Professional Development for Continuous Quality Improvement

4th Annual PSNO PSW Conference
October 18, 2010
Hilton Suites Conference Centre
8500 Warden Avenue
Markham, ON
We all know PSW’s who go above and beyond to ensure the care and comfort of their clients, patients and residents. Here at PSNO we frequently hear stories from family, friends and colleagues that illustrate the care and compassion our PSW members show their clients. From almost-familial bonds between client and caregiver to simple stories of kindness and compassion, we hear it all.

PSNO is very excited to announce a new project called “Celebrating Caregiving”. This booklet will feature stories, letters and acknowledgements supporting and recognizing personal support workers.

We’ve asked our members to submit stories of everyday care giving that have extraordinary impact on people’s lives. Selected stories will be printed in the first ever Celebrating Caregiving booklet. Booklets will be circulated to 2010 PSNO Conference Attendees and additional copies may be available for purchase after the conference.

For more information please visit www.psno.ca.

**PSW of the Year Award**

The nominations are in for our 3rd Annual PSW of the Year Award!! This award is presented annually at our PSW Conference along with our The PSW Professional Development Scholarship. Don’t miss this exciting presentation!! PSNO is thankful for the financial support of Elsevier Canada in presenting this award.

For more information, please visit www.psno.ca.

**OPENING PLENARY**

Health Care System Improvement Priorities and a Role for PSW’s

*Paula Blacksten-Hirsch, Executive Director, Centre for Healthcare Quality Improvement*

As health care policy makers define more and more system priorities, there is growing recognition of the important role for front line staff, including PSWs, in continuous quality improvement. This plenary session will discuss the importance of frontline staff engagement in current approaches to continuous improvement, within the context of Integrated Client Care and the Release of Time to Care. Want to know how PSW’s can contribute? Come and find out.

**WORKSHOPS**

**Aging and Depression—How To Work With Clients Who Are Depressed While Taking Care Of Yourself**

*Randi Fine, Seniors’ Mental Health Educator and Consultant*

Depression is the most common mental health concern for older adults, affecting some 15 to 20 percent of older adults living in the community. However, this serious condition is often under recognized and under treated. Dealing with those who are suffering with depression, and with their caregivers, can be difficult and stressful for front-line workers.

This session will help Personal Support Workers understand what depression is and isn’t in the older adult, what the signs of depression are, and what their role can be in helping to identify concerns. We will examine strategies for dealing with depressed clients sensitively and knowing when to ask for help when you are being affected by depression in your clients or yourself.

**Chair Yoga**

*Terri Morgan, Certified Yoga Instructor, Ottawa Yoga Fitness*

Chair yoga is a gentle yoga practiced sitting down or using a chair for support. Warm-up stretches, proper breathing exercises, yoga postures, and relaxation prevent muscle loss, improve posture and joint stability and diminish pain and stiffness. Relax, renew, reduce stress, increase creativity, and feel better through chair yoga.
Coaching for Team Success: Implementation of a Self-Directed Team
*Rhonda L. Roberts, Director of Senior Services, Bobier Villa and Terrace Lodge*

The County of Elgin Homes participated in a pilot project to develop a Mentorship Program Tool Kit. The project was spearheaded by the Ontario Association of Non-Profit Homes and Senior Services and funded by the Ministry of Health and Long Term Care. The Terrace Lodge coaches, which include PSWs, have been instrumental in fostering a team approach to staff recruitment, retention, and relations. As a self-directed team, the coaches have evolved to take on an enhanced train-the-trainer role to effectively implement best practice guidelines. Through continuous quality improvement initiatives, the Terrace Lodge coaches provide innovative training solutions to enhance resident care with a focus on quality outcomes.

Decreasing Frustration When Dealing With Dementia Clients
*Cathy Conway, Director of Quality Management & Education, Alzheimer Society of Ontario*

Feeling frustrated sometimes with the unpredictability of your clients with dementia? Do you sometimes feel that your frustration gets the better of you? If you’ve answered yes to either of these questions, this session is for you. This is your chance to learn more about the disease progression of dementia and how it is affecting your client and their behaviour. During this session you will also have an opportunity to consider how you interact with each client and learn how you can make small changes that may help you make your job a little bit easier.

The 5 W's and How of Documentation
*Tracy Howell, Director, Quality Improvement, PACE Independent Living*

This session is a refresher for PSWs in documentation which emphasizes why documentation is so important, the different forms of documentation and what information is required. In this session, participants will learn the practical application of good, consistent documentation.

