

Philosophy of Care

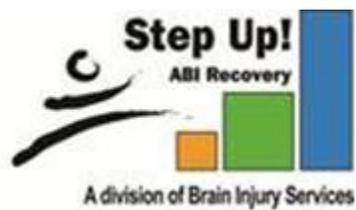
Final Report

March 2015

Submitted by:

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Philosophy of Care

Introduction

Due to the success of Project Teach Me, at Kenny House, as a pilot project to explore whether increased clinical involvement and supervision, coupled with enhanced staff training, would improve the implementation of Daily Activity Schedules (DAS) and the skill levels of clients it was decided to continue with this shift to Ravenda House. This change represents a shift in the philosophy of care in the organization to a culture of teaching through educative routines and consistently implemented Daily Activity Schedules (DAS). It involved the introduction of the clinical manager position at Ravenda Place. The clinical manager was on site three days a week and one day a week at Kenny House to maintain the gains achieved there.

Objectives from Change Management Plan

- Consistent implementation of DASs
- Implementation of educative routines
- Sustain the service delivery model at Kenny House

Indicators set

- 80% implementation of DASs
- Introduction of two educative routines
- 85% client improvement in performing one educative routine
- 50% reduction in overall frequency of client behaviours
- 75% satisfaction of staff as measured by a survey

Challenges

Some anticipated risks outlined in the Change Management Plan that did create barriers at different phases of the project included: CF push back to improve teaching skills, conflict between the clinical manager and program manager, and insufficient time for supervision by the clinical director.

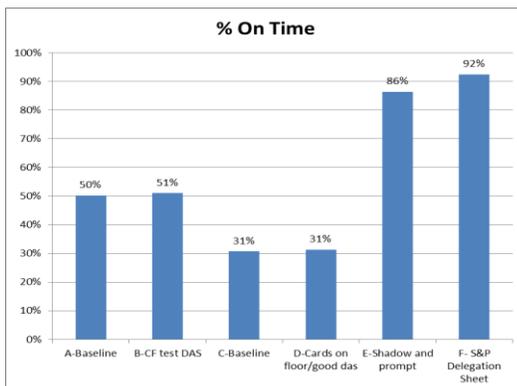
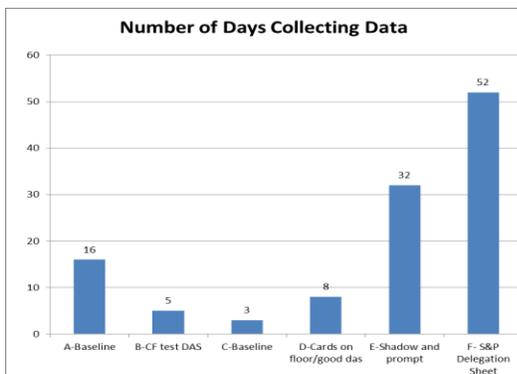
Other challenges included staff morale and misinterpretation of data. Several meetings were held to counter these challenges providing opportunities to explore employee expectations and concerns, explain data collection processes, and discuss the potential benefits to the clients.

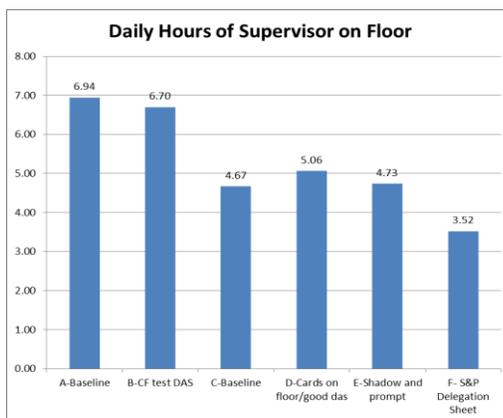
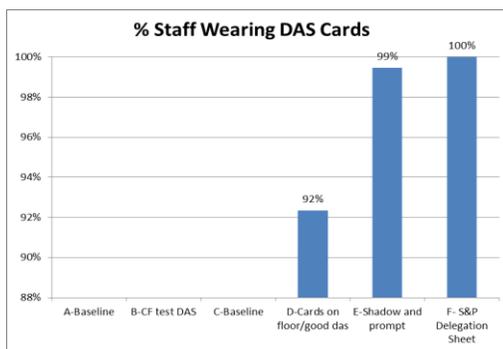
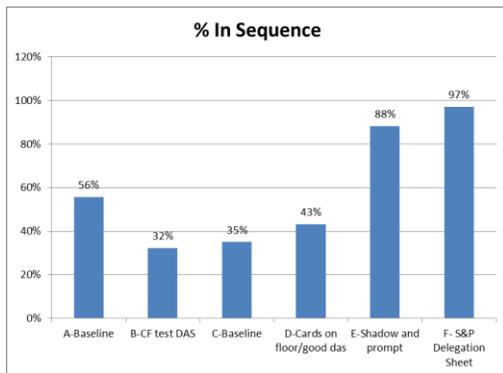
Results

For comparable data the initial indicators from 'project teach me' were also used to monitor for success.

- 80% of DAS completed daily
- 80% of DAS completed on time
- 80% of DAS completed in sequence
- 80% of supervisor floor time
- 80% of staff wearing DAS

Although the percentages fluctuated throughout the nine months all of the above indicators were met. The data indicates that major gains in all areas were established after three months of implementation. As of January 2015 the data shows:





Educative Routines

The team introduced educative routines for six clients that resulted in an increase in client skill level. Data was collected by videotaping sessions with clients, then using the tapes to evaluate their progress. The areas addressed were breakfast preparation and room cleaning. Staff were provided on the floor coaching on how to provide the correct prompting sequence during actual sessions with the clients. This insured that each staff was provided with immediate corrective

feedback and positive praise. It also provided the staff with an opportunity to provide input into environmental adjustments needed as the clients progressed.

Room cleaning was completed with a total of three clients. Baseline data for room cleaning showed that on average staff completed the task 71 % of the time and on average all clients independently completed the task 20%. Following two probes learning for both staff and clients was impressive with staff on average completing the task at only 15 % and clients completing the task independently on average 77 %.

Breakfast preparation was completed simultaneously with room cleaning with three different clients. Baseline data for breakfast preparation shows that on average clients completed the task independently 43% and staff completed the task 0% of the time. The staff had previous experience with breakfast preparation for two clients prior to introducing educative routines, which would account for their understanding of allowing the client to complete the task as independently as possible. After only five months all clients completed the task independently on average 100%, and staff continued to complete the task for the client on average 0% of the time.

Other relevant information:

It is important to note that Kenny House was successful in maintaining high levels of implementation of DAS's during the roll out at Ravenda Place. 98% completed in day, 89% completed on time, 96% completed in sequence. The manager continued to provide direct DAS supervision and data collection with a daily average of 4 hours.

At Ravenda Place there was no significant change in client behaviours.

Staff Survey Results:

There was no significant change in the staff attitude survey results completed six months after the initial survey was done.

Summary

The introduction of the philosophy of care at Ravenda Place has improved staff implementation of DASs and has improved the engagement of clients in their daily routines and independent skill levels.

On-going supervision of data collection and educative routines videotaped sessions, by the clinical director and service director is imperative to ensure that current gains achieved are maintained! The team collected data, completed surveys and videotaped client progress.