



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

## AGE congratulates Chartwell Parkhill!



Embedded patient histories,  
person-centred language,  
empathy moments and  
daily GPA reminders

... these are some of the ways  
this team is practicing  
resident-centred care.

Kelly Wark, R.N., Behaviour Supports Ontario (BSO) Lead and one of two in-house GPA Certified Coaches at Chartwell Parkhill, shared some of the ways GPA is implemented into everyday practice:

- ✔ *"The in-house BSO team works alongside activity staff to complete personal and social histories of the residents from day one. The information is then embedded in a resident's care plan. This sets the foundation for the GPA philosophy of resident (person)-centred care. The multidisciplinary team is expected to participate in GPA training and practice its principles daily."*
- ✔ *"In the fall of 2016, we admitted a new resident with responsive behaviours, accompanied by a security guard. Our goal was to gradually decrease security from 12 hours to zero. By January 2017, we were able to eliminate security. In late March, responsive behaviours increased and staff recognized the change in behaviour was likely due to delirium, so we gathered our multidisciplinary team to investigate. BSO staff initiated protocol to complete a PIECES assessment, resulting in a lab test that indicated infection. One-to-one PSW care supported the person through the short state of delirium, with a positive outcome. The impact of GPA knowledge is that our staff members have many tools to increase their confidence and be*

*successful in the environment. As per GPA training, they are reminded not to give up and continue trialling different interventions."*

- ✔ *"Our in-home culture has changed through GPA knowledge, as is evident in our language. In the dining room, we say 'assisting,' rather than 'feeding' and we use the word 'collecting,' not 'hoarding,' for particular resident actions.*

A few last words about Chartwell Parkhill and GPA ...

- ✔ Two in-house GPA Certified Coaches provide ongoing GPA training and support for staff in all departments, including regular GPA-R (GPA Recharged) refresher sessions.
- ✔ Kelly Wark hosts 2-minute "Empathy Moments" twice monthly, during morning and afternoon Nursing Report. GPA philosophies serve as reminders that the core principles of resident (person)-centred care are required daily in all resident care.
- ✔ Chartwell Parkhill has created a staff "wellness" room. Soft music, yoga mats, essential oils and comfortable chairs provide a relaxing on-site retreat for staff to recharge their energies, when required. GPA principles are posted in the staff room.

## About Chartwell Parkhill Long-Term Care Residence

This long-term care residence, in the rural setting of Parkhill, Ontario, offers 24-hour nursing care. It has 64 beds, 83 staff members and 35 volunteers. Care includes assistance with daily living and advanced levels of care for those with complex medical needs, including advanced Alzheimer's and related dementias. Find out more about this busy residence [www.chartwell.com](http://www.chartwell.com).