

# Ask a Resident First: Resident Engagement in Research

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# Land Acknowledgement

Together, let us now pause as we acknowledge the Indigenous Peoples of all the lands that we are on today, from wherever we are virtually participating in today's meeting. Let us take a moment to acknowledge the importance of the land we each call home.

We do this to affirm our commitment and responsibility to improving relationships between nations, and to improving our own understanding of local Indigenous Peoples and their cultures.

We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people who call this nation home.

Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

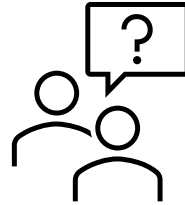


# Webinar Housekeeping



## Chat Box

The Chat feature is **disabled** during this session.



## Question Box

Type questions in the Q&A box. We will answer as many as possible during the presentation.



## Recording

A recorded version of this webinar will be available on OARC's website.  
[www.ontarc.com](http://www.ontarc.com)



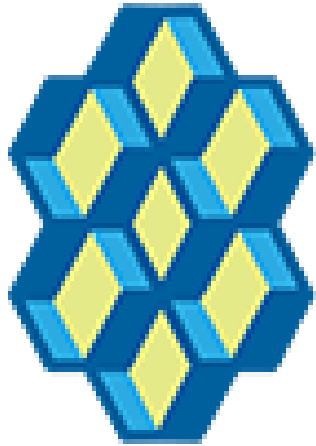
## Evaluation

After the webinar, a pop-up screen asking you to complete a survey will appear. Your feedback and suggestions are appreciated.



# Acknowledgments

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**Canadian  
Frailty  
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IRSC**

Canadian Institutes of  
Health Research  
Instituts de recherche  
en santé du Canada



**UHN** Toronto  
Rehabilitation  
Institute

**The KITE Research Institute**

Outline

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Background

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Qualitative Interview Preliminary Findings

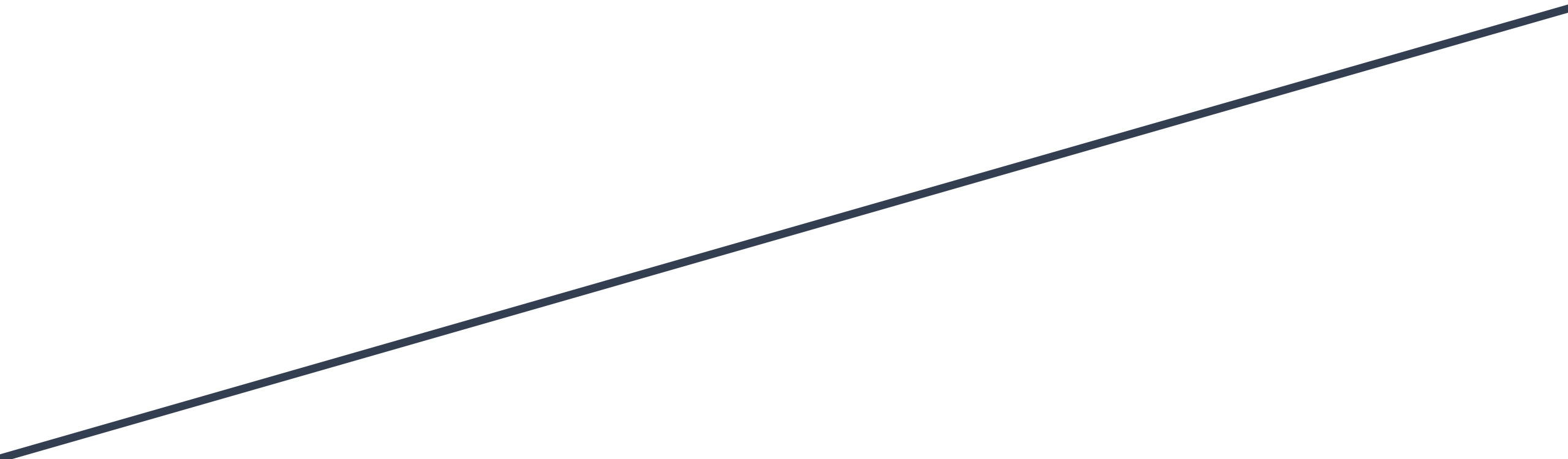
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Toolkit

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Final Thoughts

# Background



# What is resident engagement in the context of this project?

- Individuals who are living in long-term care (LTC) homes shape the organizational design and governance of their homes
- Home-level decision making
- Examples of avenues for engagement:
  - Residents' Councils
  - Committees
  - Individual quality improvement projects
  - More!

