

TRANSCRIPTION

Video: Témoignage de chargée de projet et chef d'unité OPUS-AP - Mme Carole Leblanc

[0:00:00] (Logo) OPUS-AP
OPTIMIZING PRACTICES, USES,
CARE AND SERVICES - ANTIPSYCHOTICS
(LOGO)

Gouvernement du Québec

[00:00:06] Reducing antipsychotic use in seniors through basic, non-pharmacological approaches is possible!

[00:00:09] The approach seen through the eyes of a unit head and project manager

[00:00:10] Carole

Unit head and project manager

CHSLD Gertrude-Lafrance

CiSSS de la Montérégie-Centre

[00:00:16] So, Carole Leblanc

[00:00:15] In phase I, I was a unit head in Montérégie, and now I'll be the project manager for phase II. I'm also the coordinator for long-term care centres for another organization.

[00:00:28] The OPUS project led to other approaches, formalized other approaches that were being used, but in a common language.

[00:00:38] So, it was very rewarding to know whether we were overseeing the decision-making process, doing the validation, diversion strategies, doing refusal management.

[00:00:52] All the terminology determined a common way of doing things for the entire team.

[00:00:59] And when it came to the basic approach, it wasn't limited simply to being polite to the person, knocking on their door, waiting for them to understand, or just respecting their rhythm. It went beyond that, and that's how the team learned and developed a truly appropriate approach.

[00:01:19] We created a real sense of cohesion, a dialogue, by talking about a resident, about a specific problem; we all agreed to work the same way, to avoid division.

[00:01:33] The project is a success because of the people and their dedication, and the fact they truly understand the purpose and the aim.

[00:01:44] And when it comes to caring for seniors and who's best placed to improve their autonomy, it's really about what we want to give.

[00:01:57] When we talk about dedicated people, when we see the changes happening directly, when we see people becoming more alert, starting to talk, starting to eat on their own, that's when we realize how much of an impact our care really has.

[00:02:13] This project really needs people to take the lead, but it also needs people to get involved.

[00:02:23] And to get people involved, they need to understand the urgent need for action

[00:02:29] The care staff and the interdisciplinary team need to understand the side effects of these medications and realize that, by improving our approach, we can cut back on these medications, which have harmful side effects, and improve quality of life.

[00:02:52] I've been working in long-term care centres for many years, and this is the most rewarding project I've ever seen for the clients, but also for the staff.

[00:03:05] (Logo) Canadian Foundation for Healthcare Improvement
Fondation canadienne pour l'amélioration des services de santé

[00:03:11] (Logo) Gouvernement du Québec

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