



Durham Region
Celebrates **50 Years!**



Emotional Model of Care Pilot Project

Long Term Care and Services for Seniors

Overview

- Background
- Importance
- Literature Review
- The Project
 - Goals and Objectives
 - Governance
 - Partnership
 - Project design
 - Phases & Timelines

Background

- Highly regulated, organized, and task-driven
- Structured framework of daily activities
- One-size-fits all approach
- Focus on policies, procedures and regulations
- Call to Reimagine how care is delivered in the LTC Sector



Significance/Importance

Divisional Survey Results (Residents & Families)

- 83% satisfied with general care and services

Growth Opportunities

- 61% were satisfied with Food & Mealtimes
- 49% were satisfied with social life
 - Connect with other residents
 - Share their life stories with staff
 - Explore new skills and interests
 - Favorite foods
 - Engage in meaningful activities, especially on the weekends.
- 58% felt that staff were caring
 - Highly the importance of empathy and compassion

Literature Review

- Emotional-based approach to care (Culture Change Model)
 - Home-like environment that promotes social interactions, independence, and a sense of purpose for residents (OLTCA, 2023)
- LTCHs across the GTA have implemented an Emotional-based Model of Care
 - City of Toronto – Care TO
 - Peel Region – Butterfly Model
 - Chartwell – Imagine
 - Baycrest – Possibilities
 - The Village of Taunton Mills – Eden Alternative



Literature Review

Innovative Models of Care

Three common models of care have emerged: [Butterfly](#), [Eden Alternative](#), and [Green House Project](#)

Common Elements

1. Person-directed care
2. Meaningful relationships
3. Staff education/training on culture change, empathy and compassion
4. Home-like environment and access to the outdoors
5. Purposeful activities
6. Flexibility in daily schedules

Literature Review

Reported Benefits

- Increase in resident activity levels and social activity
- Improved satisfaction with care and services
- Improved health outcomes
- Improvement in workplace environment
- More time spent with residents



Literature Review

Why our own Model?

- Evidence-based practice
 - Recommendation for customized Care Models in LTCHs
 - The cookie-cutter model of care may not be suitable
 - Elements from various models can better meet the needs of the population served
 - Other LTCHs customized models
- Factors we are considering
 - Demographics and cultural background of residents
 - Level of care required by residents
 - Available resources and staffing levels
 - Physical and environmental factors of the LTCH

The Project

Emotional Model of Care Pilot Project

Project Aim: By December 31, 2025, we aim to create and test a care model that will improve residents' social lives, quality of care, and services.

Expected Outcomes:

1. Improved resident, families and staff satisfaction with care and services.
2. Improved health and social outcomes for residents
3. Identification of barriers and facilitators to implementing the Emotional Model of Care divisional-wide.

The Project

Governance Structure

- The Steering Committee
 - Senior Leaders
- Divisional Advisory Group
 - Residents, families, staff (various disciplines) from each home
- Project Team at Lakeview Manor
 - Project Lead – Claire Doble
 - Interdisciplinary team (15) members
 - Adhoc – Training Team



The Project

LTC Strategic Pillars and Core Principles

Pillar One: Care and Service

- Relationship
- Purpose
- Collaboration
- Engagement

Pillar Two: Embracing Innovation

- Adaptability
- Home-Like Environment

Pillar Three: Workplace Excellence

- Diversity, Equity, and Inclusion
- Empowerment

The Project

Partnerships & Collaboration

- CAO's Office
 - Innovations
 - City Studio - Research
 - Communications
 - Engagement
 - Diversity, Equity, and Inclusion
- Ontario Tech University
 - Research Proposal
 - Stakeholder Engagement



The Project

Project Design

- Participatory Action Approach
 - Bottom-up approach
 - Collaboration and inclusiveness, and empowerment
 - Co-creation of practical, impactful solutions from stakeholders
- Plan-Do-Check-Act (PDCA) Framework
 - Continuous Quality Improvement approach
- Data Collection
 - Focus Group Sessions
 - Interviews
 - Surveys

The Project

Phase 1: Plan (Dec 2023 to Aug 2024)

- Pilot home selection (Lakeview Manor).
- Stakeholder engagement.
- Establishing change ideas and goals.

Phase 2: Feasibility Test (Sept to Dec 2024)

- Feasibility Testing on one Resident Home Area

Phase 3: Evaluation (Jan to Feb 2025)

- Evaluation of Feasibility Test.

Phase 4: Implementation (Mar to Dec 2025)

- Home-wide implementation
- Evaluation & final report



Questions

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