Level of engagement	Continuum of engagement 		
	Consultation	Involvement	Partnership
<b>Direct care (Resident-level)</b>	Residents receive information about their health and daily routines	Residents are asked about their preferences for care and daily routines	Decisions are based on resident preferences and, if applicable, family input, medical evidence and clinical judgement
<b>Organizational design &amp; governance (Home-level)</b>	LTC homes survey residents about their experience in the home	<b>LTC homes involve residents as advisors, committee members or other similar capacities</b>	<b>Residents as equal contributors at LTC home committees</b>
<b>Policy making (System level)</b>	Public agency conducts focus groups with residents to ask opinions	Residents' recommendations about research priorities are used by public agency to make funding decisions	Residents have equal representation on agency committees that make decisions about how to allocate resources within LTC sector

Adapted from Carman KL, et al. Patient and family engagement: a framework for understanding the elements and developing interventions and policies. Health Aff (Millwood). 2013.



# Why is resident engagement important?

**Many reasons. For example:**

- Exercising basic right to influence decisions affecting one's life and well-being
- Improving home policies and activities
- Collaborating to ensure resident-focused decision-making
- Mobilizing resources for residents
- Increasing resident satisfaction and well-being
- Challenging stigma and changing attitudes
- Facilitating transition to living in LTC
- Continually countering the negative effects of “institutional living”
- Enabling freedom and choice, opportunity to exercise initiative, autonomy, and responsibility

Joseph Katan PhD (1991) Democratic Processes in Old Age Homes: Supporting and Hindering Factors, *Journal of Gerontological Social Work*, 17:1-2, 163-181.; Joseph Katan PhD (1988) Participation of Residents in Old Age Homes: The Idea and Its Implementation, *Activities, Adaptation & Aging*, 12:1-2, 43-57,

# Research Overview

## Scoping Review:

Synthesize existing knowledge on approaches to engaging LTC home residents in organization design and governance of their LTC homes



## Qualitative Study:

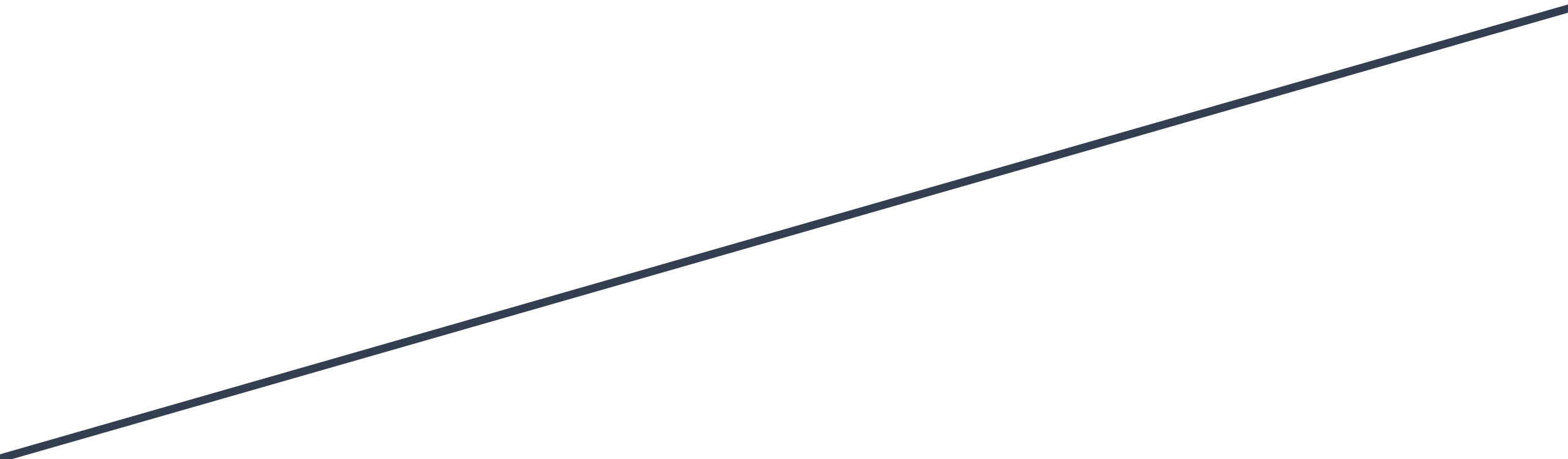
Assess community capacity to implement and sustain a program to engage LTC residents in organizational design and governance of their LTC homes



## Codesign toolkit:

Support the engagement of LTC residents in the organizational design and governance of their LTC homes.

