



# Newsletter

Summer Edition / June 2011

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8 2012  
AGM/  
Conference

Spring is here! With the arrival of spring comes new birth, new growth and changing landscapes. This is parallel to what we are experiencing in the delivery of health care to the older adult. I had a question from a nurse who was concerned that the infection control practices and the expectation to meet accreditation standards was greatly affecting the delivery of care to the older adults he was serving. It is a great challenge to meet regulations, legislation and expectations as we provide quality client/resident/patient focused care. You all have knowledge and expertise in gerontological nursing and the health care issues of older adults. Be involved and use your voice as you balance the delivery of quality care with expectations while meeting regulations, etc. Each and every one of you can influence the delivery of quality care, use your voice and be heard!

With spring is new birth and a new GNABC chapter! I would like to extend a warm welcome to the ninth GNABC chapter. On April 12<sup>th</sup>, six nurses met in Abbotsford to form a new chapter called Mountainview. They hope this chapter will encompass Mission, Chilliwack and Abbotsford. Thanks to Dixie Irvine, President, and the new executive for organizing the chapter and providing this opportunity for nurses and others in the Abbotsford area.

GNABC has been successful in their bid to host the 2013 CGNA Biennial Conference! Thanks to Marcia Carr and Patricia Roy for presenting a very detailed and comprehensive proposal. Over the next few weeks the conference planning committee will start working with Malachite, our

## PRESIDENT'S MESSAGE

business partner, on the conference planning.

I will be attending the National conference in Mississauga in June and will be proudly carrying the flag for BC. I look forward to the exciting educational line-up and networking with people from all over Canada. Our GNABC provincial conference is September 23; hope to see many if you there.

It is membership renewal time again. Please remember to register for the upcoming year and encourage your coworkers, friends and anyone you know caring for the older adult to join GNABC. We are in the process of printing new brochures, they will be available at your chapter meetings to distribute and encourage new members.

As you work together in your teams providing care to the older adult think of this quote "Wherever there is a human being, there is an opportunity for kindness".

Respectfully submitted,  
Darlene Rogers-Neary  
President GNABC



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# Contributions Welcome

This quarterly newsletter is produced by the Gerontological Nurses Association of B.C., a society affiliated with the Canadian Gerontological Nurses Association. It is designed to provide information and support for Gerontological nurses.

Everyone is welcome to contribute. We would like your articles, viewpoints, letters, book reviews, news about workshops, jokes, anecdotes, pictures or whatever you wish to share with your gerontological nursing peers.

The newsletter is produced by our members, and is posted on our website in March, June, September and December. The cost of membership is for RNs \$65/year and includes GNABC membership, CGNA membership, and the CGNA newsletter. RPNs and LPNs membership is \$45/year for full GNABC membership.

Please send written contributions to the Newsletter Editor's email address in Word format.

Lottie Cox  
Email: [lcox@shaw.ca](mailto:lcox@shaw.ca)

## 2011 Newsletter Deadlines

July 25, 2011      April 6, 2012

November 4, 2011

Advertising rates are: 1/4 page, \$75; 1/2 page, \$100; full page, \$150. (Please send ad enquiries to the editor.)

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## Editor's Note

As summer approaches we have an opportunity to relax and recharge our bodies as well as our minds. This newsletter offers varied opportunities to enhance the nurse's knowledge of the older adult. Look for opportunities to link with nurses through e-communities of practice, attend chapter meetings, attend conferences, or read articles about what others are doing to enhance their knowledge of the older adult.

I want to bring your attention to two exciting GNABC events: the opening of a new GNABC chapter – Mountainview – based out of Abbotsford, and the upcoming GNABC conference in September.

