



PACE Exchange Scenario One: On the Frontlines

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Frontline clinicians are often the face of the healthcare system. Demands are increasingly placed on front line clinicians to provide evidence-based care, implement best practices, and ensure that family care is provided in a family centred manner. Frontline clinicians are challenged to balance all three of these elements every day.

How can frontline clinicians leverage family centred care to positively impact practice?

<p>1. Discuss the case in your group and identify the issue.</p> <p>Issue between task and care Needs based on the person in front of you rather than from a prescribed list of demands Should be viewed as a whole rather than 3 different aspects Becomes a task rather than a mission or a passion Time to share with interprofessional practices who and what decides what matters and what is the "best practice"</p>		
<p>2. If we could improve the situation, what specifically you would like to improve?</p> <p>Tailored approaches Room for flexibility Avoid the red tape if possible They need to be connected and united so it wouldn't feel like so much of a task Communication- more time to connect with other professionals on a regular basis. Access to information (all of it)</p>		
<p>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</p>		
<p>3a) Action 1: What you will do? Professional development : What informs our practice?</p>		
<p>When? Upon hiring, Continued education</p>	<p>Who will you engage? Front line workers</p>	<p>How? Professional development workshop, Mentoring</p>
<p>3b) Action 2: What you will do?</p> <p>Encourage interpractice exchange... not bear all of the patient's caseload on their own (Teamwork, ask for help, access to information etc.)</p>		



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When? continually during patient care	Who will you engage? front line workers other professionals families	How? discussions exchanges team meetings
3c) Action 3: What you will do? Provide clear information about what services can be available (Be that person who stands outside the box-- be the champion)		
When? continually	Who will you engage? families and caregivers	How? Reflective practice to tailor our approach
4. How will we measure success? family survey frontline survey comment cards team meetings assess outcomes - observations, comments, videos		

Thank you for lending your voice to the PACE Forum!