

PURPOSEFUL INTERACTION

Purposeful Interaction, also called purposeful rounding, is the practice of seeing to the needs of long-term care residents within a prescribed amount of time, improving resident safety and satisfaction while ensuring better clinical outcomes.

Invermay Health Centre - Purposeful Interaction

A team of Sunrise employees and a family member of one of the residents at the Invermay Health Centre, came together recently to focus on how they could ensure that every interaction they made with their residents was a purposeful one. On Thursday, September 17, 2015 the team shared their dedicated work with the rest of the region at a report out.

Some of the things the team did to help staff understand the need for purposeful interaction (also called purposeful rounding) was to put on a skit of a staff/resident interaction that was far from ideal in order to make a point of what interactions that were not purposeful looked like for the resident. They also provided the staff with pocket cards that they had developed as a reminder to be purposeful. On one side of the card is the statement *Smile, be Positive* and a reminder to *Be Purposeful* when asking the resident how they are doing, if they are comfortable, do they have any pain and do they need to use the washroom. The other side of the cards reminds the staff member to always ask *"Is there anything else you need?"* before leaving the room. The team found that staff did not always use the preferred name of the resident during their interaction with them. Names are very important and help the resident to feel comfortable and at home. An example would be using the name "Debbie" when a resident prefers to be called "Deborah". As a result, the Recreation Department is changing resident name plates to reflect the name that the resident wishes to be called.

June Royale was one of the team members and is the daughter of a resident at the Invermay Health Centre. June said that, "The four P's are really important and help to maintain the resident's dignity." Initial audits by the team found that the use of call bells had declined by 30% since implementing purposeful interaction. The team believes this reflects that the residents are now having their needs met during their regular, and now purposeful, interactions.



Above: Faye Jack, Health Services Manager for Invermay Health Centre



L-R: Juliette Franke, Teena Knight, Faye Jack, Jennifer Richardson, Joanne Bodnar, Maria Bugiera. Missing is June Royale