Optimizing workforce utilization to inform care delivery in continuing care facilities – a discussion of issues and strategies

Presentation to CAG
19 October 2013
Halifax
Authors/Research Team

• Sandra Woodhead Lyons – ICCER (Co-PI)
• Karen Jackson- AHS
• Esther Suter – AHS (Co-PI)
• Amanda Wilhelm – AHS
• Edward Makwarimba - AHS
• Siegrid Deutschlander - AHS
Acknowledgements

We would like to thank:

• Alberta Health for funding the project.
• The staff, management, and residents/families of CapitalCare Dickinsfield, Bethany Airdrie, and Whitehorn Village for participating.
Background

Continuing Care in Alberta

– Home living
– Supportive living (Levels 1- 4D)
– Facility living (Long-term care)
Resident/family-centred care:

Key Issues/Challenges:

- Family Expectations
- Care Philosophy
Collaborative practice:

Key Issues/Challenges:

• Role Clarity
• Internal Communication
• Information Exchange with External Care Providers
Providers working to their full potential:

Key Issues/Challenges:
• Collaborative Leadership
• Health Care Aide Utilization
Staff mix:

Key Issues/Challenges:
• Casual Staff
• Gaps in Staff Mix
Strategies

- Policy
- Community
- Organization
- Health Care Team
- Individual
Policy Level

- HCA curriculum
- HCA roles and responsibilities
- Shared resident assessments
- Infrastructure
- Interprofessional education
Organizational Level

- Job descriptions
- Admission criteria
- Information materials
- Communication processes
- Collaborative leadership
- Person-centred care philosophy
- Casual staff integration
- Staffing model
Healthcare Team Level

- Resident independence
- Communication
Questions?

Contact information:
Sandra Woodhead Lyons
sandra@iccer.ca
780-248-1504