



## LONG-TERM CARE CONNECTS

### Quarterly Newsletter



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## WELCOME!

by Dr. Natasha Gallant

It has been a busy few months for our Long-Term Care Connects team, so we have converted this following newsletter to be a complete Fall update!

Since June, we have submitted two grant applications, continued developing our interventions, finished a policy report, had the Healthcare Quarterly Manuscript accepted for publishing, launched the Long-Term Care Connects Advisory Council. Continue reading to hear about these and many more updates!

Our team continues to work on many different projects, and we are excited about what's next for this group of researchers.

Please remember to follow and share us @LTC\_Connects on Twitter, Instagram, and Facebook.

## Questions?

**Do you have a question but don't know who to contact?**

Send us an email at [IST.LTC@uregina.ca](mailto:IST.LTC@uregina.ca) and we will forward it to the right person.



## UPDATE ON INTERVENTION DEVELOPMENT

### **LOCH LOMOND VILLA**

SAINT JOHN, NB

- The Infection Prevention and Control (IC+P) Virtual Training Course will be launched by the end of 2022.
- We have completed Essential Care Partner (ECP) interviews and have begun analyzing the interviews to identify themes in ECP experiences.

### **MACASSA LODGE**

HAMILTON, ON

- We have completed our standing committee meetings with residents, caregivers, and staff at Macassa Lodge.
- The meetings were structured to promote meaningful group discussions while providing residents, caregivers, and staff with the opportunity to share their thoughts anonymously.
- The research team has developed an action plan to improve the accessibility of satisfaction surveys, increase participation in council meetings, and better support residents, caregivers, and staff mental health.

### **REGINA LUTHERAN HOME**

REGINA, SK

- Our standing committee meetings have been put on pause until a later date.

# UPDATE ON KNOWLEDGE TRANSLATION

## A LOOK BACK

- Long-Term Care (LTC) Connects formed an Advisory Committee of citizen partners who could provide insight and help develop research questions that were meaningful to them!
  - Resident and caregiver partners meet with the research team on the first Tuesday of every month (3 completed meetings to date).
  - Staff partners meet with the research team on the last Thursday of every month (2 completed meetings to date).
- Our research team (with a big thank you to Nadine Mounir!) created our Infection Prevention and Control (IC+P) Virtual Training Course for ECPs with the use of animations, recorded video clips, and voiceovers.
- Over the past few months, we submitted a grant application for the CIHR Planning & Dissemination and the CIHR Policy Research for Health System Transformation funding opportunities.
- Work on our Knowledge Synthesis Grant on the Emerging Asocial Society is progressing!
  - Data extraction was completed by the research team with over 100 included records.
  - A 2-page policy brief was submitted to on October 7th.
  - A 40-page policy brief was submitted on November 7th.
  - Dr. Natasha Gallant presented the findings at the Canadian Association of Gerontology's annual conference on October 29th.
  - On November 15th, Dr. Natasha Gallant presented the findings at a forum for researchers and policymakers.
- The updated scoping review on unpaid caregiving in long-term care before and during the COVID-19 pandemic is almost ready to be submitted for publication.
  - Laura Daari presented the findings at the Canadian Association of Gerontology's annual conference in Regina, SK in October 2022.
- The Healthcare Quarterly manuscript, "Improving family presence in long-term care during the COVID-19 pandemic," was accepted for publication at the end of September 2022.
- Our LTC Connects social media accounts are getting more followers!
  - We now have 64 followers on Twitter and 57 followers on Instagram.

## UPDATE ON KNOWLEDGE TRANSLATION

### A LOOK FORWARD

- We have assembled a small social media team from Dr. Natasha Gallant's lab at the University of Regina to help create relevant posts for our @LTC\_Connects accounts!
- In December, our Long-Term Care Connects Advisory Council will take part in a solution-based brainstorming exercise.
  - Our goal is to come up with solutions or a possible intervention to address key issues of (1) mental health and (2) communication identified by our resident, caregiver, and staff partners.
  - We will report our findings in the next newsletter!

## UPDATE ON EQUITY, DIVERSITY AND INCLUSION (EDI)

- Currently, we are working on updating our website ([www.longtermcareconnects.ca](http://www.longtermcareconnects.ca)) to include more quality resources on equity, diversity, and inclusion in long-term care.
- Considerations for equity and inclusion in long-term care research can now be found in our newest published manuscript, "Changing Care: Applying the Transtheoretical Model of Change to Embed Equity, Diversity, and Inclusion in Long-Term Care Research in Canada." You can check it out [here!](#)





# Meet the Researcher

## Joanna Sinn

Co-Lead (Ontario)



### **What is your role on this project?**

As co-lead of the Ontario Team, I work with our LTC partner (Macassa Lodge) to identify, implement, and evaluate strategies that promote equity, diversity, and inclusion. Engaging with their residents, caregivers, staff, and leaders is a big part of my role.

### **What is the most rewarding aspect of your work?**

Being part of a culture shift from “doing for” to “doing with” people is the most rewarding. Our entire workplan – from what we do to how we do it – is grounded in the lived experiences of those living and working in LTC. Even though we are in the early stages of our work, the huge support that we’ve received from Leadership as well as the Resident and Family Councils gives us the confidence that we’re doing the right thing.

### **What is the most challenging aspect of your work?**

Changing culture starts with being very honest about what’s working well and what’s not. These conversations may be uncomfortable, but it also motivates and shows us where we can have the biggest impact. I am so grateful to the residents, families, and staff for sharing their stories that at times have been uplifting and hopeful, and at other times, frustrating and emotional.