# Qualitative Interview Preliminary Findings



# The Current Context (PRISM)- Perspectives



## Leaders

- Value resident perspectives
- View the LTC home as the residents' home

## Staff

- Mixed interest

## Residents

- Fear of retaliation
- “Nothing changes anyway”
- Mixed Interest

# The Current Context (PRISM)- Characteristics



## Leaders

- Attitude/personality
- Relationship with staff and residents

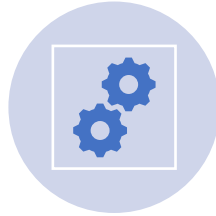
## Staff

- Skills
- Attitude (resistant vs. open)
- Relationship with residents

## Residents

- Health status
- Background (cultural, career)
- Personality

# The Current Context (PRISM) – Implementation and Sustainability Infrastructure



Existing mechanisms for resident engagement



Communication practices in the home



Leadership practices (e.g. doing rounds, regularly having resident needs as an agenda item)



Roles that facilitate gathering resident input (e.g. social worker, recreation therapists, other)



Availability of funds



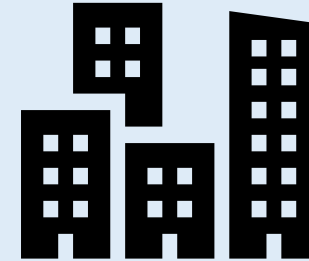
Resources and training for staff

# The Current Context (PRISM)- External Environment

Legislation/  
Regulations



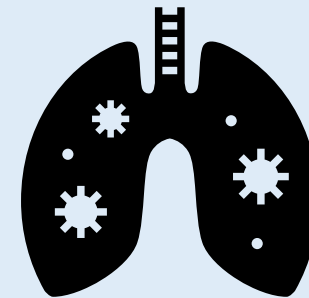
Company  
Policies



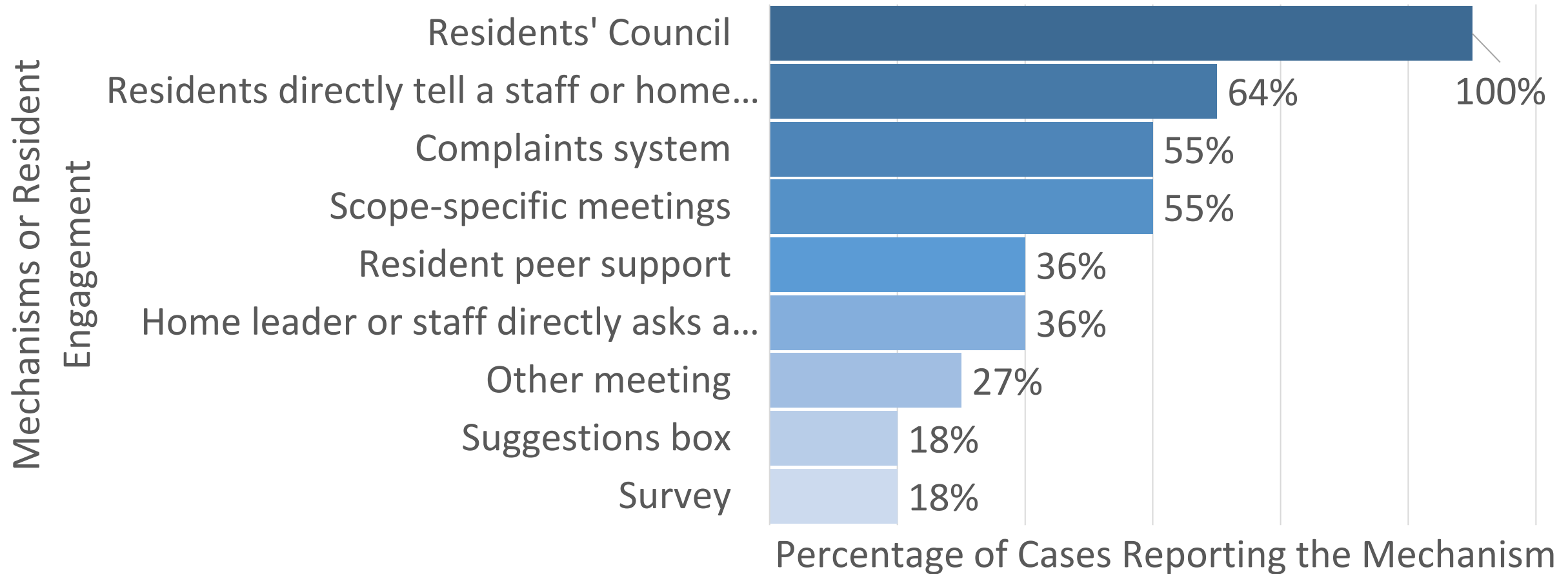
Family



Outbreaks



# Figure 1: What are the Current Mechanisms in Place for Residents to be Engaged in Home-level Decisions





# What Areas of the Home are Residents Currently Impacting

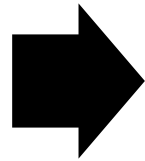
1. Food
2. Programs/Activities
3. Physical Environment
4. Finance (i.e., fundraising)
5. Human Resources
6. Operations
7. Quality Improvement
8. Services Provided
9. Communications
10. Policy
11. Involvement With External Community
12. Pets

