



Values-Based Elder Care: Designing and Aligning Systems of Care for Older Adults

Presenters:

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Workshop:

To raise awareness of the ways in which system and organizational characteristics or culture affect client outcomes and to learn how this can be addressed in a way that improve the efficiency and effectiveness of care both within organizations and at a systems level.

While funders may think about care services as something provided, clients experience care. It is relational. The characteristics of care are informed not only by the caregiver's skill and judgment, personal and professional values and beliefs but also the organization and system values, resources, and belief systems that set the context in which the care is provided. The way the client experiences this can diminish or empower them.

This interactive workshop incorporates the principles of design thinking and offers an innovative approach to the development of a continuum of services for elder care. There are four components to this approach: A defined set of values must inform decision-making and behaviour; Mental models must be shared and made explicit among front-line and system actors; Policies, incentives and resources must be aligned with the values, informed by the mental models held within and across organizations and their funders; and leadership must be shared. The result is organizational and system coherence animated by a system-wide culture that supports clients effectively and achieves organizational and system efficiency by providing the right care, at the right time, and at the right place.

We will share research identifying the characteristics of the relationship between caregiver and client that result in positive client outcomes. We will also highlight the organizational and system-level values, policies and incentives that provide the foundation for such a person-centered integrated care model. Together, participants will explore how utilizing this approach can lead to a downward substitution strategy for residential institutionalization while responding to the care preferences indicated by most older people. Participants will be able to relate the workshop content to their own context through group work and dialogue. The approach is applicable at a system as well as organizational level.