Focusing on Delirium and Late Onset Schizophrenia—Two Very Different and Very Difficult Disorders
*Randi Fine, Seniors’ Mental Health Educator and Consultant*

Both delirium and late onset schizophrenia are difficult to understand and somewhat mysterious for most of us. This presentation will provide answers to some basic questions that personal support workers will want to understand including: what delirium is and isn’t, who is at risk, how delirium is recognized and treated—and differences between delirium, depression and dementia. In discussing late onset schizophrenia we will explore how late onset schizophrenia differs from lifelong schizophrenia, what is actually known about this condition, how this difficult condition is diagnosed, how researchers and clinicians are working to separate out symptoms and treatments for late onset schizophrenia and related delusional disorders.

Fostering A Professional Identity for Personal Support Workers
*Lori Holloway Payne, Director, Personal Support Network of Ontario*

As the voice of Personal Support Professionals in Ontario, PSNO has undertaken important work in creating a professional identity for personal support professionals. Through 5 years of grassroots effort, PSNO has built a strong Network which is ready to undertake 4 priorities to improve the quality and accountability of personal support services: Accreditation of PSW Training Programs, Certification of PSWs, Personal Support Occupation Registry, Define Practice Standards and Core Competencies. Each of these strategies will support the improvement of the quality of care provided by PSWs and increase public confidence in our provincial health care system.

Guidelines for Health Care Workers Regarding Extreme Heat Events
*Fiona M. Frappier, Scientist, Climate Change And Health Office, Health Canada*

Health Canada’s Climate Change and Health Office is preparing “Guidelines for Health Care Workers Regarding Extreme Heat Events” to help prevent, recognize and treat heat-related illnesses. Many key disciplines are involved, including amongst others, doctors, nurses, pharmacists, public health and complementary care personnel, necessitating multi-disciplinary collaboration and information sharing.

Hope For The Aging Back: Maximizing Functionality While Minimizing Risk
*Leslie Piekarz, Executive Director, Occupational Health Clinics for Ontario Workers*

The mission of the Occupational Health Clinics for Ontario Workers (OHCOW) is to prevent occupational illness and injuries by using an inter-disciplinary approach. OHCOW’s team of doctors, nurses, occupational hygienists and ergonomists assess workplaces with a view to reducing risk factors that may cause occupational disease or illness. Come to this session to get concrete suggestions to reduce injury risk in your workplace!

Hospice Palliative Care and the PSW
*Ida Tigheelaar, Reg.N. CHPCN(C), Palliative Pain & Symptom Management Consultant/Educator, Oxford & Elgin Counties*
*Michele Beauchamp, Lead Facilitator, Palliative Education Program, Hospice Association of Ontario*

The Advanced Hospice Palliative Care Program (AHPCP) is specifically designed to meet the learning aspirations and needs of support workers who care for the person with a life-threatening illness and his or her family. This program aligns with The Fundamentals of the Hospice Palliative Care Program of southwestern Ontario, serving Erie St. Clair and the South West LHINs. The content of this program focuses on the three foundational concepts of Hospice Palliative Care; effective group function; effective communication and the ability to facilitate change. This session will provide participants with an overview of the free training available to frontline staff in the fundamentals in Hospice Palliative Care in the province and the essential role PSWs play in Hospice Palliative Care.

Improving Health Care Services for LGBT Seniors
*Devan Nambiar, Education Coordinator, Rainbow Health Ontario*

Lesbian, gay, bisexual, transgender (LGBT) seniors continue to remain an invisible aging population. Their invisibility has impacted their health and resulted in chronic health conditions, for many, as they enter the twilight of their years. Personal Support Workers are a crucial link to provide culturally sensitive and respectful services to aging LGBT.

Keeping Our Community Workers Safe
*Ada Wong, Manager of Home Support Services, St. Clair West Services for Seniors*

Do you manage a home support program? Are you a community or front-line worker? If so, then this session is for you. Join us to learn about a new Risk Assessment Tool to be used at the system, service provider and community worker levels. This handy booklet identifies the top eight workplace hazards and provides control measures to be used at all levels.
Legal Obligations vs. Ethical Decision Making When Reporting Abuse (Panel)

Judith Wahl, Executive Director, Advocacy Centre for the Elderly,
Raeanne Rideout, Regional Elder Abuse Consultant—Central East, Ontario Network for the Prevention of Elder Abuse,
Sgt. John Keating, Durham Regional Police

Personal Support Services are intimate in nature, which can result in the development of friendships and personal bonds built on many years of trust. Trusting, positive relationships with clients are a good thing, but sometimes the boundaries can blur and decision making becomes difficult when navigating the waters of abuse or suspected abuse.

