

# The IDEAL Study

September 2015  
Interim Report

## INVITING DIALOGUE ON EXPERIENCES OF ACTIVE INVOLVEMENT IN LTC (IDEAL STUDY):

PERSPECTIVES OF RESIDENTS,  
FAMILIES AND STAFF

## INVITATION TO PARTICIPATE IN A NURSING RESEARCH STUDY

For more information  
please contact:

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Are you a resident,  
family member, or staff  
member at this care  
facility?

We are doing a study to  
learn more about how  
families are involved  
in long-term care facilities.

If you choose to participate  
you will be interviewed at a  
time and a place that is  
convenient for you.

You will receive a \$10 gift  
card in appreciation for your  
time.

Recommendations from this  
study will help inform  
policy and practice in  
long-term care facilities.

Funding Provided by:  
The Canadian Institute of  
Health Research (CIHR)



Version 3: April 3, 2014

## About IDEAL

The IDEAL Study is a four-year project, which began in 2013. Data collection started at Site 1 in April 2014 and is ongoing until September 2015. Two more long-term care facilities will be included in the study before its conclusion in 2017.

## What is the purpose of the study?

We are collecting information for the study through interviews and spending time at participating facilities. We will be at three different LTC facilities over the course of the study.



**1 urban not-for-profit  
LTC facility**



**1 urban mixed  
private/not for profit  
LTC facility**



**1 rural not-for-profit  
LTC facility**

The aim of this study is to gain a better understanding of how families, residents and staff work together in long-term care facilities.

The IDEAL study seeks to understand the ways individuals work together in long-term care facilities through learning about the experiences of **residents**, **family members**, and **staff**. This understanding will help inform policy and practice in this area.

## *Why is the study important?*

- In Canada family members contribute over **44 million hours** of care work in LTC facilities, but are often absent from research that informs and shapes policy and practice.
- By 2038, families are expected to be contributing over **107 million hours** of care work in LTC in Canada.
- There is a marked need for an in-depth examination of the negotiation and sharing of care responsibilities among **family members, residents and staff** in LTC to improve the safety and quality of care in this sector.



Dr. Jennifer Baumbusch



Denise Beaton

## *Who are the researchers?*

### **Principal Investigator:**

Dr. Jennifer Baumbusch, *Associate Professor, School of Nursing, University of British Columbia*

### **Co-Investigators:**

Dr. Deborah O'Connor, *UBC School of Social Work*

Dr. Alison Phinney, *UBC School of Nursing*

Dr. Paddy Rodney, *UBC School of Nursing*

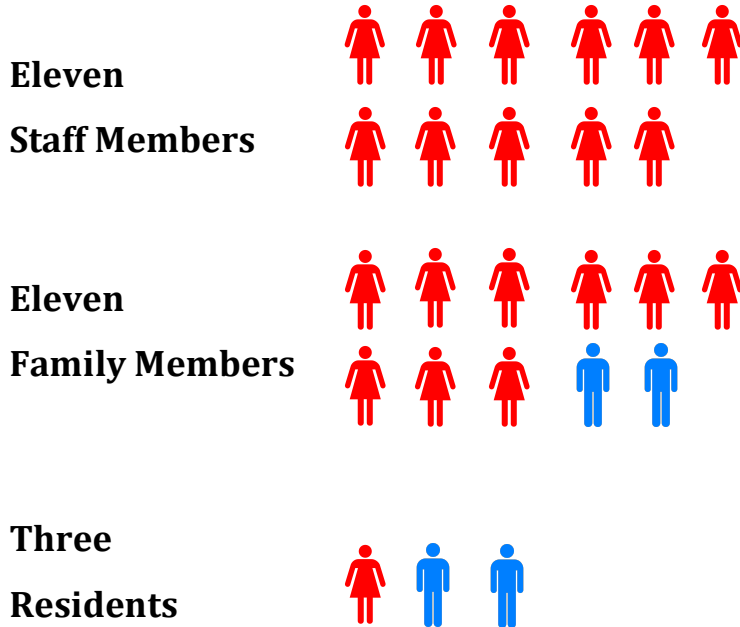
Dr. Cathy Ward-Griffin, *University of Western Ontario School of Nursing*

### **Graduate Research Assistant:**

Denise Beaton, *MA Student, Simon Fraser University*

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## Who participated in the study at Site 1?



