



# **Enabling Professional Networking:**

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## **Building Leadership and Excellence in Professional Practice through Communities of Practice**

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## Participants will understand:

- **Effectiveness of using Communities of Practice**
  - to develop leadership and
  - excellence in practice
- **How to facilitate groups to evolve to meet their needs and goals in any practice setting.**



# What is a Community of Practice (CoP)

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**Forum to bring people together that have shared interests or roles**

- **Evolve naturally**
- **Created specifically**



## **What are the benefits?**

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**Through sharing information  
and experiences:**

- **Members learn from each other**
- **Develop personally / professionally**



## **Why CoPs for VON?**

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- **To deal with community healthcare issues:**
  - **Dwindling resources**
  - **Increasing complexity of clients/care requests**
- **To address practice consult trends**
- **To enable safe and effective practices.**
- **To support emerging leaders**
  - **Professional/ practice development**

## **Contributing Factors**

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**Large and geographically dispersed organization can contribute to:**

- **Lack of awareness of others**
- **Feeling of being disconnected/isolated**
- **Difficulty bringing people together**
- **Infrequent face to face**
- **Hard to share great things happening/leading practices**



## CoPs at VON

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**Specifically created to establish a forum  
for those who have a shared interest to:**

- **Identify/ resolve issues in practice**
- **Improve quality**
- **Promote knowledge exchange**
- **Build organizational capacity**



## **CoPs at VON cont'd**

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### **Helps employees**

- **Feel understood/connected**
- **Discuss practice issues/solve problems in a safe place**
- **Share knowledge/ best practices/ new ideas/ solutions/ resources**
- **Receive updates**
- **Collaborate on small, meaningful projects**
- **Help leaders to develop their practice**





# **Advancement of Practice Support by:**

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- **Promoting leading practices/best practices**
- **Providing feedback on needs/ issue**
- **Influencing the development of new tools**
- **Leveraging existing resources**
- **Using established committee structures in VON**

# The Structure

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- **Standard Terms of Reference**
- **Voluntary membership**
- **Members= shared role, program or interest**
- **Regularly scheduled meetings**
- **Supported by national resources**
- **Members chair/co-chair**
- **Rotating note taking**

# How?

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## Utilize Technology

- **Teleconferences**
- **Webex**
- **Discussion forums and**
- **e-mail**



# **Communities of Practice At VON**

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- **Volunteer Visiting**
- **Transportation**
- **Adult Day Program**
- **Meal Programs**
- **Telephone Assurance / Security Checks**
- **SMART**
- **Palliative Care**
- **Home Support Managers**
- **Intake Nurses**
- **Nurse Managers ONT**
- **Clinical Educator/ Practice Leaders**
- **Wound care**
- **Foot care**



# Started the Same: But Have Become Quite Distinct

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## Some Outcomes:

Intake Nurse COP:

- RPN/RN assignment tool
- Documenting phone advice
- Communicating orders
- Education: Tele-practice
- Blister pack use



# Started the Same: But Have Become Quite Distinct

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## Some Outcomes:

### Palliative COP

- **Volunteers- the education they receive**
- **How to link with other programs to increase awareness**
- **Documentation needs and whether forms are working**
- **Outcome indicators**



# Started the Same: But Have Become Quite Distinct

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## Some Outcomes:

### Home Support COP

- H1N1 uptake on vaccine
- Assessment policy
- Delegation to PSWs
- Medication Assistance
- Billing Reference Numbers
- Round table - exchange resources/conference

# Other Outcomes

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- **Resources and great practices are shared**
- **Staff engaged in decision making**
- **Practice issues- being discussed and resolved**
- **Just in time learning**
- **Members take lead more often**





# Evaluations

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## CoPs report:

- Value their time together
- Feel supported in their roles
- Better understanding of each other
- Problem solving together is excellent
- Easier to keep up on best practice evidence
- Excellent venue for information sharing
- Keeping up with what is happening in practice.



# Lessons Learned

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## Things to consider...

- **Costs – TC lines, Webex**
- **Admin work**
- **Staff time to attend/ contribute**
- **Areas/services that need the most support – start there**
- **Someone who oversees**

# Success!!

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- **Small investment = big return**
- **Improved engagement**
- **Info sharing has been huge**
- **Valuable insights**
- **Improvements in processes**
- **Support from within**



# Questions???

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# Contact Information

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