

Wexford Family Liaison Council Meeting Notes – January 16, 2024

In our Wexford Family Liaison Council meeting on January 16, 2024, our invited guest was Barbara Bickle, Nurse Practitioner at the Wexford.

Barbara Bickle has been a Nurse Practitioner since 2009 and worked on the NP Stat Team (Nurse Practitioners Supporting Teams Averting Transfers). The teams were focused on reducing transfers from LTC homes to emergency for treatment in cases where the NP could manage the care in the LTC home. This role was staffed out of the emergency departments until 2013 when the NP role became staffed through the CCAC/LHIN (Community Care Access Centre/Local Health Integration Network). There are now 22 homes that are staffed with a full time Nurse Practitioner. Barbara is the Wexford's full time Nurse Practitioner. She works closely with the Wexford doctors as a care team for our residents. One way that Barbara supports families is by attending video doctor's appointments. When it is decided that a resident needs to be transferred to hospital, the family can request which hospital they will be sent to. This is particularly important for continuity of care if the resident has previously in hospital. However, the choice of hospital may not be able to be accommodated due to the ER status. When a resident is in hospital, Barbara keeps in touch with the hospital to discuss treatment plan at the hospital and what will be needed when the resident is returned to the Wexford.

We had a good discussion about the admission day process. One family raised their concerns after their recent experience on the admission day for their family member. The process took all day with many tests, examinations and a long line of people who needed to meet with the family and the resident. Following our discussion, we agreed that there is room for improvement to make the process less overwhelming for both the resident and the family. Grace Arnedo and Barbara Bickle are going to review the current admission process to look for opportunities for improvement. Grace will also reach out to her counterparts in other LTC homes to find out how they handle admissions to see if there are some examples of possible changes that we could consider.

In summary, the Barbara Bickle, Nurse Practitioner, works together with families and doctors to ensure excellent care for our residents. Families should work together with the care team and keep the communication open. If you don't feel your resident is getting the care you expect, please discuss your concerns with the Charge Nurse, the Nurse Manager and/or the Nurse Practitioner.

Our next meeting is scheduled for Tuesday, February 20 starting at 2 p.m. in the Boardroom and via Zoom. Our invited guest is Albina Lynnyk, the Wexford Dietitian. This is an opportunity for families to learn about the role of the Dietitian at the Wexford. Linda will send out a reminder one week ahead of the meeting.

Regards,

Linda Strome and Barbara Retz

Co-Chairs, Wexford Family Liaison Council

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