

POSTER #29 - Transforming and Sustaining Care Culture Improvements in LTC

Dian Shannon¹, Sherri Toleff²

¹Telfer Place by Revera, Paris, ON, Canada, ²Telfer Place by Revera, Paris, ON, Canada.

DESCRIPTION:

Telfer Place is a small LTC home that began a journey of culture transformation in 2011. By initiating concurrent processes of goal execution and culture change, the home was able to create significant improvements in clinical indicators, achieve award-winning milestones and processes, and achieve 100% Overall Resident Satisfaction in 2015. In addition, the home now has the culture to support innovation. By deliberately choosing to utilize a flatter hierarchical structure, a series of unique PSW-centric processes have evolved, which serve to support the carefully developed and sustained person-centered care culture in the home. Front line staff members have a strong role in collaborating about many decisions. Leaders utilize Residents' First tools and resources to improve care. These layered approaches and successes were achieved with minimal additional expense.