

Waterloo Wellington PLC – Feb. 23, 2016

Fishbone

Difficulties around Engaging Clients and Families

Policies/Procedures

- Lack of policies around engagement
- Lack of client/family representation on committees
- Privacy legislation can be a barrier
- Procedures not made clear to clients/families on how to engage
- **Determinants of health can influence whether or not clients/families engage*******
- Spam legislation prevents contact through mass emails
- Need process to make client/family input 'count' – not just lip service

Tools/Equipment

- Need tool to assess client/family engagement preference
- Need multi media approach to client/family engagement
- **Insufficient resources to make meaningful changes clients ask for*******
- Computers/technology can actually prevent engagement
- **Need meaningful and flexible tools*******
- Reaching the 'client/family' to get their input/perspective

Staff

- **Lack of staff time to engage clients******
- **Skills to facilitate engagement (how to)*******
- Difference in cultures between services re: responsiveness to client needs when client/family engages with service they feel responds – they connect a lot about many things – time required*****
- **Too busy dealing with issues to engage in a more positive way*******
- **Engagement is often more reactive than proactive******
- Lack of clarity around the staff's role in engaging client/family
- Fear there will be more follow ups required if we engage people who didn't complain – might make additional demands

Client

- **Family dynamics, disputes/power struggles carry over into care/feedback*******
- Role within the family – not knowing they ask questions and/or give feedback
- Client/family not knowing when to engage
- Client/family could have multiple concerns therefore feeling overwhelmed and not knowing where to start
- **Families burnt out with caregiving- when given opportunity for respite do not want to discuss loved one or just no one willing to be engaged*******
- Authentic feedback – how to deal with biases both positive and negative
- **How to handle a mismatch in client and caregiver perspective and wants***
- Language/cultural barriers
- Lack of time to fully educate clients who have dementia and need more reiterations
- Family members put clients at risk*
- **Fearful of what they may find******
- Finding clients/family who are willing to participate – lack of time