Have an energizing summer,

Lottie Cox, RN, BSN, MHS, GNC(C)  
Newsletter Editor



# Improving Quality Geriatric Care: Skills Fair Strengthens Capacities of Community Health Workers

Submitted by Eveline LeNoble and Leslie Strong, Central Okanagan CIHS Staff Development Educators

**T**he 2011 Central Okanagan **Community Health Workers Skill Refresher Fair** was a hands-on interactive fair with the main goals to review and strengthen the skills, knowledge and confidence of the Community Health Workers (CHWs) – who are the primary direct-care providers to geriatric clients in our community home support program. The Fair was a fantastic success, with excellent participation and amazing enthusiasm from both the providers and the participants! Over 130 CHWs attended the two-day Fair, to upgrade and refresh skills in the application of compression stockings, oxygen therapy, ostomy/stoma care, urinary catheter/condom care and infection control with the geriatric population. Leslie Strong was the Lead Staff Development Educator who planned and developed the Fair, which emphasized Best Practices in these clinical skills, incorporating adult education principles and guidelines.

## Background

In the Central Okanagan, Community Integrated Health Services (CIHS), formerly known as Community Care, provides healthcare services to community clients. Approximately 200 CHWs provide personal care, respite, assigned and delegated tasks for about 600 home support clients via professionally-developed care plans. The **Community Health Workers Skill Refresher Fair** focused on areas of greatest need based on a Staff Learning Needs Assessment done earlier in the year.

## Fair Format

The CHW Skill Refresher Fair was provided at the Capri Health Center in Central Kelowna. Six skill stations were set up with interactive displays, poster boards, mock patients (or patient parts), supplies, competency checklists and quizzes and manned by professional staff. The CHWs attended for 2-hour scheduled blocks. Upon arrival, each CHW signed in, was greeted by name, given a verbal overview and a “Passport to Education”, to be initialled at each station, turned into the Educators and then returned to each learner once recorded. Upon completion of all six skill reviews, each staff member was asked to sign out and



complete an evaluation of the Skills Fair itself – helpful for future education planning.

## Adult Education Principles utilized in Fair Planning and Provision

The CIHS Staff Development Educators/Clinicians/Supervisors utilized Adult Education Principles and Guidelines in planning and providing the CHW Skills Refresher Fair in the following ways:

- 1. Adults are self-directed when it comes to learning:**
  - The Educators/Clinicians/Supervisors worked to find out the CHWs’ learning goals and objectives and how they preferred to learn through the use of a Staff Learning Needs Assessment and through feedback from other stakeholders (Managers, other Educators).
- 2. Adults have life experience and knowledge:**
  - At each skills station, the Educators/Clinicians/Supervisors drew on learners’ working experience and training and incorporated that into the teaching sessions
  - Experienced CHWs often showed newer CHWs the correct performance of skills and role-modeled asking questions and seeking clarification
- 3. Adults need respect:**
  - Educators/Clinicians/Supervisors welcomed

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# GNABC

## Chapter Reports

### VANCOUVER

Our chapter has been humming along quite nicely. We have been able to secure some very interesting speakers for this year's education sessions, which our members have been very responsive to.

In January, we had "Christmas in January" where we celebrated each other with a pizza night. We will close off the year with a dinner meeting in June at LaViletta on East Hastings. Our speakers for the evening will be Andrea Felzmann (Regional Advisor GPEP) and Kate McBride (Coordinator, VCH Sexual Health program) who will speak to us about sexuality and the elderly. This should be very interesting indeed!

The Vancouver Chapter is hosting the annual provincial conference this year. The title is "Coming of Age: Baby Boomers & the Changing Face of Health Care" and we have arranged for some pretty exciting speakers for this year's conference. Watch the website for details. Anyone wishing to volunteer their services is welcome to contact the chapter president – Susan Madlung at [susan.madlung@vch.ca](mailto:susan.madlung@vch.ca). We are looking forward to seeing you all there!!

Susan Madlung, President  
Cheryl Irwin, Newsletter  
Correspondent

### VICTORIA

The Victoria group meets the third Monday of the month, every other month, starting in September and finishing in May. This season, using a storytelling series format we explored common scenarios encountered by older adults as they age and their

health needs change. Each scenario stirred up questions, debate, and lively discussion as members shared insights and experiences.

