

## NOTES FROM ICCER

Emily and I have had a very busy April! Networking events and Collaborative Practice Discussions in both Calgary and Edmonton kept us running. We are looking forward to the next set of Collaborative Practice Discussions in June (see [Upcoming Events](#) for more information).

We received such excellent feedback from our Responsive Behaviours 2017 session, [Communication Tools to Enhance Care](#), that we were motivated to start planning for next year! You can save the date for Responsive Behaviours 2018 which will be held on February 15<sup>th</sup>. Details will come out over the next several months, but we can assure you that it will be a very good session. We will be partnering with Complex Needs, AHS to organize the day.

Sandra Woodhead Lyons, PHEc  
Executive Director, ICCER

**Just a reminder that as of March 1<sup>st</sup>, individuals not associated with an ICCER member organization can join the ICCER network for \$150/year.** If you are employed by one of ICCER's member organizations, you are already considered a member and are eligible for all member benefits!

Individual memberships will run April 1<sup>st</sup> to March 31<sup>st</sup> of each year. Please note that refunds will not be provided under any circumstance. All payments will be through our [automated payment system](#).

[Click here for more details on what's included in an individual membership!](#)

## OUT & ABOUT WITH ICCER

On **April 5<sup>th</sup>** and **19<sup>th</sup>** ICCER hosted **Collaborative Practice Discussions** for its member organizations in both Calgary and Edmonton. Participants had the opportunity to discuss their organizations' successes and challenges in meeting three of the Continuing Care Health Service Standards: *5.0 Palliative & End-Of-Life Care*, *12.0 Medication Management*, and *15.0 Safe Bath & Shower Water Temperature*. Members shared resources and tools around the various policies and processes they have implemented to meet these Standards and help support person-centred care at their sites. Thank you to those who attended and shared their knowledge!



ICCER held its largest **Networking Event** to date on **April 4<sup>th</sup>** at Bow Valley College! With around 70 participants, we were very pleased to have 20 students from Bow Valley College attend this great networking opportunity. The event was focused on *The Importance of Communication in Person-Centred Care* with presentations from Donna Devlin (Educational Consultant, Geriatric Mental Health, Calgary Region, AHS) and Gail Thauberger (Coordinator, HCA, RTA, & NM Programs, School of Health & Wellness, Bow Valley College). Donna spoke about the role of "curiosity" in person-centred care, followed by Gail who spoke about the findings of an ICCER-funded research project related to the development of a toolkit to support LPN leadership. Participants discussed strategies to maintain meaningful interactions when providing care, organizational culture and communication practices, as well as the role of toolkits in care work.

## OUT & ABOUT WITH ICCER CONT'D

Our **Speed Networking Event** was held on **April 20<sup>th</sup>** at Edmonton Clinic Health Academy. The event, *Influences on Person-Centred Care: Teamwork & Policy*, included presentations from Sherry Dahlke (Assistant Professor, Faculty of Nursing, University of Alberta), Sarah Stahlke (Associate Professor, Faculty of Nursing, University of Alberta), and Janet Nahirniak (Masters Student, Human Ecology, University of Alberta). Over 40 participants discussed the various levels of policy that exist, including provincial and organizational, and how they impact person-centred care, as well as the role of communication and its effect on the culture of an organization.



[Click here to see the presentations from the Networking events!](#)

On **May 1<sup>st</sup>**, ICCER is in Ottawa presenting at the [CICan 2017 Conference](#) (Colleges and Institutes of Canada). Erika Goble (NorQuest College), Nora MacLachlan (Bow Valley College), Dorthe Flauer (Lifestyle Options), and Sandra Woodhead Lyons (ICCER) will share insights into how ICCER builds applied research capacity among members, generates new opportunities for students, supports innovative practices, and positively contributes to the quality of life of those in the continuing care system.

## UPCOMING EVENTS

We are hosting two Collaborative Practice Discussions in June for ICCER member organizations.

On **June 13, 2017** ICCER will be hosting a Collaborative Practice Discussion in Edmonton. The same session will then be held on **June 14<sup>th</sup>** in Calgary. Locations TBD. The sessions will focus on resident-family engagement in continuing care facilities. **Collaborative Practice Discussions are only open to ICCER member organizations!**

## SIGN-UP FOR FUTURE EVENT INVITATIONS!

If you would like to receive future email invitations to ICCER events, click on the link below to be added to our distribution list!

