

HELPING USERS IN POSITIVE RISK-TAKING

THE IMPORTANCE OF SUPPORTING THE WHOLE TEAM!

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Québec 



NO CONFLICT OF INTEREST

OBJECTIVES



Detail the experiences at the CIUSSS de la Capitale-Nationale



Describe the challenges encountered



Explore successful strategies

THE EXPERIENCE

Senior and Alternative Homes

- An approach aligned with the philosophy and housing policy
- Implementation of LwR:DSA
 - 3 pilot projects



THE STRATEGY

- Presentation to upper management
- Training for managers and support staff
- Training for clinicians
- Information sessions for personal support workers and other employees
- Information for families
- Clinical support by managers and support staff

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*SEEK TO UNDERSTAND RATHER
THAN TO CONVINC*

EXAMPLES OF SITUATIONS

- Fall
- Choking
- Wandering
- Involvement of caregivers in care questioned (e.g., transfers)
- Taking a high-risk medication (anaphylactic shock)

CHALLENGES

- Same challenges as in interprofessional collaboration
- A reflex that takes time to develop
 - Daily pace
 - “We already do risk management!”

KEY FINDING

- Natural contamination (e.g., managers, colleagues, professional coordinators, nursing advisors)
 - Use by professionals afterwards!

SUCCESSFUL STRATEGIES

- Ensure adherence to the approach at all levels
(directors, managers, clinicians, PSW, etc.)
- Use the approach as a role model (managers, clinicians)
 - Learning through real-life situations
- Strengthening interprofessional collaboration
- Developing transversal training and clinical examples
(ENA CIUSSSCN + website for the approach)

CONCLUSION & RECOMMENDATIONS



DEVELOP THE REFLEX TO USE THE APPROACH



FOSTERING OWNERSHIP THROUGH CLINICAL SUPPORT
AND BEING A ROLE MODEL



SEEK TO UNDERSTAND RATHER THAN TO CONVINCE!

THANK YOU!

TOGETHER,
TO SERVE
HUMAN.

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