September's storyline introduced our group to home care assessments and home care services. We were given a dose of reality about the number crunching complexity and priority algorithms that go into a client assessment. As well as a glimpse into the limitations of the health care system for older adults, we learned that at times it is necessary for Home and Community Care to sub-contract home care services to private companies in order to meet the needs of their clients.

In November, we learned about a VIHA initiative to improve the care of older adults in the emergency department. A Senior Nurse Consultant (RN) works in the ER and specializes in seniors' care. This nurse is available Monday to Friday 8-4 pm to assist in creating patient specific care plans based on best practices and recommendations from the Delirium Management Protocol for Older Adults. The protocol is a clinical order set used to guide all disciplines in managing delirium. We discussed the importance of the nurse's role in providing basic nursing care to help resolve delirium.

January's discussion focused on responding to family members who do not agree with the hospital discharge plan. Our guest speakers were a hospital case manager and a social worker who shared numerous situations and how they managed to support the family members and resolve the conflict.

The March meeting was offered to the general public as the topic for the evening was how to successfully transition into residential care. Society tells us to plan for post secondary education, career, family, and financial

planning, as well as retirement and estate planning. But what about making a healthcare plan? A panel of guest speakers addressed questions and concerns from the audience. The panel included a representative from Seniors Serving Seniors, a VIHA community case manager and a Director of Care from a long term facility. The group was given a private tour of the Piercey Respite Hotel.

May 16th is our last session before summer break. The focus of the evening will be about living with dying and end of life planning. We will be exploring the concept of taking responsibility as nurses in order to start conversing with our seniors about their values and wishes for end of life care. We will also learn how to design a more meaningful obituary to give homage to a loved one's life. Our evening will conclude with an AGM and executive elections.

Teresa McCowan  
President

### CENTRAL/NORTH ISLAND

The Central/North Island Chapter continues to grow and flourish with many new members joining all the time. We still meet at Traveler's Lodge on Nelson Street in Nanaimo on the third Monday of every month from 1700-1900 and have had to move to the larger upstairs room to accommodate our growth. We always have wonderful education/dinner sessions where we can network and share support and advice on many aspects of gerontology. Our educational sessions focused on: incontinence in older adults, psychology of aging, and community resources, to name a few. We always do a needs assessment at the end of the year to help provide interesting topics requested by our membership.

I have a tentative plan to try and organize videoconferencing for our education sessions next year to try and involve our members from other geographical areas. The Chapter will

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## Chapter Reports

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provide sponsorship for two members to attend the September Provincial Conference in Richmond. Our membership has definitely grown and we are opening our doors to all nurses who work with seniors, including residential, acute and home and community care. As well, we welcome affiliate members, students and residential care aides to attend our educational chapter meetings as we all work together to improve the quality of life of the older adults in our care.

Catrin Brodie, RN, MN, GNC(C)  
President

## FRASER VALLEY

Although 2011 did not start off with a bang things have improved. We now have a full executive at least until the AGM in May/June. Our meeting in April at which Della Roberts and Gina Gaspard presented Palliative Dementia Care, was attended by 35 people from as far away as Abbotsford. Many different disciplines were represented. I know it was the excellent presentation that brought out the people, however, as our meetings are now held at 5 pm, the nice snack provided for all was a great help.

At that time we had 27 members but thanks to Liz Ilczaszyn, GNABC President Elect we have 5 more members waiting in the wings to join for the 2011-12 year. On April 21st Mary Lou Harrigan presented Virtue Ethics. There were 16 people present and we had a lively discussion about the status of caring in our profession.

**A reminder to all** that the GNABC fiscal year ends May 31st so please pay your membership online at [www.gnabc.com](http://www.gnabc.com) 'sooner than later'. We will not change the cost for joining until CGNA changes their membership dues; this will happen with the addition of over 400 members from Ontario that have not been affiliated with CGNA until now. It is possible that next year the membership dues will be less. Wouldn't that be AMAZING. Sorry it is not a promise but a possibility.

