

Appendix 1.3. Answer Key

Care plan	Scenario	Action	Team Member	Team Member	Team Member
1	Mrs. White has broken her leg and can no longer come in each day to visit her husband. She has been calling the nursing station 4 times a day and telling team members in a raised voice that her husband is not being fed enough. Mr. White's meal plan and intake have not changed since his wife broke her leg.	<p>Most Collaborative Option B: Contact Mrs. White and give her an update. Ask how the team can support her while her leg is healing.</p> <p>Least Collaborative Option C= loose \$10,00</p>	Social Worker: I would be happy to see if there is something troubling Mrs. White and report back to the team.	Nurse: I'll speak with Mrs. White and we can mutually come up with a specific time each day where we can speak for 5-10 minutes.	PSW: I'm happy to monitor Mr. White's food intake in a log and report it to the team.
2	Rajinder, Mrs. Aliwani's son, shares how angry he is that team members are not taking his mother to her favourite programs anymore. Starting last month, Mrs. Aliwani, who is living with dementia, yells "get me out of here" each time she is brought to the recreation room.	<p>Most Collaborative Option A: Discuss options for alternative activities with the team and son.</p> <p>Least Collaborative Option E = loose \$10,000</p>	PSW: I could offer to start Mrs Aliwani on her exercise routine and put on the music of her choice before I start getting the residents for lunch.	Recreation: I can provide the family with alternative options of activities that suit Mrs. Aliwani's preferences and hobbies.	PT: I can help create an exercise plan for Mrs. Aliwani.
3	After returning from a winter away, the daughter of a resident living with advanced dementia says she is shocked by her mother's appearance. She asks "Where's her makeup? Have you taken her to the hairdresser? Don't you understand how important it is to my mother that she looks her best?"	<p>Most Collaborative Option B: Offer to meet with the resident's daughter to discuss what makes her mother feel beautiful, and how to apply it to the care plan.</p> <p>Least Collaborative Option A = lose \$10,000</p>	Social Worker: I can provide the residents daughter with psychosocial support to help her cope with her mother's decline.	PSW: I can discuss with the daughter about what makes her mother feel beautiful, and use it to improve her care plan.	Nurse: I can update the resident's care plan to include a log for keeping track of her grooming appointments.



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4	Over the last month, a resident with moderate dementia continues to want to attend his weekly outing to church, however, he refuses to wear a suit. After informing the family of this, they continue to insist that he be dressed in a suit for church.	<p>Most Collaborative Option D: Invite the family members to come in ahead of time Sunday morning to assist the team with dressing the resident.</p> <p>Least Collaborative Option E = lose \$10,000</p>	<p>PSW: I can help show the family strategies to make dressing easier for the resident.</p>	<p>Nurse: I can talk with the family about how the resident's cognitive impairments may be changing his preferences and abilities around dressing.</p>	<p>DOC: I will start the conversation around quality of life and the importance of staff not forcing him to dress in a suit against his wishes.</p>
5	Within the last two weeks, George has yelled and hit staff during care. When this occurs, his roommate, Peter begins to cry. As a result, Peter's family has called the Ministry multiple times insisting that Peter be moved to a private room. The home only has double occupancy rooms.	<p>Most Collaborative Option D: Invite the family to meet with the team to discuss available options to improve Peter's situation.</p> <p>Least Collaborative Option A = lose \$10,000</p>	<p>Nurse: I can coordinate a team approach to exploring why George is showing protective behaviours during care.</p>	<p>Recreationist: I can help make an activity plan to redirect Peter's attention until George is more comfortable during care.</p>	<p>DOC: I can invite the family to discuss what room options are available and explore sustainable solutions together.</p>
6	Every day, Mrs. Wong, arrives just before noon and insists the PSW stop taking other residents to lunch and toilet her husband instead. The PSW routinely toilets Mr. Wong 15 minutes before lunch as per his care plan.	<p>Most Collaborative Option A: Encourage Mrs. Wong to meet the PSW 15 minutes before lunch to be part of his toileting routine.</p> <p>Least Collaborative Option E = lose \$10,000</p>	<p>PSW: I would continue to support Mr. and Mrs. Wong by toileting him before bringing the other residents to lunch.</p>	<p>Physician: I will reassure Mrs. Wong that there will be no harm in toileting him 15-20 minutes before lunch.</p>	<p>Nurse Manager: I would discuss with Mrs. Wong how to best use the resources we have.</p>



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7	A daughter has threatened legal action against the long-term care home for losing her mother's hearing aids for the second time. Her mother has advanced dementia and aphasia and cannot tell the team where they are.	<p>Most Collaborative Option D: Bring the team together to create a follow-up plan with the family.</p> <p>Least Collaborative Option C = lose \$10,000</p>	<p>PSW: I can help the team carry out the follow up plan by searching for the hearing aids.</p>	<p>Housekeeping: I can help the team direct their search, carry it out and ask if anyone saw the hearing aids in an unusual place.</p>	<p>DOC: I would facilitate the discussion with family and team members, and support creative thinking and respectful sharing.</p>
8	A resident has become more unstable on his knees, putting him and the staff at risk for falls when transferring him to a kneeling position for his prayers. The resident's brother, who is the Power of Attorney (POA), asks that his brother continue this life-long practice of kneeling anyways.	<p>Most Collaborative Option B.: Suggest that the team, including the family and resident, meet to develop a falls prevention plan.</p> <p>Least Collaborative Option E = lose \$10,000</p>	<p>Physio: I would be happy to assess him for safe transfer and positioning on his knees.</p>	<p>Spiritual Care: I welcome the opportunity to discuss how the resident's current spiritual practice can include safe transfers.</p>	<p>PSW: I would assist the resident in the safest way possible, after learning from the team how to do that.</p>
9	One day, a resident's sister, who acts as Substitute Decision Maker (SDM), promises to bring him beef ribs as this is his favourite meal. She informs the staff, "it is just this once for his birthday." Recently, the resident has been coughing more frequently during meals and the team is concerned he might choke while eating the ribs.	<p>Most Collaborative Option E: Explore options with the resident's sister to offer him an enjoyable and safe birthday meal.</p> <p>Least Collaborative Option A = lose \$10,000</p>	<p>Dietician: I could explain the team's recent concerns about the resident coughing when he eats solid foods and explore possible ways to prepare the ribs for him to enjoy them safely.</p>	<p>Nurse Manager: I would request that the dietician speak with the resident's sister, and ask the physician to consider a referral for Speech Language Pathology (SLP).</p>	<p>Physician: I would make a referral to Speech Language Pathology (SLP) to reassess swallowing.</p>



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10	<p>A husband confided his guilt to the team that he is too weak to take his wife outside to get fresh air.</p> <p>He wishes he could afford to hire a private caregiver to take her outside.</p>	<p>Most Collaborative Option D: Ask the husband to come in and offer his insight on how to optimize his wife's leisure plan.</p> <p>Least Collaborative Option C = lose \$10,000</p>	<p>Recreation: I would work with the husband to review and add options to his wife's leisure plan.</p>	<p>Volunteer Coordinator: I would try to find a volunteer who is a good match for his wife and who can take her outside sometimes when he can't.</p>	<p>Social Worker: I would meet with the resident's husband to talk about his feelings of guilt and how they could be addressed.</p>