### **How did you first become interested in contributing to this work?**

During the COVID-19 pandemic, this group of like-minded researchers came together because we all knew the importance of having essential care partners in LTC. I’ve always been drawn to working directly with stakeholders, so for me, I was particularly excited to partner with Macassa Lodge.

### **Where is your research headed in the next five years?**

I plan to continue doing research in integrated care, which is about putting people first and creating systems for coordinating, collaborating, and communicating. I’m interested in both the facilitators and barriers to integrated care, as well as (re)designing how we deliver care that is more proactive, holistic, and equitable.

# Meet the Researcher

## Iwona Bielska

Co-Lead (Ontario)



### **What is your role on this project?**

I am a member of the Implementation Science Team (IST), where I am the Co-Lead of Implementation for the Ontario Provincial Team, together with Dr. Chi-Ling Joanna Sinn. I work with the knowledge users associated with Macassa Lodge in Hamilton, Ontario, including the residents, caregivers, staff, and leadership.

### **What is the most rewarding aspect of your work?**

The COVID-19 pandemic has had an immense effect on the residents, their caregivers, and the staff at long-term care homes. As well as highlighted the challenges that the health care system is facing. Through the IST work, I have witnessed the strength and resilience of the residents and caregivers during times of social isolation and outbreaks. I have also seen the dedication of the staff to incorporating the feedback gathered from residents and their caregivers, as part of the IST project work.

### **What is the most challenging aspect of your work?**

Due to the pandemic, the majority of the project work has been carried out using virtual means, which has required appropriate adaptations to be made to ensure that everyone is able to fully participate and contribute their opinions and feedback. I am looking forward to being able to meet in person with the residents, caregivers, staff, and leadership at Macassa Lodge, once the public health restrictions allow for this.

### **How did you first become interested in contributing to this work?**

I met Dr. Natasha Gallant at the CIHR Health System Impact Fellowship trainee annual meeting and became involved in the Learning Collaborative that Dr. Gallant led. Having been a caregiver for my 96-years old grandmother for a few years, including during the COVID-19 pandemic, I had first hand experience of the rewarding aspects of this role, including increasing the well-being of my family member. I also became aware of the importance of caregivers advocating for their family members in the health care system, as well as the challenges that arose and were compounded during times of a public health crisis. I wanted to share these experiences with the Learning Collaborative, as well as through the IST work.

# Meet the Researcher

## Shelly Desgagne Co-lead (Ontario)



### **What is your role on this project?**

I am interested in improving the quality of life for the Residents supported in LTC Homes through research and improvement projects. Currently I am the acting liaison for the IST project enabling communications and efforts between the IST group and the LTC Home's Leaders, Residents, Staff, and Caregivers.

### **What is the most rewarding aspect of your work?**

I enjoy being a part of the IST project and participating in the project meetings as I'm learning about the stakeholders' personal experiences. I understand the value of improvement endeavors promoting enhancement of the quality services provided to the LTC Residents supported. Measuring outcomes and sharing learning experiences is very rewarding, knowing that we all have a small piece in making quality better for those we serve.

### **What is the most challenging aspect of your work?**

Learning as we grow, unforeseen circumstances and competing priorities continue to be a challenge in our daily routines. We need to be flexible and adapt to changing directives and procedures to ensure we maintain our quality services. Opportunities to try new processes or methodologies are supported in our environment; and although we may not always succeed, there are always lessons learned to be shared with others.

### **How did you first become interested in contributing to this work?**

My background resides in the healthcare sector coupled with quality improvement education and experience. I have a passion for making processes leaner and more efficient for all that employ them. There is an importance and value in quality improvement efforts tied to a commitment and engagement in the processes themselves to which I am dedicated to.

### **Where is your research headed in the next five years?**

I have recently completed a two-year Master of Science in Healthcare Quality program at Queens University. Currently I am working on publishing a white paper on the adverse mental health impacts experienced by healthcare workers during Covid-19, specifically individualized to LTC Homes. My goal is to enable continuance of my research to support and improve quality initiatives across LTC organizations and the healthcare sector.



## CONTACT US

### SASKATCHEWAN LONG-TERM CARE TEAM

- Natasha Gallant, Lead
- Leland Sommer, Principal Knowledge User

### ONTARIO LONG-TERM CARE TEAM

- Iwona Bielska, Co-Lead
- Joanna Sinn, Co-Lead
- Shelly Desgagne, Co-Lead

### NEW BRUNSWICK LONG-TERM CARE TEAM

- Duyen Nguyen, Lead
- Danielle Kent, Principal Knowledge User

### INTERVENTION DEVELOPMENT TEAM

- Ivy Cheng, Co-Lead
- Atul Jaiswal, Co-Lead

### EQUITY, DIVERSITY, AND INCLUSION TEAM

- Heather Finnegan, Co-Lead
- Duyen Nguyen, Co-Lead

### KNOWLEDGE TRANSLATION TEAM

- Aislinn Conway, Co-Lead
- Logan Lawrence, Co-Lead

### STAKEHOLDER ENGAGEMENT TEAM

- Sara Shearkhani, Lead

### MENTORS BY AREA OF EXPERTISE

- Gina Agarwal, Equity, Diversity, and Inclusion
- Adrienne Chan, Infection Prevention & Control
- Malcolm Doupe, Implementation Science & LTC Research
- Jacqueline Gahagan, Equity, Diversity, and Inclusion
- Thomas Hadjistavropoulos, Implementation Science & LTC Research
- Walter Wodchis, Implementation Science & LTC Research
- Merrick Zwarenstein, Pragmatic Randomized Controlled Trials

### STAFF

- Courtney Cameron, Research Coordinator
- Seba Abdulkareem, Research Assistant
- Nadine Mounir, Research Assistant



## What's Next?

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