**24 hours of interviews**

**85 hours of participant observations**

### What themes emerged at Site 1?

Some themes that were repeated throughout the interviews and observations are stories about the **process of moving in** to Site 1 – either from another facility, from home, or from the hospital; the **negotiation of care** between formal (staff and paid caregivers) and informal (friends and family members) caregivers; and safety concerns around **resident to resident aggression**.

### Positive Feedback at Site 1:

**Family members** said staff are friendly and skilled at their jobs, with many going out of their way to be compassionate and/or helpful.

“ They treat him like he's their family, not like it's a job. ”

**Residents** said the meals are good, especially when the kitchen features different ethnicities of food on the menu – e.g. Greek, Mexican, Italian, etc.

“ It turned out to be very nice for a change, just to change it [the food]. ”

**Staff** said they cherished their relationships with the residents:

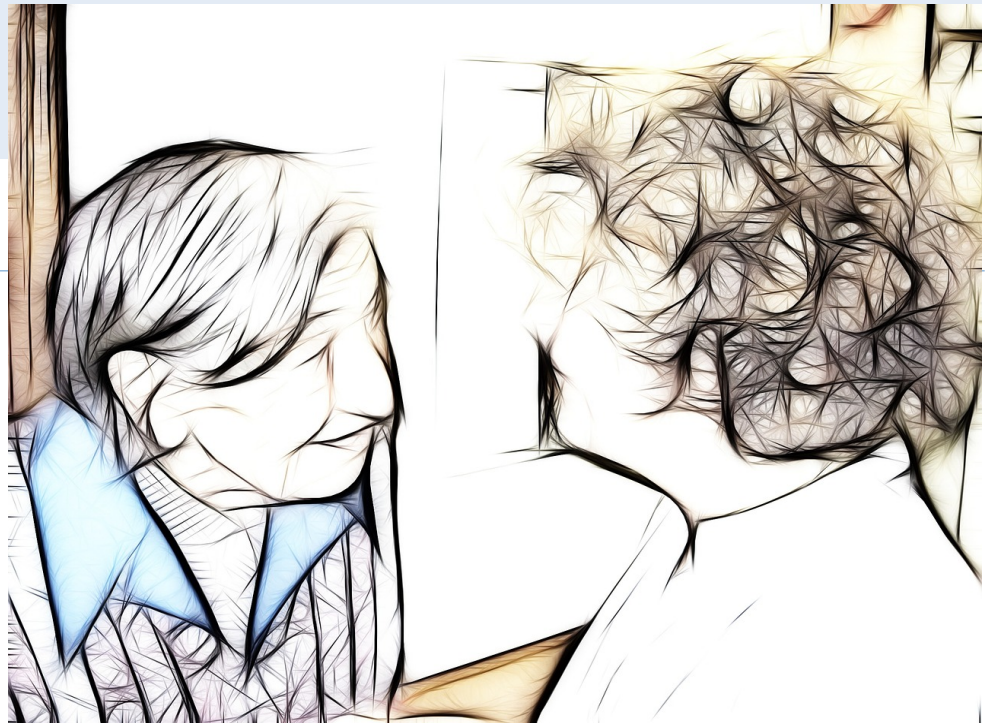
“ I think it's respectful, but I think it's friendly... You know, sometimes we'll kind of do a little dance together, and they love it, and it makes us smile. ”

### Potential Areas of Improvement at Site 1:

Almost all residents, family members and staff said that communication, frequency of activities, and staffing levels could be improved. Concerns were expressed around feelings of safety, low levels of support on the weekends, isolation, and lack of knowledge/training available.

## Next Steps

- Data collection at Site 2 and Site 3
- Presenting research findings from Site 1 at the Canadian Association of Gerontology conference (October 2015) and the Qualitative Health Research conference (October 2015)
- Publishing papers on the research findings from Site 1 in relevant Canadian journals
- Developing and providing educational seminars for family caregivers in LTC facilities



*Stay tuned for  
IDEAL study  
updates from  
the upcoming  
Site 2 & Site 3!*

Further questions about the study? Contact us!

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