

Person Centered Care Definition



- Every person has a right to safe, dignified, individualized care
 - Equal partner in care
 - Emphasis on supporting the “whole” person
 - Personalized, well coordinated care
 - Recognized capabilities and potential to improve health
 - Active in the design of their personalized care plan
 - Active in delivery of services

Person Centered Care

Fundamental Standard of Care



Specialized Populations

Lessons Learned



Translational Research

- Infection associated with:
 - ✦ High rates of morbidity and mortality
 - ✦ Pre-hospitalization
 - ✦ Extended hospital stays
 - ✦ Substantial healthcare expenses

Unique Challenges

- Designing and Executing Effective IPAC Programs
 - ✦ Emerging infections
 - ✦ AROs
 - ✦ Older adults with comorbidities
 - ✦ Higher instances of certain infections

Specialized Populations

Caregiver Burden



- Transition from Home to Facility Based Care
 - ✦ Often face the final decision
 - ✦ Stressful and need for support making difficult decisions
 - ✦ Feelings of abandonment and unrecognized by Healthcare
 - ✦ Decisional Conflict
- Caregiver Characteristics
 - Females
 - Experienced higher decision regret and decisional conflict
 - Preferred their loved one move into caregiver's home, or nursing home.
 - Relationship characteristics (spouses and children)
 - Caregiver's perception of social support resources

Specialized Populations

Consequences



- Hospitalized elderly are a high-risk population
 - ✦ Depressed Psychophysiological Functioning
 - Confusion
 - Falls
 - Not eating
 - Incontinence
 - ✦ Unable to sustain medical intervention

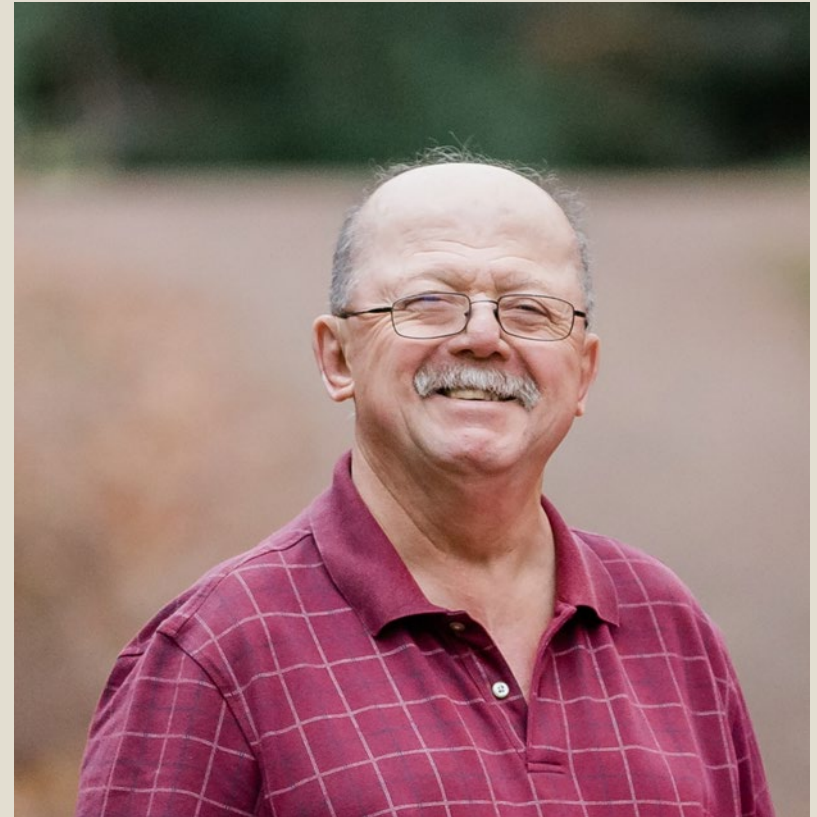
 - ✦ Cared for “Out of Place”

Specialized Populations

Urban's Story



- This is Urban's Story...
 - https://docs.google.com/presentation/d/1epg4At2WE7oPnk3gJolTDfHYrgsl_Z3-/edit?usp=sharing&ouid=107126273754583520571&rtpof=true&sd=true



Improve quality of life!

URBAIN ARSENAULT

URI

Age: 70

Admitted: Sept. 13, 2022 **Pers**

**162 DAYS IN THE
HOSPITAL**

Died: February 21, 2023



Specialized Populations


Person Centered ACE Units

Acute Care of the Elderly Unit – “ACE”

- Interdisciplinary Model
 - Optimal geriatric nursing
 - Medical care for elderly
 - Prevention of functional decline
 - “Low tech” interventions
 - Cost saving outcomes

Systemic Descriptive Review

- “The specific ACE component interventions of medical review, early rehabilitation, and patient-centered care appeared to be optimal for overall positive outcomes.”



