

**THERAPEUTIC RELATIONS  
COMMITTEE**

**ANNUAL REPORT  
2014-2015**

**Submitted by: Chair, Laurie Graham**

**Dated: April 2015**



## **Therapeutic Relations Committee**

### **Annual Summary of Activities**

April 1, 2014 – March 31, 2015

During the fiscal year from April 2014 to March 2015 the Therapeutic Relations committee had success with their approach to engage more individual staff in discussion to raise awareness of their peers in the areas of: giving and receiving feedback, gossip and the importance of communication between managers and front-line staff. The focus for these discussions were with the perspective of how little things impact the quality of care provided and ultimately the therapeutic relationship. Each topic was researched and summarized for individual staff teams to explore during their team meetings. The summary was written to ensure that all teams had the same information to guide discussions and learning. Meeting minutes are shared on the public drive under committees.

This year the committee provided a required workshop for all direct care employees on 'understanding client deficits'; including, aphasia, dementia, visual impairments and schizophrenia.

The committee had representation from all but one of Brain Injury Services programs. The committee also had representation of part time rehabilitation facilitators, full time rehabilitation facilitators, case facilitators and the admissions department. Reporting back to each service helps to raise the awareness of sensitive issues at the front line staff level. The committee members spend time brain storming relevant topic areas, while exploring biases and individual service cultures in a safe environment during committee meetings.

The committee identifies the importance of researching topics for best practice, statistics and current trends. The main focus is to increase individual staff awareness and ultimately help each staff keep the standard of quality client care at the center of their day to day interactions with our clients.

As professionals we need to engage in lifelong learning regardless of our tenure. We recognize that new staff bring new ideas and fresh energy. Brain Injury Services' success is in part due to the multi-disciplinary approach to rehabilitation and the committee recognizes the importance of understanding all roles and working together. Committee members are encouraged to share their personal experiences which leads to an honest discussion around awareness and the importance of the therapeutic relationship. The committee discusses sensitive topics and explores areas for professional development. The team recognizes the great work we do and their opportunity to continue to raise awareness one presentation at a time!

In January and early February of 2015 the team presented a workshop titled “understanding client deficits”. The team felt that staff’s ability to understand their client’s pre-morbid personality and the unique challenges individuals face would help them to be more understanding of their individual needs. The hope was to raise awareness of staff approach and the impact that has for client’s quality of life through everyday interactions. The presentation was well received by front line staff. The highlights included You Tube videos and group activities. Both stimulated open discussions around the emotional response that staff have toward the importance of professional interaction styles.

This topic was recognized as relevant during initial brain storming sessions within the committee. It was also triggered through the client/family satisfaction survey. Topics covered included: the use of video’s to show how staff interact in a positive way with a client with Aphasia, activities to ‘feel’ the impact of having a visual impairment, YouTube videos and assessments related to dementia and simulated videos and exercises to understand the challenges of schizophrenia. The goal of this presentation was to help raise staff awareness and compassion for clients that deal not only with their ABI but other challenges.

Feedback from staff following the three hour training sessions were extremely positive; reporting that the sessions were the right amount of time. Staff felt that the training touched on real issues that staff face on a daily basis and felt that the activities kept the training interesting and provided a glimpse of what some of our client’s experience.

Committee Goals and Indicators for 2014:

Goal #1: Increase staff awareness related to the relationship between their therapeutic relationship and the clients quality of life.

Objective: The committee will meet at minimum every other month to discuss relevant topics. Each member will engage their staff team in the topic at their following staff meeting. **Achieved**

Goal #2: Increase client perception related to their relationship with staff

Objective: Increase client post scores on mini survey related to topic of presentation. **Not achieved**

Goal #3: Vary membership to include all staffing levels

Objective: Have a case facilitator and a relief facilitator join the committee. **50% achieved**

Goal #4: Present a meaningful presentation for all full time staff

Objective #1: Hold one required training for all staff. **Achieved**

Objective #2: 95% of staff fully satisfied on the evaluation form question 1.5 group exercises were helpful. **Achieved**

The committee was successful in reaching success in three of the five indicators. The team achieved 50% success in one indicator due to not having a relief facilitator representative and was unsuccessful with another indicator, due to not developing a survey for clients.

The team is committed to reach next year's goals and objectives outlined below.

#### Committee Goals and Objectives for 2015-16

Goal #1 Increase staff awareness related to the relationship between their therapeutic relationship and the client's quality of life

Objective: Four discussions at individual service meetings related to relevant topic

Goal #2 Present a meaningful presentation for all staff

Objective: 95% of staff fully satisfied as indicated on the evaluation form question 1.2 material was practical for my job

Goal #3 Have strong attendance at committee meetings

Objective: Hold 10 meetings with quorum attendance of half of membership.