Waterloo Wellington LTCH Linkages **

REQUEST FOR SERVICE GUIDE Consultation **Request for Service Received** Arrange to meet with management to discuss ways to improve performance More discussion required **Ouestions to determine if education or consultation is required: Education** Organizational readiness for education 1. What triggered your request today? planning-Clarify and document. 2. What do you want the staff to do differently? Do staff know what is expected of them? How do they know? 4. Do staff feel and/or know there is a need for a change? 5. We all know staff time and shortages are a challenge; is there anything What is the change you are looking for? else that could be an issue or concern? 6. If changes are needed, how will management support a practice change? What consideration have you given to time, staff coverage, equipment, enabler, champion? **Target Audience?** Are there What resources are **Management support** > For staff economic costs to needed? (e.g. P & P? Mentoring consider? documentation tools?) **Feedback** For the idea

How will we know we have achieved the goal? Do we need baseline information before the education?

What will you do to help sustain this learning? (e.g. orientation, annual review...)

For evidenced-based change

^{**} A Collaborative of Pyschogeriatric Resource Consultants, Hospice Palliative Care Consultants, Stroke Strategy Coordinators, Infection Control Consultant, the Geropsychiatric Community Education Program (GCEP), Alzheimer Society Public Education Coordinators, Elder Abuse Response Team/Seniors Offering Support, LTCH Outreach Nurses, LTC Best Practice Coordinator, MAREP & SHRTN Library Services