Our expert panel, guided by an ethical and legal framework, will attempt to work through some case studies and examples that will assist PSWs with the decision making process of reporting abuse.

Medication Management Refresher

Lynelle Hamilton, Senior Practice Advisor, Personal Support Network of Ontario

Can you give that pill to the client? Many things affect whether you can! This session will cover a PSW’s scope of practice as it relates to medications. We’ll discuss the factors (legislation, employer can...)

Power Of Attorney and Substitute Decision Making: Debunking Myths

Judith Wahl, Executive Director and Senior Lawyer, Advocacy Centre for the Elderly

What are the most common myths about Power of Attorney and Substitute Decision Making, and how many of them do you believe? There’s a lot of disinformation, misinformation and just plain confusion when it comes to Power of Attorney and Substitute Decision Making. Don’t miss out on this opportunity to learn the real facts.

Understanding Harassment: A Self Reflection Exercise

Lynelle Hamilton, Senior Practice Advisor, Personal Support Network of Ontario

What is harassment? How do you define it? When is it hard to tell? What do you do about it? This session will focus on situations PSWs come across every day and approaches to solve these problems.

Understanding the Causes and Preventative Measures for Pressure Ulcers: Our Knowledge and Awareness Makes a Difference!

SHRTN Wound Care Community of Practice
Glen Chenard, Clinical Consultant, Diabetes, Dialysis & Wound Care and Gale Coburn, Practice Consultant, Personal Support, Saint Elizabeth Health Care

The prevention, early identification and ongoing management of pressure ulcers pose a significant problem for both the acute care and community health care settings. This informative session will focus on creating an increased awareness for the unregulated health care provider regarding pressure ulcers and best practices in pressure ulcer prevention. The objectives of the presentation will be to gain an understanding of 1) What a pressure ulcer is 2) How pressure ulcers occur 3) How to identify a pressure ulcer 4) How pressure ulcers be prevented. Real client wound images and case studies will be utilized during this interactive presentation.

Tax Tips: Income Tax Highlights, the Do's and Don'ts
Rebecca Ling, FCA, Rebecca Ling Chartered Accountant Professional Corporation

This session will give you the basics on income tax filing and will highlight for participants what the key deductions are for PSW’s, the dos and don’ts of tax deduction and tips everyone should know.

The Developmental Services Worker: A New Talent Pool for Children Receiving Home Health Care Services

Jennifer Dewward, DSW, Saint Elizabeth Health Care
Elisabeth Van Kooey, DSW, Saint Elizabeth Health Care

A pilot between a CCAC, an SPO, and a community college is evaluating the Developmental Services Worker as a new member of the paediatric homecare team. Early outcomes are promising; good satisfaction and improved capacity to service. Participants will learn about the process and outcomes associated with integrating a new category of worker within the paediatric homecare team.

Understanding the Causes and Preventative Measures for Pressure Ulcers: Our Knowledge and Awareness Makes a Difference!

PSW Role in Implementing a Protocol for Early Detection of Pneumonia in Long Term Care Residents
Darlene Harrison RN HBScN, Resource Consultant Centre for Education and Research on Aging and Health, Lakehead University, Heather Woodbeck, RN, HBScN, MHSA, LTC Best Practice Coordinator, North West, Registered Nurses Association of Ontario (RNAO)

Identifying pneumonia at an early stage can prevent hospitalization and Personal Support Workers can play a very important role in the early detection of pneumonia. In consultation with their Medical Director, Pinewood Court Long Term Care Home, Thunder Bay decided to implement The Guideline for the Diagnosis and Management of Nursing Home Acquired Pneumonia (NHAP) for the early detection of pneumonia. The positive results in keeping people in the home, increased communication and empowerment of all involved in this project have been identified by all staff, residents and families.

PSW’s Improving Continence Care in Long Term Care
Heather Woodbeck, RN, HBScN, MHSA, LTC Best Practice Coordinator, North West, Registered Nurses Association of Ontario (RNAO)

This workshop will profile and share success stories from the Improving Continence Care Collaborative (IC3). Best practice guidelines to improve continence have been implemented in 20 Long Term Care homes in Ontario. An interactive approach will be used to highlight the critical role that PSW’s play in improving continence in their clients.

Violence in the Workplace: Update on New Regulations
Henrietta Van Hulle RN, BN, COHN(C), CRSP, Consultant and Program Specialist, Public Services Health & Safety Association, Community & Healthcare Team
On June 15, 2010 amendments to the Occupational Health and Safety Act requiring employers in Ontario to assess and control workplace violence and harassment became law. This session will provide an overview of the requirements and generate discussion on implementing a comprehensive Workplace Violence Prevention program.