

# KNOWLEDGE TO ACTION ON CLIENT-DRIVEN CARE

## ACTION GROUP

### TERMS OF REFERENCE

#### **MEMBERSHIP:**

- 9 site champions representing a diversity of provider categories and case managers together involved in in-home service delivery at their geographic site of the SW-CCAC, one of whom will serve as the action group's representative on the Leadership Implementation Committee;
- 1 site managerial facilitator;
- 1 research partner facilitator.

#### **MANDATE:**

- to champion the development and implementation of one or more agreed action strategies in a prioritized area for evolving an evidence-based culture of client-driven in-home service delivery and care across the South West Community Care Access Centre and its affiliated provider agencies.

#### **PRIORITIZED ACTION TOPICS:**

##### **Education:**

- Orientation about roles: creating a culture of valuing each others' roles, joint visits
- Establish group norms (roles; responsibilities; objectives; leadership; communication; expectations)
- Use in-home record to share roles of each provider and client

##### **Communication and Coordination:**

- Client's initially identified goals carry forward through care, are clear to all providers
- criteria for case conferences Standardized (available in in-home chart)
- Front-line providers, including PSWs, to communicate directly with the team

##### **Policies and Procedures:**

- Funding & time allotted to information-sharing within the team
- Recruitment & retention; increased compensation & standardized payment for visits
- Encourage case conferencing as a means of relationship-building

**Front-Line Practice:**

- Streamline introduction to client (consent forms; communication of issues) -> work as a team
- Client engagement / collaboration
- Education re: active listening, in-home record use, cultural sensitivity & family involvement

**OBJECTIVES:**

- to review, consider and build on relevant Phase 1 Champions' findings about barriers and facilitators to change, and related recommendations for Phase 2 implementation;
- to brainstorm potential Phase 2 action strategies specific the group's agreed prioritized area(s) for follow-up action;
- to prioritize one or more action strategies determined to be feasible to implement and test over the next 8 months;
- to plan and lead the implementation of the selected action strategy(ies);
- to provide updates through the group's representative on the Leadership Implementation Committee on the action group's strategy implementation activities and progress, and the group's processes, outcomes, and recommendations for refinements and future directions;
- to connect with and share experiences on the group's activities, successes, challenges and recommendations regarding the agreed action strategy(ies), as opportunities arise;
- to participate in organizational activities showcasing the group's efforts as opportunities are identified;
- to regularly review the group's process of developing and implementing the agreed action strategy(ies) and make recommendations for process refinements;
- to make recommendations for follow-up KTA on CDC by: (a) the SW-CCAC and its provider agency partners, with regard to evolving a learning organization and CDC service delivery and care culture; (b) the research team, with regard to future research directions;