

Video Transcript: Overview of the Care Conference Toolkit

“In this video, we will be sharing an overview of the LTCL’s Care Conference toolkit, which includes templates and guides that can be tailored to your care home’s needs. Care conferences are an integral part of resident care in long-term homes. These meetings help everyone involved in the resident’s care identify the resident’s needs, share assessments and information, discuss the goals of care, and agree on the plan for reaching those goals.”

“Aside from the resident, and/or their family or representative, team members attending care conferences usually include the staff that are involved in meeting the resident’s needs at the care home. This usually includes the pharmacist, nurse leader, social worker, occupational therapist, physiotherapist, activity or recreation staff, health care assistant, unit nurse, dietitian, and MRP. One person, usually the social worker or care leader, facilitates the conference. Typically, the first care conference is scheduled about 6 to 8 weeks following a resident’s admission and then annually moving forward. As part of the LTCL’s Best Practice Expectations, LTCL physicians have made a commitment to attending the care conferences of residents for whom they are the most responsible physician. Ideally a care conference runs no longer than 30 minutes.”

“Care home staff can support physician attendance at care conferences in several ways. Setting up conferences at mutually agreeable dates and times, as well as communicating this at least 6 weeks in advance can help to avoid scheduling conflicts. Other considerations such as clustering 2 or 3 care conferences back-to-back for one physician or combining care conferences and medication reviews can help physicians use their time efficiently.”

“Another tip for having successful care conferences includes asking the resident or family for their questions or concerns in advance of the meeting. This will allow you to solve some issues ahead of time or give you the opportunity to discuss your plans to address the issues. In using this proactive approach, the resident or family will know their concerns are being heard and the team will be able to focus on the medical side of care at the conference. If additional issues outside of the scope of the care conference come up, such as a concern about food or lost clothing, it can be delegated to the appropriate person, so you are able to move on in the agenda. It is important to ask all participants to come prepared and give them a set amount of time to speak to keep everyone on track. It can be helpful to assign roles within the meeting, such as timekeeper, facilitator, and recorder, to have a tight agenda, and to outline the meeting timeframe of 30 minutes at the start of the care conference. During the conference, focus on what has changed for the resident and ensure there is time for the physician to review the goals of care, expected health trajectory, and MOST level.”

“On the LTCL website you will find the Care Conference Toolkit, which includes twelve templates for use before, during and after care conferences. Feel free to adapt them to the needs of your care home. We hope they will help support you to organize efficient and effective care conferences.”

[Video displays how to navigate to <https://vicsi-ltci.ca/tools-and-resources/ltci-tools/>]

“In this part of our video, we’ll give you a quick run-down of the tools available in our care conference toolkit. [Video displays visual of Care Conference Index]. The first step in organizing care conferences entails gathering information on the physicians’ availability and preferences. The ‘Care Conference Physician Availability Questionnaire’ form will help you schedule the meetings at times when the physician is able to attend.”

“The next step involves notifying everyone about the care conference, so in this segment we have a number of form letters to use to invite participants to the meeting. The ‘Care Conference Family Invitation Letter’ contains an invitation template and encourages family to include any questions or concerns they wish to discuss. The ‘Care Conference Info for Families’ document can be sent out along with the invitation letter or provided at the time of the care conference. It provides family members with an outline of the care conference process, a list of the team members that will be involved and what topics they will cover, and includes some information from Island Health about the MOST form. ‘The Resident and Family Perspective’ questionnaire can also be included with the invitation letter but it can be provided at the time of the care conference as well. This document asks family to consider some questions related to the goals of care, which are useful for the Advanced Care Planning and MOST discussions with the physician. Finally, in this stage, the ‘Care Conference Notification for Physicians’ is sent to the physician or nurse practitioner to inform them that a care conference has been scheduled. It provides the date, the time, the resident’s name and requests confirmation of attendance.”

“Moving on, we enter the preparation stage. This section contains the ‘Health Care Assistant Care Conference Report’ which is a form for Health Care Assistants to provide their observations about the resident’s health and functioning and contains tips and guidance on what relevant content to include. The ‘Nursing Process & Checklist for Care Conferences’ outlines the preparation process, describes the meeting flow, covers the nurse’s responsibilities, and provides a checklist of tasks, including post-care conference follow-up tasks.”

“The ‘Care Conference Agenda Template’ is available as a suggested guideline to help the facilitator meet the goal of a 30-minute care conference. This is used during the conference and can help to keep the discussion focused, which will, in turn, help to keep the meeting within the allotted timeframe. While preparing for and participating in the care conference, it is additionally important to ensure the MOST is completed or updated. The MOST form is also available in our online toolkit.”

“After a care conference, it is important to gather feedback from all attendees so that areas for potential improvement are identified. The ‘Care Conference Family Satisfaction Survey’ can be provided to the family at the end of the care conference. It requests feedback on the family’s level of satisfaction with the meeting. Similarly, the ‘Care Conference Physician Evaluation’ and

‘Care Conference Evaluation Form for Team Members,’ can be used to obtain feedback to identify process improvements. Questions include things like what went well, whether the conference met its goals and whether the time was well spent. Finally, the ‘Care Conference Summary Sheet’ can be partially pre-filled by care home staff prior to the care conference and then can be used to take notes during the meeting and to note any discipline-specific insights and follow up actions. The completed form can then be used as a reference for updating the care plan following the conference. If you have additional questions on how to establish successful care conferences, [please contact us!](#) We’d be happy to meet with you and discuss ideas for your site.”