



Using an Innovative Approach to Interprofessional Care Involving Nurses and Personal Support Workers

Vicki Lejambe, RN, MN

Nicole Vaccalluzzo, RN

Saint Elizabeth

Who Are We?

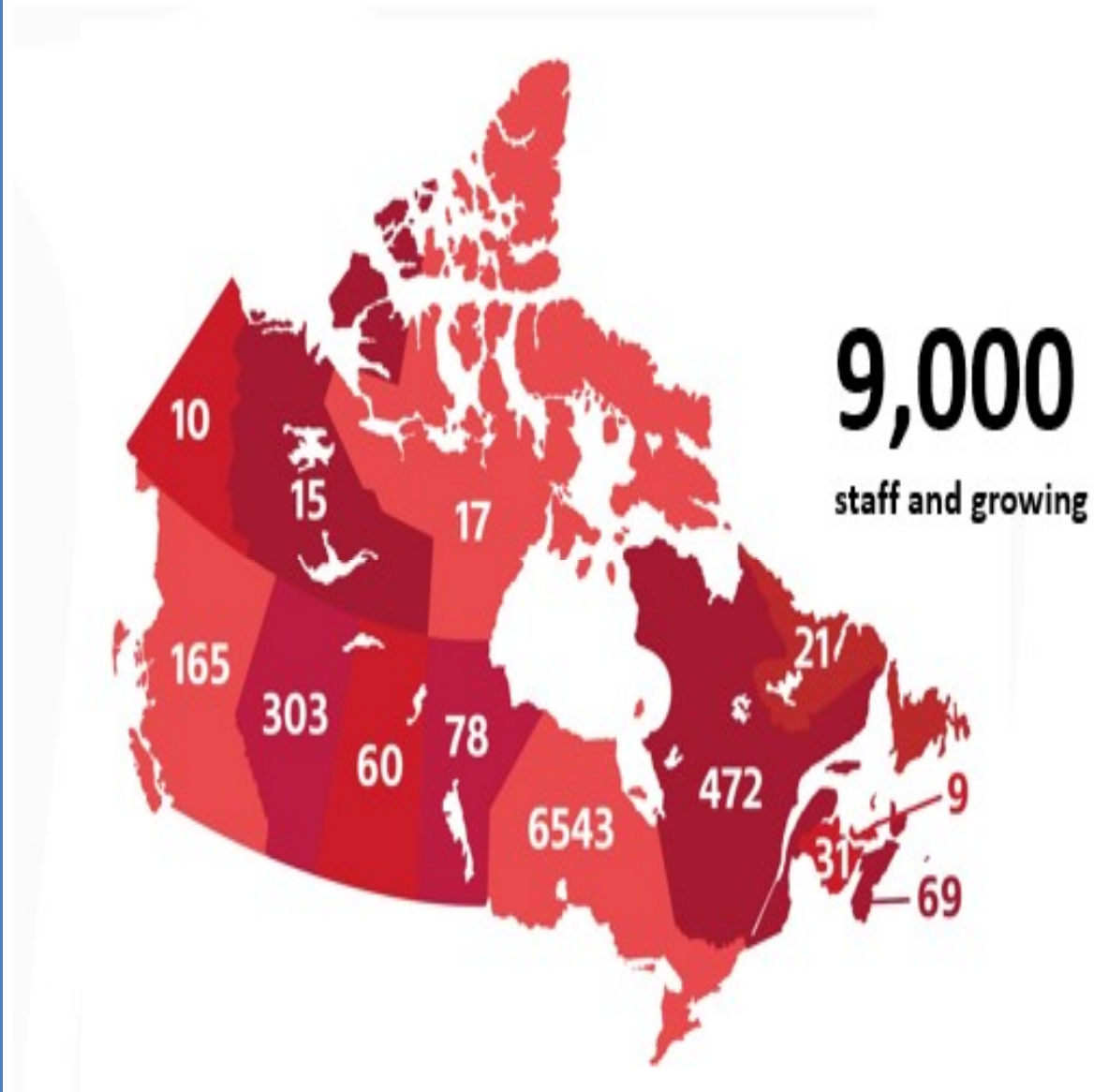
A Social Enterprise...

Creating a movement for



IMPACT

Built on
108 years
of forward
thinking!



What Are We About?

Advancing People Powered Care

Saint Elizabeth is a not-for-profit social enterprise and national health care organization that spreads hope and happiness through people powered care.

8,000

employees

18,000

visits daily

10

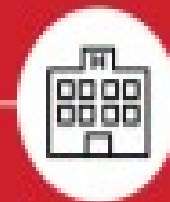
years of



HOME &
COMMUNITY
CARE



LONG-TERM
CARE



ACUTE
CARE

LEADERSHIP

Person and Family Centred Care

Clinical Excellence

Collaboration

INNOVATION

Integrated Models

Care Transitions

Virtual Health

SOCIETY

In

Commun

Know



Partnership with The Bridge Hospice

3-bed residential hospice
located in Warkworth

Financial support through
fundraising/donations,
investment from Saint
Elizabeth, and government
grants

Client needs are met
through a combination of
volunteer support, PSW,
and nursing care



Northumberland County



- **100** km east of Toronto
- **7** municipalities
- **7** municipalities, including **1** First Nation Community
- **86,188** residents

Model of Care

Palliative-trained nurses and PSWs from Saint Elizabeth provide onsite care around the clock:

- PSW onsite 24/7
- RPN + PSW on overnight shift
- RN visit once/day (minimum) & 24/7 on-call access

Palliative-trained resident care volunteers from The Bridge hospice continue to provide compassionate care to residents and their families.

Expanded PSW Scope

The group of PSWs who work at The Bridge Hospice attended an education session enabling them to administer medication.

RNs/RPNs support the expanded PSW scope by:

- Pre-pouring medications
- Providing tele-support and verification for all PRN doses
- Monitoring outcomes and assessing

Workforce Development

Education session for PSWs focussing on:

- List of PSW-appropriate medications
- Method and rationale to contact the nurse
- Procedural information for administration of oral, sublingual, and subcutaneous medications

Coaching by nurses for PSWs to develop skill and confidence in administering medications

Telepractice Documentation

TELEPRACTICE DOCUMENTATION FORM – THE BRIDGE HOSPICE

CLIENT INFORMATION

Name of Client: _____ BRN #: _____

Name of PSW: _____

PSW OBSERVATIONS

Details of call: (PSW's concern, history of concern, signs and symptoms)

NURSE ACTIONS

- Medication orders confirmed in Client Procura profile
- PSW directed to give medication – details below:

- Urgent call out visit made – document details in chart at the Bridge Hospice

Lessons Learned

- Collaboration
- Communication
- Consistency

Benefits Gained

- PSWs
- Nurses
- Patients
- Families

Overall Impact

- Improved patient outcomes
- Improved staff satisfaction
- Engagement of hospice to create “new culture” of partnership

Questions



**THANK
YOU!**



**The prize is the privilege of helping
more people in Canada and beyond.**

SHIRLEE SHARKEY, CEO

nicolevaccalluzzo@saintelizabeth.com