture of trust & respect



Modifiable
Factors



Resources/Supports

- Private meeting space
- Required equipment to run hybrid meetings
- Designated staff to support resident council meetings
- Connection with the regional association & its resources

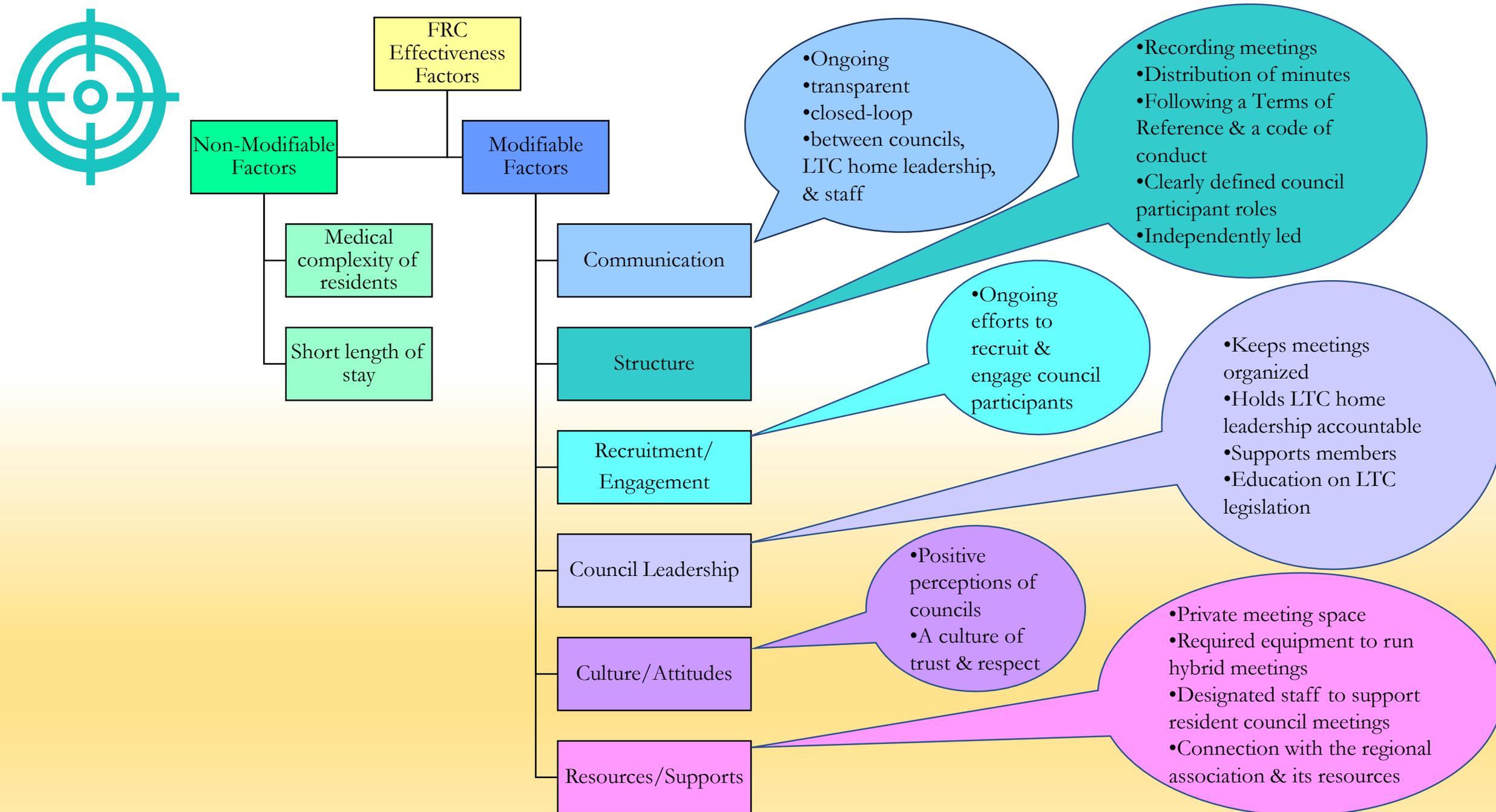


Figure 1. A visual depiction of key study findings on non-modifiable and modifiable factors of family and resident councils effectiveness (FRC)

Take Home Message



So what can we do with this information?



	Strongly disagree (1)	Disagree (2)	Neither disagree nor agree (3)	Agree (4)	Strongly agree (5)
Communication					
1. There is a regular and defined process for communicating information between staff/leadership and the council.					
2. Communication between the council and staff/leadership is transparent without fear of repercussion.					
3. Staff/leadership follow up on issues raised by the council and report back to the council in a timely and appropriate manner.					
4. The council follows up on issues raised by the staff/leadership and reports back to the leadership team in a timely and appropriate manner.					
5. Staff/leadership attend council meetings when invited by the council.					
Structure					
6. The council meetings follow a well-structured, organized process.					

- 35 questions total



- Provides an understanding of the extent to which council is perceived as effective or ineffective



- Anyone can complete this tool: available publicly
- Each LTC home and each council will be unique and needs to identify areas where they can improve
 - Each question gives an idea of where specific improvements can be made
 - E.g., Question 15: The long-term care home informs newly admitted residents and families about engagement opportunities with the council.
 - One LTC home emailed information about council one month after admission
- Journal article has specific examples from participants



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