Identifying the Needs of Infection Prevention and Control

- Needs Assessment
 - Survey 135 IPAC stakeholders
 - 56% LTC, retirement homes
 - Identify priority IPAC practices in most need of improvement
 - Describe barriers influencing practice change
 - Gathering information on gaps in IPAC knowledge and skill
 - Describe how stakeholders currently receive information, training and advice.



Identifying the Needs of IPAC

“... with environmental cleaning (42%) and routine practices (33%) dominating (Table 2).”

Gambeta and Chambers.

Practice areas in IPAC most need of improvement

IPAC Topic Area	Long-term care	Retirement homes
	54 (40)	21 (16)
Surveillance	18 (15)	4 (8)
Environmental cleaning	23 (19)	15 (30)
Reprocessing	4 (3)	0 (--)
Construction, renovation, maintenance and design	5 (4)	1 (2)
Routine practices	17 (14)	10 (20)
Additional precautions	13 (11)	11 (22)
IPAC Programs and the Role of the ICP	17 (14)	3 (6)
Prevention of device-associated infections	9 (8)	6 (12)
Occupational health	8 (7)	0 (--)
Other practice area	4 (3)	0 (--)

Table adapted from Gambeta and Chambers

Principles of Routine IPAC Practice



Education of Routine IPAC Principles

- Routine practices
- Hand hygiene
- PPE donning and doffing
- Additional precautions as required
- Cleaning and disinfection
- Processes for waste management and laundry (personal and linens)
- Behavioral science approach
- Staff diversity of backgrounds
- Understand and address barriers
- Proactive
- In person
- Online

IPAC Program Barriers in Person centered Care Model



- Physical environment
- Traditional lack of resources dedicated to specialized care (eg: LTC)
- Leadership support and culture
- Lack of knowledge or skill
- Motivation
- Securing stake holders
- Planning interventions and strategies
- Thinking outside the box
- New innovative ideas
- Proactive



Risk Mitigation in IPAC Programming

”Infection control needs to be a balanced approach that addresses the risk of infection, and not just the treatment of infection.”

- Risk mitigation plans
 - Team approach to create an individualized plan
 - Maintain safety
 - Balancing resident autonomy with safety of others
 - Eliminating risk or creating least risk
- Specialized populations such as persons living with dementia
 - Case by case – what works today may no work tomorrow

Resident “Person” Centered Care “Persons Living with Dementia”



Modifying IPAC Principles

Least Risk



Outbreak Management - Dementia Care

- “Least risk” without compromise
- Standardized systems
 - One page wonders
 - Case definitions
 - Length of precautions
- The concern
 - COVID positive residents
 - Wandering unable to maintain isolation
 - Significant risk of transmission
- Modified precautions “on the move!...”
 - Extended use facial PPE
 - Affected household contained
 - OB measures in place
 - Inviting symptomatic residents to wear a mask
 - Redirection, distraction and separation from well residents
 - “Extra” enhanced cleaning

Containment



- Risk mitigation

- Wandering
- Exit seeking residents
- Shopping
- Behaviors



- IPAC principles

- Hand hygiene
- Cleaning and disinfection of equipment
- Monitoring activity



Activity Modifications



- Trick or Treat! Halloween
 - Costume Show
 - Staff making treats available
- Christmas activities
 - ✦ Large family parties canceled
 - ✦ Mrs Clause photo shoot, Christmas trees, reindeer hunting
- Modified regular activities
 - ✦ Resident Outings - Site seeing van rides
 - ✦ Breakfast club and bingo
 - ✦ Entertainment
 - ✦ Church services

Digital Divide



- Window visits
- Phone lines
- iPad video chats
- Facebook posts
- Snail mail/email



