



(Here and below)
GPA education sessions



(Here and below) Eight of Halton Healthcare's nine GPA Certified Coaches (one was camera shy)



Congratulations Halton Healthcare AGE Recognition Program



Gentle
Persuasive
Approaches

Achieved 'With Distinction'

GPA Leadership Excellence in Person-Centred Care Award

Halton Healthcare introduced GPA into the acute care setting in 2014 with two GPA Certified Coaches. Fast forward to 2018 — the number of coaches has now more than quadrupled across the three sites with coaches from a variety of roles and programs across the organization. GPA education sessions rotate monthly between sites and include staff from point-of-care, allied health, medical personnel, diagnostic imaging, unit clerks, housekeeping, dietary staff and volunteers.

A SPECIAL HIGHLIGHT!

Halton Healthcare's ongoing commitment to GPA sustainability:

Year	# Staff participating in GPA
2016	93
2017	218
2018	200



GPA PRACTICE IS NOW DEEPLY EMBEDDED INTO THE FABRIC OF CARE AT HALTON HEALTHCARE

A big thank you to Martha Budgell, Safer Elder Care Professional Practice Clinician and a GPA Certified Coach at Halton Healthcare for fabulous feedback on stats as well as the effectiveness of GPA at the point of care.

“Staff are no longer as distressed providing care for patients living with dementia and responsive behaviours. We are starting to see a culture change, even in the language we use across our organization ...”

AGE What challenges has Halton Healthcare faced in delivering excellence in care for patients living with dementia and experiencing responsive behaviours?

M.B “For the past few years, one of the main challenges has been patients in acute care beds who are experiencing responsive behaviours. Discharge planning is difficult for this patient population so hospital length of stay increases. A significant amount was being spent on 1:1 supervision. In addition, there were potential safety risks for patients and a high incidence of harm to staff related to escalating behaviours. We took action! The *Halton Healthcare Workplace Violence and Harassment Steering Committee* identified Gentle Persuasive Approaches (GPA®) as one of two key strategies (Non-Violent Crisis Intervention was the other) to give staff the knowledge and skills to defuse responsive situations before they escalated.”

AGE How does Halton Healthcare ensure access to GPA?

M.B “We offer monthly GPA education sessions rotating between the three sites. I coordinate these sessions, take

registrations and track the program’s ongoing effectiveness. Staff and leadership are able to plan in advance for GPA education. Staff are also encouraged by their leadership to refresh GPA knowledge and skills every two years.”

AGE How have internal practices at Halton Healthcare changed since the implementation of GPA?

M.B “Halton Healthcare’s participation in the *Acute Care of the Elderly (ACE)* collaborative a few years ago provided us an opportunity to pilot targeted interventions for in-patients experiencing responsive behaviours. The goal was early identification of these patients in order to provide appropriate interventions and strategies, such as GPA, to respond to these behaviours more effectively and safely. The initiative focused on staff education, development of assessment tools and interventions and strengthened collaboration/partnerships across our programs. Since then, our practice for the care we provide our elderly patients — specifically those experiencing responsive behaviours — has changed. The inter-professional team now collaborates with the patient and their family to learn more about a patient’s preferences, behavioural triggers. We then develop a “Comfort and Calming Plan.” Special items are brought from the patient’s home or particular comforting routines are established to provide the patient with confidence and a customized approach to care. Sue (*name changed*) enjoyed making smoothies in the morning and was distressed that she was no longer having them. We asked her family to bring in equipment. The unit used a ‘donor fund’ to purchase frozen fruit and other ingredients so that the patient (with supervision) could make smoothies for her breakfast. This provided comfort and a sense of control in her environment.

Biweekly, we also hold Responsive Behaviour Rounds with representation from our medicine units, as well as Rehab and Geriatrics and Mental Health. This allows teams to discuss challenges and strategize together on approaches.”