## Aim 3: Codesign Toolkit

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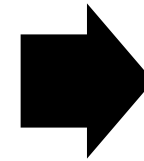
### Scoping Review:

Synthesize existing knowledge on approaches to engaging LTC home residents in organization design and governance of their LTC homes



### Qualitative Study:

Assess community capacity to implement and sustain a program to engage LTC residents in organizational design and governance of their LTC homes



### Codesign toolkit:

Support the engagement of LTC residents in the organizational design and governance of their LTC homes.

# Toolkit Overview

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- Who is it for?
  - Administrators
- What is it?
  - An interactive document with ideas to inspire ways to further engage/consult/include residents in influencing decisions on multiple aspects of the home

# Key Content

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- Tips on building the right culture in your home
  - Be visibly present and accessible to residents
  - Communicate proactively
    - Engaging is more than informing
  - Ensure mechanisms and communications are accessible
  - Value contribution and input from every participant and consider with equal weight
- Practical examples of engagement approaches and areas for engagement (e.g. General, Quality Improvement, Food, Programs, Finance)



# Sample Ideas

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- Food/Menu
  - Residents recommend favourite recipes to include into the menu
  - Residents partake in creating the seasonal menu
  - A taste-testing program to decide the menu for that season
- Activities
  - Monthly calendar-planning meetings with the residents in each floor/neighbourhood or across the home



# Sample Ideas

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- Human Resources
  - Resident-planned staff appreciation
  - Residents sharing at new team member orientation
    - Residents educating on the Resident Bill of Rights (and how it applies to them)
  - Residents as part of a hiring committee that interviews potential team members
- Other
  - Residents decide how they wish death in the home to be communicated and honored
  - Residents as members of the Palliative Care Committee



# Final Thoughts

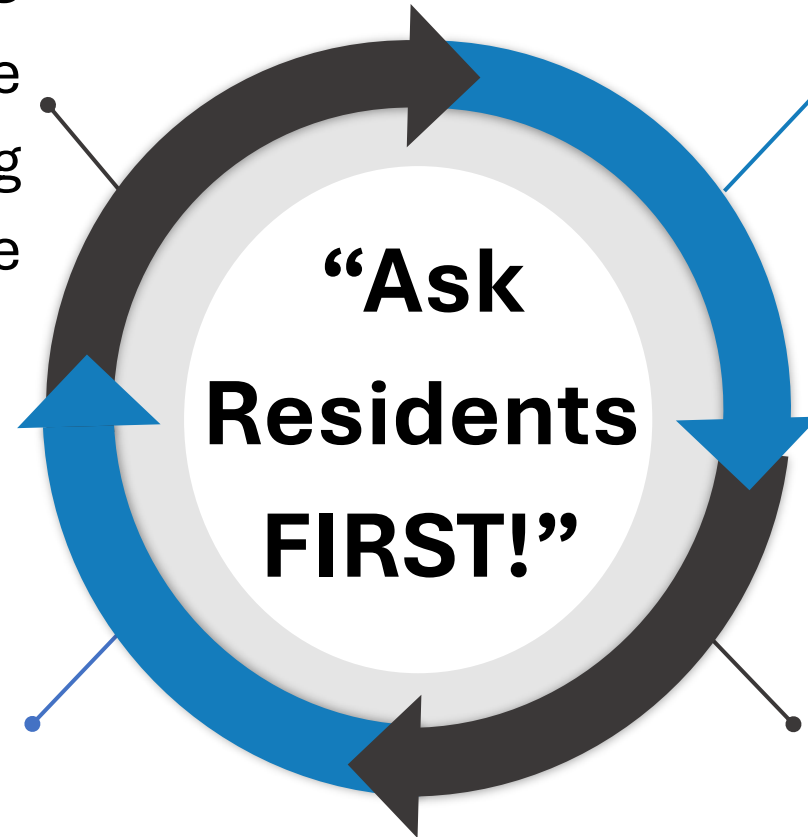
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## LTC Staff/Team Members

Enable residents to be engaged in making decisions about their home

## LTC Administrators

Implement policy and practice to ensure residents are meaningfully engaged in making decisions about their home



## Residents

Advocate for and participate in roles in making decisions about themselves and their home

## Policy/Decision makers

Prioritize resident engagement at home and system level

# QUESTIONS?

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Scan to access our  
protocol paper!

For more information on the content of this  
presentation please contact:

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