Hope to see some of you in Toronto at the CGNA conference June 8 to 11.

Heather Hutchinson  
President



# Save the Date!!

## Aging & Quality of Life for Adults with Intellectual / Developmental Disabilities Conference

**WHEN: March 27 & 28, 2012**

**WHERE: Prince George, B.C.**

**Mark the date for this groundbreaking event  
in Prince George!**

The Prince George Community Group for Aging & Developmental Disabilities presents world-renowned speakers from the International Association for the Scientific Study of Intellectual Disabilities (IASSID) Academy for Education, Training & Research.

More information on this event will be forthcoming....

To add your name or organization to our contact list, please email:

Nancy Jokinen, MSW, PhD

Assistant Professor, UNBC School of Social Work

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**The Canadian Dementia Resource  
and Knowledge Exchange (CDRAKE) is a  
free virtual network to help you get  
connected with dementia innovation  
across Canada.**

**Share your knowledge. Learn from others.**

**Join the community...**

**<http://www.dementiaknowledgebroker.ca/>**

# Introducing Mountainview...

Submitted by Helen Esau Ho

From one end of Fraser Health to the other is at least 218 km. So if you worked at Fraser Canyon Hospital in Hope, BC, how likely would it be for you to drive and attend a GNABC meeting after a workday often located in Ladner 147 km away? While there are dedicated nurses who want education and networking they found this drive increasingly challenging - and this is how Mountainview was 'born'. Many nurses work with the older adult in acute care, community and residential within our rapidly growing communities in the Upper Fraser Valley. The desire is to support all health care professionals

in learning about the care of the older adult. GNABC meetings will be situated in the boardroom of the Fraser Health Home Health office located at 34194



Mountainview

Marshall Rd., just off the freeway in Abbotsford, BC. The meetings will be held on the first Wednesday of each month except for July, August and December. The current executive have a wealth of ideas to start scheduling valuable education and have already encountered enthusiastic responses from nurses, care aides, pharmacists and others in nearby communities including Mission, Chilliwack, Agassiz and Hope. Our first educational event will be at our September meeting. Our first meeting was held on June 1. This was a wonderful time of celebration and networking. To find out more and how you can get involved, contact Dixie Irvine at [Dixie\\_Irvine@hotmail.com](mailto:Dixie_Irvine@hotmail.com)

Dixie Irvine RN President,  
Lynn Wright RN President Elect,  
Corinna Kachkowski RN, Secretary,  
Betty Schroeder LPN, Treasurer,  
Helen Ho RN, Member at Large



Please be advised that GNABC is accepting nominations for the executive positions of:

1. Secretary
2. Treasurer
3. Newsletter Chair
4. Education Chair
5. PR/Communications Chair

Each position is for a period of two years and the job descriptions are available on line at GNABC.

Please email your interest along with a brief resume to [hhutchinson@telus.net](mailto:hhutchinson@telus.net)

GNABC is committed to maintaining excellence in the care of the older adult in BC and needs your help to make that happen.

Heather Hutchinson, Past President GNABC  
Nominating Committee Chair

## Attention GNABC members: Important Notice

The GNABC Education  
Award applications  
have been extended to

July 15, 2011:

For more information

see

[http://gnabc.com/](http://gnabc.com/education.php?Education-Awards-5)

[education.php?](http://gnabc.com/education.php?Education-Awards-5)

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## Improving Quality Geriatric Care

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participants, using names, sticking to time frames, acknowledging knowledge, skill and expertise in learners

### 4. Adults focus on goals:

- Educators/Clinicians/Supervisors shared the agenda, the learning goals and outlined the session on the advertising posters, by using Learning Passports and by providing specific clinical skill stations
- A focus on goals was also demonstrated by asking what specific goals the learners have in the Staff Learning Needs Assessment, asking learners at the stations what they most needed to know and answering questions readily

### 5. Adults look for appropriate information:

- The Educators/Clinicians/Supervisors discussed current and future resources (printed, on-line and clinical staff members) and how to access them

### 6. Adults want practical information:

- Educators/Clinicians/Supervisors explained how learners could use the content in day-to-day job situations, using phrases such as “what you really need to know with clients is...the most important thing to remember is...”

