



Ontario
Long Term Care
Clinicians

Saturday, October 2, 2023

THE WIN-WIN: 360 DEGREE REVIEW OF LTC CLINICIANS

WORKSHOPS 105-21 10:45 – 11:45 AM
 109-21 2:00 – 3:00 PM



Faculty/Presenter Disclosure

Faculty: **Fred Mather**

Relationships with financial sponsors:

Grants/Research Support:

- No

Speakers Bureau/Honoraria: OLTCC

- Yes, Medical Director Course

Disclosure of Financial Support

None

Potential for conflict(s) of interest:

- **Fred Mather** receives honoraria from OLTCC for presenting

Mitigating Potential Bias

NO BIAS IN ANY PRESENTATIONS

Faculty/Presenter Disclosure

Faculty: Rhonda Collins

Relationships with financial sponsors:

- **I am a salaried employee of Revera Canada, a for-profit LTC operator**

Disclosure of Financial Support

Potential for conflict(s) of interest:

Rhonda Collins has received honoraria from OLTCC for moderating and presenting the Community of Practice and Medical Director Course

Mitigating potential bias:

There is no bias to mitigate

360° Review Process Objectives

By the end of this session participants will be able to:

1. Describe the value of multimodal feedback in the LTC setting
2. Identify how the CanMEDS role of communicator, collaborator, and professional pertain to LTC clinicians
3. Describe how the 360-degree review promotes educational and quality improvement initiatives
4. Apply the knowledge learned to create a 360-degree process in their LTC home





Questions

1. Do physicians and medical directors require feedback on their performance?
2. What is your experience performance evaluations, or other forms feedback?
3. Invite experience that they may have from other areas of practice or work.



COLLABORATOR

COMMUNICATOR

PROFESSIONAL

Roles in the physician's
workplace performance

Pilot



SUNNYSIDE

Not for profit municipal home.
Operated by the Region of Waterloo.
Medical Director, Director of Care

REVERA

Large for-profit owner-operator of LTC
and Retirement Homes
Operate LTC in 4 provinces
Chief Medical Officer

COLLABORATION



FOR THE WIN

Collaborator



SUNNYSIDE HOME

- Is an effective member of the care team
- Supports professional development of other health care providers
- Seeks input from other health care providers

REVERA

- Collaborates with physician colleagues
- Support professional development of other health care providers
- Seeks input from other health care providers
- Participates effectively as a member of the health care team
- Includes the resident and family as part of the care team and encourages shared decision-making

YOUR LACK OF COMMUNICATION



DISTURBS ME

Communicator



SUNNYSIDE

Listens to concerns of residents, families, HCPs

Participates in interdisciplinary and family meetings

Explains care plan to residents, families, SDMs

REVERA

Communicates effectively with residents and their families

Communicates effectively with members of the team

Participates effectively in resident care conferences

Listens to concerns of staff

Communicates effectively when transferring care to on-call physician/NP

**I DON'T ALWAYS ASK
MY EMPLOYEES HOW THEY ARE**



**BUT WHEN I DO, I WALK
AWAY BEFORE THEY ANSWER**

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Professional



SUNNYSIDE

Attendance for care is reliable and adequate

Shows respect for residents and staff

Clinical care is knowledgeable and thorough

REVERA

Attends the Home not less than once per week at a scheduled time, that is mutually agreeable to the health care team

Ensures that another physician will provide regularly scheduled visits during absences and communicates this information to the Medical Director and Executive Director/Director of Care

Exhibits professional, ethical and respectful behaviour to residents, staff and colleagues.

Gives priority to urgent requests related to resident care

Recognizes own limitations



QUALITY IMPROVEMENT INITIATIVES

- Greater involvement of PSWs in clinical rounds and education.
- Develop guidance for virtual care.
- Involvement of clinicians in committees or other home initiatives.



Physician Development

Meaningful feedback

Objective and measurable

Aligns with contracts

Aligns with CPD requirements

Aligns with ethical standards

Self-assessment component

Non-punitive

Focused on self-improvement

Confidential

Constructive dialogue

Realistic goals-setting

Aligning with Recommendations

ONTARIO'S LONG TERM CARE COVID COMMISSION

Recommendation 55

The Ministry of Long-Term Care and the Ministry of Health must work with the College of Physicians and Surgeons and the Ontario Medical Association to create a *system of formal oversight* for long-term care home Medical Directors

FIXING LONG TERM CARE ACT

For the purposes of clause 78 (3) (b) of the Act, the Medical Director has the following responsibilities and duties:

1. Development, implementation, *monitoring and evaluation of medical services*

Feedback:

	A great deal	A lot	A moderate amount	A little	None at all
Did you find it helpful to have feedback from multiple sources including non-physicians	66.6%	33.3%	-	-	-
Was the self-evaluation helpful in identifying areas of strength and opportunities for improvement	-	100%	-	-	-
Was the chart audit feedback helpful?	-	66.6%	33.3%	-	-
Based on your evaluation, would you feel confident evaluating your peers using this tool?	33.3%	33.3%	33.3%	-	-

Summary

Satisfaction with process

Opportunity for growth

Aligns with Quality Improvement initiatives

Team feels empowered

Questions?

