

# Purposeful Interactions

**Annual Review Fair**

**Continuing Care**

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Saskatoon - Urban



**Saskatchewan  
Health Authority**

# Purposeful Interactions

*“Relationships are not only the heart of long-term care; they are the heart of life. And life should continue, wherever we live”*

- Carter Catlett Williams



# Purposeful Interactions

## What are Purposeful Interactions?

- Making connections with each resident.
- Focus on connections and relationships versus “tasks.”

*“[Care team members] go about doing their job – [focused] to get the work done, and don’t realize that interaction is part of their job.”*

- Ken Udell, Resident



# Purposeful Interactions

## What are Purposeful Interactions?

- Regularly checking on resident's needs
- Providing better than expected care.

*“The more knowledge that the staff has about me, as a person with a life history and experiences, can only translate into better care for us as residents.”*

- Don Barrett, Resident



# Purposeful Interactions

## Why are Purposeful Interactions necessary?

“As part of my morning routine at the LTC home I worked at, I went down one of the neighbourhoods to see how the care team was doing, if they needed any assistance. As I was walking I would greet each resident I came to with a smile and a “good morning”, acknowledging each one by their name. When I approached Gladys, she was slouched down in her wheelchair looking quite distraught. She was dressed so beautifully, her hair “done up” so nicely, she even had pink lipstick on.

When I asked her how she was doing, she slowly looked up at me, with tears in her eyes and replied. “*My girl (CCA) did everything right*”. She then paused and with a big sigh went on to say, “*BUT... there was no love*”.

I will never forget her response or her facial expression when I approached her that morning. It was a powerful reminder that we must place the resident BEFORE the “task” and how you make a resident feel is just as if not more important than what you are doing or assisting them with.” – *Lynda Blevins, Supportive Care Projects Coordinator, Continuing Care – Saskatoon Urban.*

# Purposeful Interactions

## How are Purposeful Interactions Different?

- Care Team members may already interact regularly with residents while meeting their care needs.
- The intention of Purposeful Interactions is to **anticipate and individualize the response to the resident's needs.**
- A resident is not going to remember you by what you did, but rather by **how you made them feel.**



# Purposeful Interactions

## Resident-Directed Care

- Our guiding philosophy is **resident-directed care**. *“When we make others feel good, we feel more positive ourselves, which creates better job satisfaction that you’ve made a connection with a resident to make their day more enjoyable.”*
- Resident-directed care occurs when care team members encourage independence and support individuals to participate in decisions affecting their environment.



# Purposeful Interactions

## Honoring Choices

- It is recognized that not all individuals are capable of communicating their needs as they have in the past.
- Care providers commit to know each individual and to respect their individuality. This means connecting with people on an emotional level and honouring their choices.
- In an effort to know and understand individuals and their unique needs, care providers may connect with family, friends and other care providers.
- Care and services are planned and provided according to the individual's needs.

choice



# Purposeful Interactions

## Care Team Commitment

Show your commitment in providing exceptional care with **every resident, every time** when you have an interaction with them. Seeing our work as meaningful will remind us that each of us has the ability to impact someone's life with love, kindness, respect, and a listening presence.

When we use our knowledge and skills in this way, as well as share our talents with others, we care for the whole person – body, mind, and spirit. As a result, we can experience the utmost satisfaction and meaningfulness in our work.



# Purposeful Interactions

## What do Purposeful Interactions look like?

*“The words that we use influence how we think and how we think influences how we act”*

- Denise Hyde

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*“We need to shift our thinking and to do that we need to change the language that we use”*

- Use “Chose” vs “Refused”
- Use “Name of Neighborhood i.e. “Friendship Lane” vs “Wing”
- Use “Move In” vs “Admission”
- Use “Mary requires assistance with meals” vs “ She is a feeder”
- Use “Incontinent product” vs “diaper”
- Use “Home” vs “Facility”

# Purposeful Interactions

## “Observation” Experience

- An important part of each home’s initial **Purposeful Interactions** implementation and subsequent training sessions were the “**Observation**” experiences.
- The purpose of this exercise was to achieve awareness of the home’s current state in order to know what needed to change. Homes often thought they were already offering resident-directed care. However, through the observation process, they realized there were many opportunities to make improvements.