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Digital Divide



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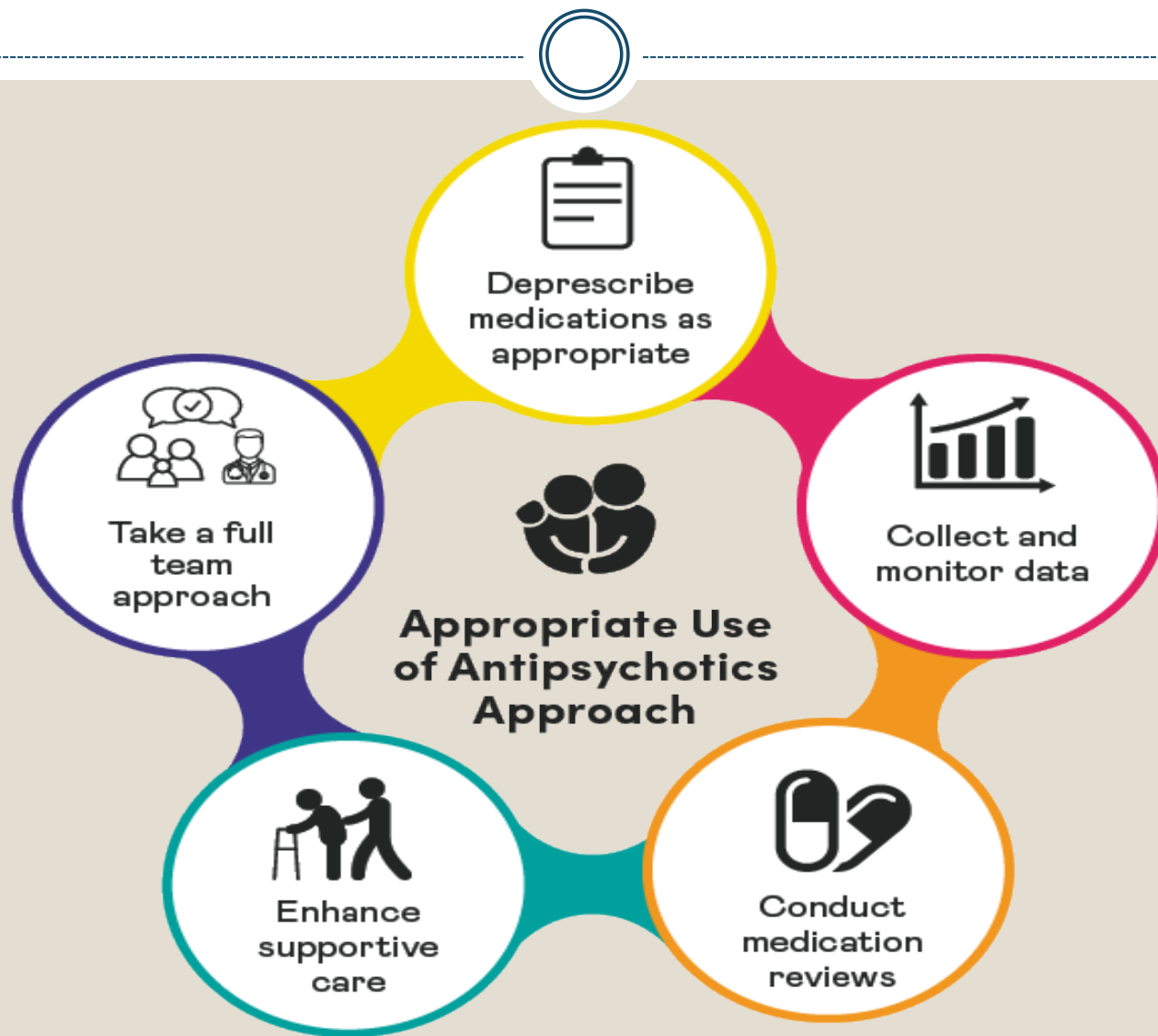
What does a Therapeutic Dementia Worker do?



The goal is to reduce the need for antipsychotic medications by creating:

- 1. Personalized individual programming**
- 2. Engaging & Compliant themed spaces**
- 3. Implement Therapeutic Programming**

Appropriate Use of Antipsychotics



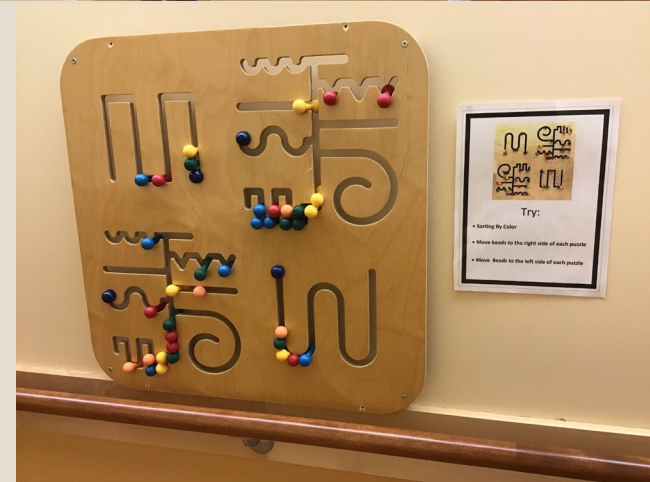
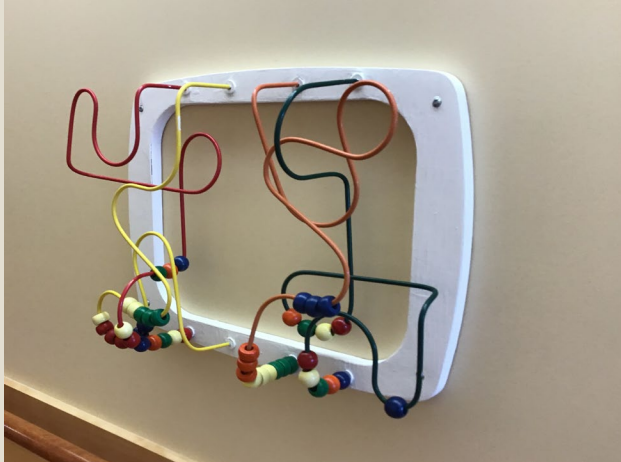
Enhanced Supportive Care



