



2016 | 2017 AWARD RECIPIENT
GPA LEADERSHIP EXCELLENCE
IN PERSON-CENTRED CARE
with distinction

AGE
congratulates ...



The Ottawa Hospital | **L'Hôpital d'Ottawa**

Inspired by research. Driven by compassion. **Inspiré par la recherche. Guidé par la compassion.**



How is The Ottawa Hospital (TOH) documenting GPA practice and principles?

- TOH Corporate Nursing orientation includes GPA philosophy within its falls, delirium and restraints education.
- TOH policies on delirium, restraints and sitter use incorporate the GPA concepts of de-escalation management from a non-pharmacological approach.
- The Senior Friendly Hospital and The Delirium Falls Restraints Committees endorse the implementation of GPA throughout the organization.

- Concepts of GPA are embedded within individualized care plans.
- TOH uses a DOS behaviour tracking document of challenging behaviours.
- In 2016, 181 TOH staff members participated in GPA Basics Education

What are TOH point-of-care staff saying about GPA

"Since taking the GPA course, we have learned how to come up with strategies and a plan for our confused patients ... it's like a team approach now ... GPA just makes it so much easier to care for them ... We are all on the same page and help de-escalate the difficult situations together so that everybody feels better ... we don't get burned out."

– Preet and Colleen, General Internal Medicine CTU at TOH

"... As the previous nurse educator for The Ottawa Hospital and now as a Consult Nurse, Nurse Specialist and GPA Certified Coach, I have seen first hand since 2011 the change in attitude and approach at the point of care in serving this population."

– Marney Cooper, Nurse Specialist (Geriatrics), Geriatric Consult Team at TOH

About The Ottawa Hospital

The Ottawa Hospital is one of Canada's largest learning and research hospitals serving 1.3 million people across Eastern Ontario. Its focus on learning and research helps develop new and innovative ways to treat patients and improve care and its techniques and discoveries have been adopted around the world. www.ottawahospital.ca

AGE | Advanced Gerontological Education

Enhancing the care of older adults by learning together



Gentle Persuasive Approaches