

## **Long Term Care Advisory Council**

### **PURPOSE**

Our goal is to improve the service experience for residents in long term care homes within Saskatoon Health Region. We aspire to put residents and their families at the centre of care and service. The council will become a vehicle of empowerment whereby residents and family members will identify continuous improvement initiatives to ensure that residents' needs are met with respect and dignity, and will be directly involved in actions to bring improvement ideas to fruition. In fulfilling its purpose, the council will seek to fundamentally change the focus of LTC by placing residents and family members at the helm.

### **PRINCIPLES**

To be consistent with the foundational principles of resident directed care as identified by SHR LTC residents and families:

- **Communication**
- **Privacy**
- **Respect**
- **Autonomy**
- **Choice**
- **Independence**
- **Security**
- **Flexibility**, and

To be consistent with client and family centred core concepts:

- **Respect and Dignity:** Healthcare providers and staff listen to and honour resident and family perspectives and choices. Resident and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information sharing:** Health care providers communicate and share complete and unbiased information with residents and families in ways that are affirming and useful. Residents and families receive timely, complete and accurate information in order to effectively participate in care and decision making.
- **Meaningful Participation:** Residents and families are encouraged and supported in participating in care and decision making at the level they choose.
- **Collaboration:** Residents, families, health care providers and leaders collaborate in policy and program development, implementation, and evaluation; in health

care facility/home design, in professional education, as well as in the delivery of care.

The work of the LTC Advisory Council will also align with the “4 Betters” approach to health care for the Saskatoon Health Region:

- **Better Health:** Improve population health through health promotion, protection and disease prevention, and collaborating with communities and different government organizations to close the health disparity gap.
- **Better Care:** In partnership with patients and families, improve the individual’s experience, achieve timely access and continuously improve healthcare safety.
- **Better Teams:** Build safe, supportive and quality workplaces that support patient- and family-centred care and collaborative practices, and develop a highly skilled, professional and diverse workforce that has a sufficient number and mix of service providers
- **Better Value:** Achieve best value for money, improve transparency and accountability, and strategically invest in facilities, equipment and information infrastructure.

## FUNCTIONS

The council will seek to:

- Represent the voice of long term care residents, particularly those that are vulnerable, by sharing insights and information about their experiences in ways that others (including staff, care teams, physicians, and leadership) can learn from.
- Promote opportunities to improve communication between staff, family members and long term care residents
- Liaise with LTC resident councils, Regional Client and Family Centred Care Steering Committee and other committees as appropriate
- Advocate for the necessary resources to enable residents to remain in a home-like setting, rather than acute care settings
- Assist and guide quality improvement efforts in long term care homes
- Promote education for staff on resident-directed care to increase understanding that the care they provide either enhances or detracts from someone’s life in LTC

## MEETINGS

- The council will meet monthly (8-12 times during the year).

- Meeting duration is anticipated to be 1.5 to 2 hours.
- Action items will be taken at each meeting by a SHR employee who belongs to the council, and distributed to all members of the council.
- An honorarium, if desired, will be provided to the resident and family advisors.

#### **REPORTING AND ACCOUNTABILITY**

- The Long Term Care Advisory council will be chaired by Audra Remenda, Seniors' Health and Continuing Care, with the aim of a resident or family advisor co-chairing the council.

#### **MEMBERSHIP**

- The council will have up to 15 members
- A ratio of 2:1 resident and family members to SHR staff will be sought.
- The recommended term of service is two years, and an individual may serve up to two, consecutive terms. Succession planning to be determined based on staggered membership.

#### **ROLES AND RESPONSIBILITIES**

##### **Chair(s):**

- Provide direction and support to the council.
- Assist with recruitment of team members.
- Schedule meetings and develop agendas.
- Contribute knowledge as an equal team member.
- Monitor performance and initiate corrective action as necessary (key measures and outcomes, projects, etc.)
- Keep the sponsor and stakeholders informed of Client & Family Centred Care (CFCC) progress
- Act as a liaison between project team(s), other committees, etc.

##### **SHR Staff Support (or other staff duties if no support staff available):**

- Send out meeting agendas, minutes and information to council members in a timely manner.
- Record action items of all meetings which will be distributed to all members.
- Book meeting space and IT equipment.
- Arrange catering, if appropriate.
- Submit attendance sheets to finance for honorarium payments.

##### **Advisory Council Members:**

- Attend meetings regularly.
- Participate fully in the improvement process.
- Complete team assignments.
- Share ideas and information freely with everyone concerned.
- Encourage others to participate.
- Apply innovative thinking.
- Liaise with their resident councils, as appropriate
- Serve as an ambassador for Client and Family Centred Care and Resident-directed care.

#### **GROUND RULES FOR WORKING TOGETHER**

- Be respectful
- Share ideas freely
- Have fun!
- Bring your unique gifts to each meeting
- Be open-minded
- Be engaged
- Listen generously
- Be supportive of each other

#### **DECISION MAKING**

Decisions will be consensus-based.