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

Promotes positive well-being
Enhance dignity
Empowers residents

Supports independence
Honours choice
Improves quality of life

Person centred care

Adopted from Manton Heights ABI Unit, Woodlands, Bedford MK
## Specialized Populations
### Lessons Learned

<table>
<thead>
<tr>
<th>Translational Research</th>
<th>Unique Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Infection associated with:</td>
<td>- Designing and Executing Effective IPAC Programs</td>
</tr>
<tr>
<td>- High rates of morbidity and mortality</td>
<td>- Emerging infections</td>
</tr>
<tr>
<td>- Pre-hospitalization</td>
<td>- AROs</td>
</tr>
<tr>
<td>- Extended hospital stays</td>
<td>- Older adults with comorbidities</td>
</tr>
<tr>
<td>- Substantial healthcare expenses</td>
<td>- Higher instances of certain infections</td>
</tr>
</tbody>
</table>

Mody et al.
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

Boucher et al.
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”

Gillick et al.
Specialized Populations
Urbain’s Story

This is Urbain’s Story...

https://docs.google.com/presentation/d/1epg4At2WE7oPnk3gJolTDfHYrslZ3-/edit?usp=sharing&ouid=107126273754583520571&rtpof=true&sd=true
URBAIN ARSENAULT

Age: 70

Admitted: Sept. 13, 2022

162 DAYS IN THE HOSPITAL

Died: February 21, 2023

Social, Nutritional, Physiological, Psychological, & Medical Staffing and Resources

It takes a village!

Improve quality of life!
### Specialized Populations

#### Person Centered ACE Units

<table>
<thead>
<tr>
<th>Acute Care of the Elderly Unit – “ACE”</th>
<th>Systemic Descriptive Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Interdisciplinary Model</td>
<td>• “The specific ACE component interventions of medical review, early rehabilitation, and patient-centered care appeared to be optimal for overall positive outcomes.”</td>
</tr>
<tr>
<td>o Optimal geriatric nursing</td>
<td></td>
</tr>
<tr>
<td>o Medical care for elderly</td>
<td></td>
</tr>
<tr>
<td>o Prevention of functional decline</td>
<td></td>
</tr>
<tr>
<td>o “Low tech” interventions</td>
<td></td>
</tr>
<tr>
<td>o Cost saving outcomes</td>
<td></td>
</tr>
</tbody>
</table>

Kresevic et al.  
Fox et al.
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

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

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

CSA Standard Z-8000
Gambeta and Chambers
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

HSO Standard of Canada, Long Term Care Services
Resident “Person” Centered Care
“Persons Living with Dementia”

Our RESIDENTS do not live in our Workplace, we work in their HOME.
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
Digital Divide

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References (Cathy)


Health Standards Organization (HSO) National Standard of Canada. *Long-Term Care Services.* (January 2023)


12. IPAC Standard - EN.pdf (ltchomes.net)


Manton Heights ABI Unit, Woodlands, Bedford MK (person centered image on 2nd slide)


Muriel R. Gillick, et al. Department of Medicine, General Internal Medicine, Boston City Hospital, Boston & Department of Mathematics, Northeastern University, Boston. *Adverse consequences of hospitalization in the elderly.* July 2002.


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
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
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)."
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)

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

(Yi-Yun Ting, et al)
Snoezelen Therapy

PRE-COVID-19 Norms

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

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"

Cerejeira Joaquim, et al
Behavioral & Psychological Symptoms of Dementia
Creative Infection Control Solutions

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

Other Neurological Symptoms including Delirium

COVID-19

Keng, Alvin, et al
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.
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

Photo Credit Sarah MacMillan/CBC

March 2023

Consent provided for photo use

Robotic cats comfort dementia patients in P.E.I. care home | CBC News April 16, 2018
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

- [https://www.albertahealthservices.ca/scns/auatoolkit.aspx](https://www.albertahealthservices.ca/scns/auatoolkit.aspx)
- Yi-Yun Ting, Yun Tien, Hsiang-Ping Huang, Effects of aromatherapy on agitation in patients with dementia in the community: A quasi-experimental study, Geriatric Nursing, Volume 51, 2023, Pages 422-428,
Balancing Person-Centred Care in Specialized Populations Throughout the Continuum of Care

Thank-You