

POSTER #9 - The Importance of Role Clarity in Decision Making in LTC

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DESCRIPTION:

There is increasing awareness that quality care is associated with a system of highly integrated organizations that can seamlessly provide services where they are needed; in other words, care at the right time, to the right person, and in the right place. Despite this, we also know that LTC residents can be transferred to hospital EDs even when they cannot benefit from nor want acute services. Establishing and maintaining role clarity -- knowing who can do what to whom and when -- can minimize these kinds of transfers and increase satisfaction, treatment people want and can benefit from, and good stewardship of resources.