[Click here to subscribe!](#)

## MORE UPCOMING DATES

Here are some additional dates for upcoming events.

- **June 8, 2017:** AHS 24<sup>th</sup> Annual Shades of Grey Interdisciplinary Conference at the Grey Eagle Resort in Calgary, AB
- **June 13, 2017:** AAG Edmonton Branch dinner, AGM, & Silent Auction
- The ACCA is hosting its annual IQ Conference on **September 27-28, 2017** in **Red Deer, AB**. *[IQ 2017: A World of Caring!](#)* will be of benefit to those who work with adults requiring CC and seniors. It will feature a world-class program, a tradeshow, and is held in conjunction with the ACCA's Awards of Excellence Gala. **Registration will be opening soon!**

## SAVE THE DATE!

ICCER is partnering with [Room 217 Foundation](#) and the [Winspear Centre](#) to offer the **2017 Music Care Conference** in Edmonton on **November 6, 2017!**

The one-day Conference brings together a variety of community stakeholders in music and care to provide information and inspiration through common themes and issues using music across the care spectrum.

Our Keynote performer for the day will be Canadian singer/songwriter and founding member of the musical group Great Big Sea, **Séan McCann**. Séan will also be talking about how he has used music as therapy, working with people who face mental and addiction challenges. The afternoon will feature a variety of workshops. **Registration opens May 15<sup>th</sup>!**

[Click here to go to the Conference website!](#)

**#MCCAlberta2017**



Music touches every part of us – our bodies, emotions, minds, relationships and souls – and makes a difference in our quality of life, quality of care and well-being.

## JOIN OUR COMMUNITY OF PRACTICE

### CONNECT WITH US ON SOCIAL MEDIA

 [www.facebook.com/iccer.ca/](http://www.facebook.com/iccer.ca/)

 @ICCER\_AB

 <http://tinyurl.com/p9eabah> (Group)

 <http://tinyurl.com/oo6kjmd> (Company)

### Music Care CoP

Many ICCER member organizations have implemented music care programs at their sites, or are interested in doing so. To help ICCER members become more aware of the music care options and resources available to them, we have created a Community of Practice (CoP).

**All ICCER members are welcome to participate in the CoP!** Staff who are interested and willing to participate, please contact ICCER's Program Coordinator, Emily Dymchuk ([emily@iccer.ca](mailto:emily@iccer.ca)).



**The next Music Care CoP meeting will be held via teleconference on September 5, 2017 at 10:00 AM.**

## INTERESTING RESOURCES



### SUBSCRIBE TO THE ICCER NEWSLETTER

Click below to receive future issues of our Newsletter!

[Click here to subscribe!](#)

- The [AHS 2015/16 Annual Report](#)
- The [Appropriate Use of Antipsychotics \(AUA\)](#) team is hosting a [Curbside Consultation](#) on the 3<sup>rd</sup> Wednesday of every month at 12:00 to 12:30 and 2:00 to 2:30 PM.

Calgary—(587) 952-0425

Edmonton—(780) 801-2629

Fort McMurray—(780) 749-0191

Grande Prairie—(780) 833-2852

Lethbridge—(403) 388-8942

Medicine Hat—(403) 488-2910

Red Deer—(403) 754-5518

TOLL-FREE—(877) 352-4495

**Call ID: 1882383**

- Related to the Appropriate Use of Antipsychotics is a [study related to palliative care](#). The benefit of antipsychotics for the management of delirium in terminally ill patients has been called into question by a randomized trial in which 247 inpatients of a hospice or palliative care service with mild to moderately severe delirium were assigned oral risperidone, haloperidol or placebo every 12 hours for 72 hours.

Patients who received antipsychotics had more severe delirium, worse delirium-associated distress scores, more use of midazolam, more extrapyramidal effects and worse short-term survival.

The authors conclude that “antipsychotic drugs should not be added to manage specific symptoms of delirium that are known to be associated with distress in patients receiving palliative care who have mild to moderately severe delirium. Rather, management relies on ensuring systematic screening (given that two-thirds of people with delirium are not diagnosed on referral to palliative care), reversing the precipitants of delirium, and providing supportive interventions”.

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*Each month we will highlight new research, policies, reports, etc. that are applicable to continuing care. If you come across materials you would like to share, please send them to Emily ([emily@iccer.ca](mailto:emily@iccer.ca)).*

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