

My life in a petri dish – CH as a living lab

Research Day Objectives:

Showcase research utilizing living lab concepts

Demonstrate next steps and identify required supports to apply concepts of living lab.

Oral presentation

**Title:** Growing the capacity to manage responsive behaviours: from living lab to organic reality

**Learning Objectives:** Participants will learn about (1) a best-practice assessment framework (P.I.E.C.E.S.©) introduced to care staff in a living lab at Covenant Health and other care partners to support the delivery of person-centred care when managing aggressive responsive behaviours (RBs), and (2) an implementation strategy to spread and sustain best practices beyond the lab into living reality.

**Background/Context:** Responsive behaviours are variable responses to an individual's environment that are disruptive to the person exhibiting the behaviour as well as to those around them. These often arise as a result of congenital or acquired conditions, mental health conditions or addictions, or neurocognitive disorders. Within Covenant Health, among its care partners, and throughout the continuum of care, managing RBs is an increasing concern; doing so using best practices and from a person and family-centred perspective is an imperative.

**Design, Implementation, Evaluation:** Capacity-building of regulated and non-regulated care staff to manage RBs through application of the P.I.E.C.E.S.© assessment framework was undertaken in select acute care, supportive living and long term care facilities. Initial education and training was provided, followed by in situ application of learnings through huddles and learning circles, and maintenance of fidelity to the best practice using ongoing learning strategies. The National Implementation Research Network (NIRN) Framework and tools were examined by practitioners and senior leaders during working group sessions (twice a month for 4 months) to consider ways in which NIRN tools might support successful implementation, sustainability and spread of P.I.E.C.E.S.© best practices.

**Results/Outcome:** P.I.E.C.E.S.© as a best-practice assessment framework has been demonstrated to be effective in supporting person and family centred-care delivery, facilitating improved relationships between client's and care staff, enhancing team collaboration and improving client outcomes as regards the management of complex needs and RBs. The opportunity to enhance its adoption through use of the NIRN framework can enable successful implementation, sustainability and spread of the best practice. Where an intentional, explicit and systematic approach to implementation was undertaken (such as that outlined in the NIRN framework), initial adoption of best

practices was success, and sustainability and spread was supported. Where this was not the case, efforts to move best practices from the bench of the living lab to the broader bedside were significantly compromised.

**Presenters:**

Ashley Pike, Post-Doctoral Fellow, Department of Occupational Therapy, Faculty of Rehabilitation Medicine, at the University of Alberta.

Suzette Brémault-Phillips, Assistant Professor, Department of Occupational Therapy, Faculty of Rehabilitation Medicine, at the University of Alberta.

Mary Roduta-Roberts, Assistant Professor, Department of Occupational Therapy, Faculty of Rehabilitation Medicine, at the University of Alberta.

Steven Friesen, (acting) Manager, Quality & Resident Safety, Bethany Care Society

Lynne Moulton, Senior Leader, Clinical Consultation, Continuing Care Psychiatric Consulting Service  
Continuing Care - Facility Living, Alberta Health Services

Jeanne Weis, Research Associate, University of Alberta, and Policy, Practice and Research Consultant,  
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