

The journey to a resident/family approach for providing care to residents and their families started early in January 2011. After an extensive search of the literature, a decision was made by the Senior Management team, that the new Re kai care model would be guided by research findings/recommendations from the Picker Institute (Boston) and the Registered Nurses Association of (Ontario's) Best Practice Guideline: Client Centred care. Both of these resources dedicate themselves "to promoting the advancement of 'patient-centred care' and the improvement of the patient's experience and interaction with health care providers". This is consistent with the organization's [Re kai Centres] overall vision of "Resident Centredness and a fit with the Service Excellence[S/E] initiative.

To ensure the success of the program and its sustainability, a strong foundational plan was developed. This included setting up a Coalition Committee (Steering Committee), an initial strategy to engage key stakeholders and to guide the project. This is now completed and includes members from both sites; Senior Management, a Director of Care, several department managers and resident/family representatives. All members have been orientated to the project and RCC concept. The Coalition is sponsored by the CEO [Mary Hoare] and is presently meeting every two weeks. The Coalition's main work has been to develop a Terms of Reference [Creating a Charter] which outlines roles/ responsibilities and norms of the group. The Coalition completed the Picker Self-Assessment Tool which indicates that the Homes are approximately 50 % engaged in resident-centredness. A road map with key milestones has been developed to keep the project moving effectively and to guide the work required for a successful project.

The next step in the project process has been to work on strategies to ensure all stakeholders are kept informed of the initiative and its progress. At the moment, this includes a monthly Newsletter which will be available electronically as well as in hard copy [April 27]. Updates and project information will be available on Home TV's with a web-site secure link for families. An official kick-off is scheduled for April 20th in both Homes. First, of many plans to celebrate successes! Work has begun on ensuring staff job descriptions and the performance appraisals process reflects the principles of the RCC/SE model.

Empowering staff and other stakeholders to embrace the RCC/ SE model is now in progress. By April 28, all department managers will have completed two days of education and are moving forward with some very successful short term wins that have illustrated the values and beliefs of RCC/SE . The evaluations from these sessions have been very positive. The plan is to have at least 80% of all staff, most resident and families, the Board, Physicians and volunteers educated by the end of August, 2011. Participants in the educational sessions will be asked to sign

Proclamations which will be displayed throughout the Homes. This serves as a daily commitment to practice the value and beliefs of RCC/SE.

The coalition is in beginning discussions to identify outcome measures that define the success of the project. Residents/families will play an integrate role in these discussions .The project process is reviewed on a bi-weekly basis and all Coalition meetings will be evaluated by the attendees.

Note: Language and terminology will change to reflect the RCC/SE model e.g. Coalition, Charter, Proclamation, Team sponsor etc.