Treating dementia symptoms and behavior problems trying a non-pharmacological approach.

- Consulting Occupational therapy
- Modifying the environment
- Simplifying tasks for success
- Enhance communication
- Recreation Therapy
- Consolation with your Infection control professional

Providing Enhanced, Person-Centered, Supportive Care: Sensory Path



COVID-19...The Daily interaction

Providing Enhanced, Person-Centered, Supportive Care: The 1st Wave



During the first wave of the pandemic (March through August 2020), residents of long-term care (LTC) accounted for roughly 81% of all reported COVID-19 deaths in Canada compared with an average of 38% in other countries (CIHI (Canadian Institute for Health Information), 2020). "

"In mid-March of 2020, there was a strict ban on visitors including family caregivers mandated in LTC homes in Ontario. In addition, group activities and communal dining were cancelled, and residents were prohibited from leaving the LTC home property (Stall et al., 2021)."



Aromatherapy Programming

PRE-COVID-19 Norms

- *Reusable glass bottles individual use. Standardized*
- *Diffusers: Standardized*

COVID-19 Norms

- *No use of glass bottles/no individual therapies. D/C*
- *Diffusers: Standardized*

New Norm

- *Reusable glass bottles=individual use. The new modified standard*
- *Diffusers: Standardized*



The Daily Interaction: Enhanced Person Centered, Supportive Care

... a four-week intervention of aromatherapy significantly reduced the total score of dementia-related agitation inventory and the severity of physically non-aggressive behavior in demented patients.

(Yi-Yun Ting, et al 2023)



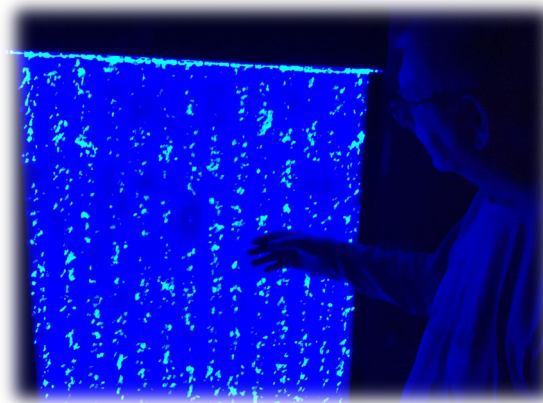
The Daily Interaction:

Snoezelen or multi-sensory stimulation, provides stimuli to activate the primary senses of sight, hearing, touch, taste, and smell. This is done through lighting effects, tactile surfaces, meditative music, and the scent of relaxing essential oils.

Snoezelen Therapy

PRE-COVID-19 Norms

- No onsite room
- Access to day center room in the community
- Standardized Protocol





The Daily Interaction:

Snoezelen or multi-sensory stimulation, provides stimuli to activate the primary senses of sight, hearing, touch, taste, and smell. This is done through lighting effects, tactile surfaces, meditative music, and the scent of relaxing essential oils.

Snoezelen Therapy

COVID Norms

- Initial stop of programming
- Creation of onsite room
- COVID-19 Regulations





The Daily Interaction:

Snoezelen or multi-sensory stimulation, provides stimuli to activate the primary senses of sight, hearing, touch, taste, and smell. This is done through lighting effects, tactile surfaces, meditative music, and the scent of relaxing essential oils.