Change

*“If there is no struggle, there is no progress.”* - Frederick Douglass

# Purposeful Interactions

## Observation Experiences and Reflections

*“It was good to sit back and watch, and observe how much we do good in our home, and what we need to improve, opened my eyes, will help me be a better care aide.”*

*“I thought the “observation” time to be long until we discussed it later and realized that time was needed to do proper observation. The whole experience was an “eye-opener” for me.”*

*“...I was amazed at how different the view of observer was compared to being a worker.”*

*“I liked the observations; it was surprising to learn how some residents had no contact for over an hour.”*

- Participants, Purposeful Interactions,  
Lakeview Pioneer Lodge, Wakaw, Saskatchewan

# Purposeful Interactions

## What is Institutionalization?

*“When someone in a position of power has control of your day-to-day life”*

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*“...we need to abandon the institutional model which focuses on staff schedules, tasks, and scarcity...we need to instead create a human habitat in place of the institution where the focus is always on the relationship with each resident, schedules are based on each resident’s individual schedule/needs/choices, and focus is on abundance, not scarcity. Through the development of meaningful relationships residents feel safe and secure.”*

-Robin Kitchen,  
Sherbrooke  
Community  
Centre  
Manager for  
Learning and  
Growth

# Purposeful Interactions

## How to Implement Purposeful Interactions

### The 4 P's



**Positioning** - Is the resident seated comfortably and appropriately?



**Personal Needs** - Does the resident have their glasses, hearing aide, dentures, walker, etc.?



**Proximity of Personal Items** - Does the resident have what they need or want in close proximity to themselves?



**Pain** - Physical or Emotional

# Purposeful Interactions

## What do Purposeful Interactions look like?

*“You don’t need extra staff to provide a resident with a smile or to call them by name”*

-Heather  
Bramwell,  
Resident



Smile



Observe



Interact



Closing  
Interaction



# Purposeful Interactions

## Living by the Platinum Rule

“Treat others how **they** would like to be treated”.

The **Platinum Rule** means we need to **ask, listen**, and deliver care that is guided by each individual resident’s needs and preferences.





# Purposeful Interactions

## Barriers and Challenges

- Resistance to change
- Rigid schedule and routines
- Informal culture
- Peer pressure
- Focus on task vs relationship
- Engrained within the institutional model of care
- Availability of resources



# Purposeful Interactions

## It's A Choice

*“Each of us has the ability to enhance or take away from a resident’s experience. To either bring calm or chaos into a resident’s room. To do our work based on each individual residents needs and preferences or to decide you are too busy or not responsible. We can either influence others in a positive way or pull them down. It’s a choice. What will you choose?”*



# Purposeful Interactions

## Identified Actions

*Identified Actions Post PI Implementation* at a number of our homes:

### **Right Now**

Homes immediately began modelling and mentoring quality interactions, seizing every opportunity. Immediate positive feedback to staff recognizing and appreciating caring connections and individualized care in the moment

### **Soon**

Examining of bathing, individualized time to awaken/retire, exploring options for meal wait times, and practicing customer service principles.

### **After Research and Planning**

Improvements to the welcoming process for new residents, implementation of relaxed breakfast and flexibility around shift expectations, care team member responsibilities.

# Purposeful Interactions

## Culture Change Journey

*“Often when elders move to long term care we become their whole world. We need to ask ourselves: How healthy is the world you have created?”*

- Dr. Bill Thomas, Founder of the Eden Alternative

*“Would you want to live where you work? If your answer isn't **YES**, why not?”*



# Purposeful Interactions

## Keys to Success

- Engaged Leadership
- Educated care team members
- Initial and continued involvement of Residents/Families
- Self awareness of the home's current culture and actions for improvements
- Concrete actions to address barriers/challenges



# Purposeful Interactions

## Positive Experiences

*“I feel encouraged that staff see that individual care to residents’ is life giving and not just a task. Interaction of the staff is more personal now. Feels like everyone in a home/neighborhood is a family.”*

- Wilma Thompson, LTCAC Family Advisor

*“A resident noticed more of the care team members taking time during meals to assist our residents and they really are engaging with them. It feels like a normal meal, like with family, than care team members performing a task.”*

– Parkridge Centre

# Purposeful Interactions

## Thank You

- The Long Term Care Advisory Council (LTCAC) was instrumental in the development of **Purposeful Interactions** training modules and tools created to assist homes to imbed and sustain PI within the culture of the homes.
- LTCAC recognizes the significance and **ongoing commitment** essential to ensure **Purposeful Interactions** becomes part of a **truly resident-directed** culture within LTC homes.

