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## Practice Changes

*Click bullets for more information*

- Frontline home care staff are trained to identify and implement priority quality improvement projects to increase impacts on QI in the home care setting.
- Care team leaders demonstrate supportive leadership practices with health care aides by utilizing a new approach to involving them and capitalizing on their unique knowledge of residents in their care.
- Improved communication, collaboration and feedback between care team leaders and health care aides improves residents' care.
- Use of the Fall Prevention Care Map provides effective screening and referral of seniors to a fall prevention program.
- Implementation of a focused geriatric assessment and management process for seniors in the emergency department improves care and increases knowledge amongst care providers.
- Home Living Case Managers and Seniors Outreach/ Support Workers are aware of the roles each play in serving seniors in the community and are confident about when and how to refer and/or collaborate. This practice change increases efficiency, effectiveness and reach of both Home Living Case Managers and community-based Seniors Outreach Work.