Snoezelen Therapy

New Norm

- Standardized IC Protocol
- Moving forward: program development to include Mobile cart



The Daily Interaction:

Enhanced Person-Centered, Supportive Care



Gardening



Household Chores



Behavioral & Psychological Symptoms of Dementia

Creative Infection Control Solutions



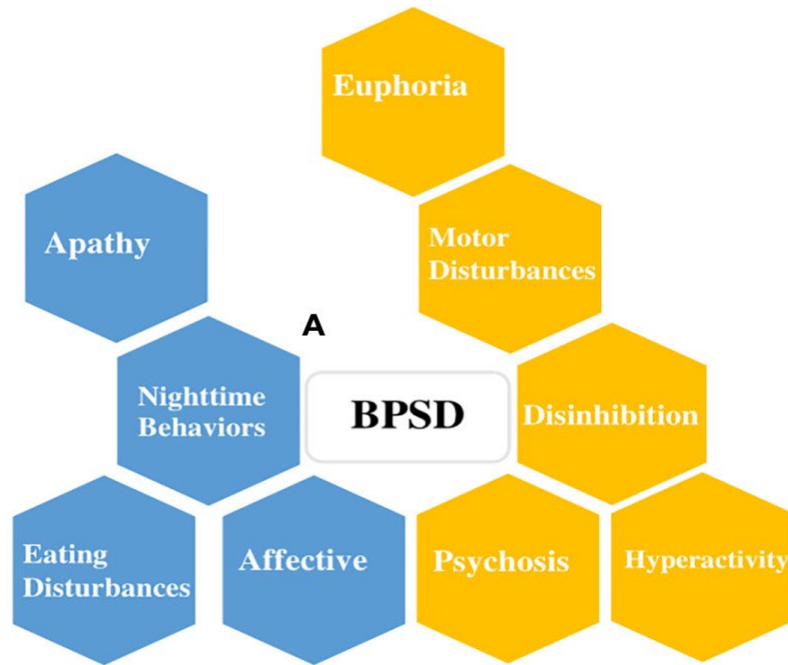
Symptoms can include:

- Agitation
- Atypical motor behavior,
- Anxiety
- Depression/Apathy
- Disinhibition
- Delusions/hallucinations

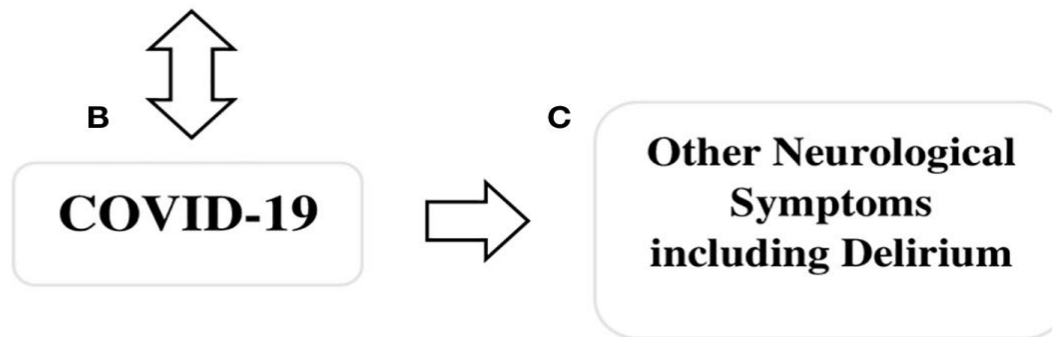
"It is estimated that BPSD affect up to 90% of all dementia subjects over the course of their illness, and is independently associated with poor outcomes, including distress among patients and caregivers, long-term hospitalization, misuse of medication, and increased health care costs"

Behavioral & Psychological Symptoms of Dementia

Creative Infection Control Solutions



Apathy	Euphoria
Night behaviors	Motor Disturbance
Eating Disturbances	Disinhibition
Affective	Hyperactivity
	Psychosis



Creative Thinking: The Challenge of Robotic Cats



Benefits

- “Positive impacts related to several psychosocial domains, including mood and affect, communication and social interaction, companionship, and other well-being outcomes.”

Concerns

- “Issues and concerns associated with its use included misperceptions of the robotic pets as a live animal, ethical issues of attachment, negative reactions by users, and other... concerns such as hygiene and cost.

Creative Thinking

The Challenge of Robotic Cats



Hygiene

- Cats will be fed or watered, if in the vicinity, at snack or mealtimes
- Same concept around the washroom, pets cannot go to the washroom
- Residents will try to bath their cats

Creative Thinking with Robotic Cats: It is worth The Challenge



April 2018

March 2023



Photo Credit Sarah MacMillan/CBC



Consent provided for photo use

Moving Forward: Dementia Friendly Design



"Design can be inclusive, can be both function and aesthetic and can change people's lives for the better"



Before
2021



After 2022



Tabatha's References



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Questions



Balancing Person-Centred Care in Specialized Populations Throughout the Continuum of Care

Thank-You