### 7. Adults need a safe and supportive environment in which to learn new content, skills, knowledge:

- Educators/Clinicians/Supervisors taught in small groups, offering encouragement, giving positive feedback and requesting evaluation of the Skills Refresher fair and activities

### 8. Adults need to be involved in deciding what to learn

- Educators/Clinicians/Supervisors worked collaboratively in choosing what content was necessary and having CHWs participate fully in the teaching and learning stations

### 9. Adults are sometimes tired:

- Educators/Clinicians/Supervisors used a variety of strategies and learning activities, providing a structured time period for learning (two-hour blocks), by being sure to start and stop on time and by building the learning period into the regular work day.

## Best Practices in Clinical Care highlighted at each Skill Station – Some Examples:

- **Application of Compression Stockings:** The Compression Stocking station was manned by a Compression Stocking Product Representative and two Home Support Supervisors. These staff members

reviewed the steps in applying and removing stockings emphasizing Best Practices.

- **Oxygen Therapy and Nebulizer Care:** The Oxygen Therapy station was manned by Respiratory Therapists (RTs) from IH and a private sector Respiratory Care company. They reviewed filling and exchanging empty portable oxygen cylinders to reinforce staff and patient safety as well as hands-on use and cleaning of medication nebulizers.
- **Ostomy/Stoma Care:** The Ostomy/Stoma Care display was manned by the Enterstomal Therapy (ET) Nurse who reviewed the steps of ostomy client assessment, skin care and applying and changing ostomy products.
- **Urinary Catheter Care:** The Nurse Educator manned the Urinary Catheter Care table and had participants demonstrate the correct steps in catheter care.
- **Urinary Condom Care:** A Home Support Supervisor and Staff Educator manned the Urinary Condom display table reinforcing Best Practices related to Urinary Condom Care.
- **Infection Control:** An Infection Control Practitioner Nurse manned the Infection Prevention and Control station with poster presentations, a hand-washing station and germ-detecting light system. The ICP Nurse discussed Best Practices in Hand Hygiene and corrected some misconceptions about Infection Prevention and Control.

## Summary

The **CHW Skills Refresher Fair** was a success in meeting the goals of reviewing & strengthening the skills, knowledge and confidence of the Community Health Workers (CHWs). Additional outcomes were evident in the suggestions of participants in the fair evaluations:

- I thought it was very informative and all my questions have been answered, I feel a lot more sure of everything, I also think it should be done yearly
- To be honest, I didn't really want to come because I thought I knew the procedures etc. Now that I came, I learned about future things coming, new changes etc, and I am very glad I came.
- These hands on learning experiences always work better and I learn by doing!

Responses – positive and negative – will be helpful in planning future educational sessions. The CHW Skills Refresher Fair was an excellent learning experience for all involved – sharing our experience and outcomes may help others in planning similar educational events.

**For further information or a list of references please contact** Eveline LeNoble at [Eveline.Lenoble@interiorhealth.ca](mailto:Eveline.Lenoble@interiorhealth.ca)



COMING OF AGE:  
The Effect of Baby Boomers  
on the Healthcare System

**Annual Conference and AGM  
Gerontological Nurses Association BC**

Sept 22, 6-9pm & Sept 23. 8.30-5pm 2011

Venue Executive Airport Plaza Inn, Richmond, BC.

Cost; Members \$135, Non-members \$145, Students \$110.

To Register visit [www.gnabc.com](http://www.gnabc.com) and follow the link