



Promoting Senior Friendly Care: A Creative Simulation-Based Approach to Help us See, Hear, and Feel the Patient Experience

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Suggested Helpful Resources:

Experience Aging Videos

<http://www.changefoundation.ca/experiencing-aging/>

The Aging Simulation Experience

<http://michener.ca/aging-simulation/experience/>

Toronto Rehab's Participation with the Aging Simulation Experience

<http://michener.ca/micheners-aging-simulation-suit-lets-wearers-step-shoes-frail-patients/>

Aging Simulation Impact

<http://michener.ca/aging-simulation/impact/>

Patient Engagement Resources

Nichol, G. (2016) <http://blog.michener.ca/what-is-meaningful-patient-engagement/>

Panorama Rules of Engagement <http://www.changefoundation.ca/rules-of-engagement/>

Other Resources and Publications:

Senior Voices Guiding Future Health Care Professionals – Nichol and Gottlieb

http://interprofessional.ubc.ca/patientsvoice/presentations/d7_nichol.pdf

Working with Seniors e-Brochure

<http://michener.ca/working-seniors-brochure/>

Health Affairs Blog - Rickert, J. (2012)

<http://healthaffairs.org/blog/2012/01/24/patient-centered-care-what-it-means-and-how-to-get-there/>

A Profile of Family Caregivers in Ontario – The Change Foundation (2016)

<http://www.changefoundation.ca/profile-of-family-caregivers-announcement/>

Prueksaritanond S. et al. (2004)

<https://www.ncbi.nlm.nih.gov/pubmed/15217167>

Kim et al. (2004)

<http://ehp.sagepub.com/content/27/3/237.abstract>

Summary of Discussion from Participants:

Chat room comments from the webinar were de-identified and reproduced below, organized by common discussion theme:

Comments regarding the webinar, video, and aging simulation

- Every health care professional should experience this.
- Some kind of "aging suit" would be great to have for staff training sessions! Great video
- Looks like a great teaching tool for medical schools, nursing and allied health students!
- Spread the video to the public!
- A teaching tool to students in healthcare
- Could include a modified simulation in corporate orientation for health professionals.
- Management would benefit from seeing the video too wrt. funding pocket talkers, head phones, quiet spaces etc.
- (Show video(s) to the) Ministry of Health and Long term care as they provided funding and resources.
- Suggest delivering this topic to CBC broadcast programs – podcasts – topic can be patient/client engagement
- For those who cannot afford to borrow the aging suit. it would be great to produce a list of ideas to simulate aging with low cost materials that we can share
- I know someone doing just that. Should be posted on LOOP falls prevention Community of Practice soon
- We had the Alzheimer's Society come (Hastings Prince Edward Chapter) and do an aging exercise with our staff that were recruited for the ACE unit. Was a good learning experience for all – I contacted the Alzheimer's Society directly. I googled it and saw that they will sometimes offer aging simulation exercises. I think though they made an exception and came to our hospital. It was part of the orientation program for ACE.
- I have been forwarding some of the webinars to my colleagues at our CHC (i am on the board).

Some things we could be doing better

- I worry about transitions in care and the number of care providers that older adults have to interact with and re-tell their story. This is also an issue in outpatient departments.
- The beauty of designing with aging in mind is that patients of all ages and all abilities benefit
- Any thought to using this strategy with the videos and aging suit to influence attitudes towards seniors outside of healthcare, to battle ageism in society?

Things we will do differently after participating in this session

- Patient pager is a great tool
- Sitting at patient level
- Reduce background noise when talking with patients
- Advocate for more pocket talkers
- One thing that I can do is position myself better for face to face discussions with my patients -- eye level, not to the side, etc.
- One step would be to avoid assumptions!
- Face patient when speaking with them, ensure they can see my lips
- Stop multitasking when talking/listening to a patient, no matter their age
- Explain why we are doing what we are doing, and ask patient to teach back/tell us what they understood so we can verify it.

- Being senior-friendly means engaging the patient's family and caregivers
- That is a great statement – including both caregiver and patient!!
- (Hosted an) Empathy Fair including various providers from community/region to provide simulated "lived experienced" to staff.
- A great tip I heard recently: Don't ask if you have any questions – because the answer to that is yes or no...but ask "What questions do you have for me." Subtle difference
- Caregivers can be non-family members and they play a vital role to help seniors remain in the community