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Intercare Corporate Group Inc. - "The Heart of Excellence"



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Standing Orders

All Long Term Care (LTC) sites, including those of Intercare, have established procedures in place that are referred to as "Physician's Standing Orders" or "Standing Orders".

Standing Orders are standardized prescriptions that nurses can implement for any LTC resident (under clearly defined circumstances) without having to notify a LTC resident's Attending Physician prior to use.

A Standing Order is also referred to in clinical practice as an "order set" or a "protocol"; such "order sets" or "protocols" are reviewed and approved by an Attending Physician for each resident upon their admission to a LTC site.

Standing Orders at Intercare's LTC sites include the following:

- ◆ Influenza, Pneumococcal and Covid -19 vaccines
- ◆ Prevention and treatment medication for Influenza, as recommended by Alberta Health Services (AHS)
- ◆ Mineral oil drops to ears as needed for ear syringing
- ◆ Bowel supports for constipation or diarrhea
- ◆ Catheterization to collect urine for Culture & Sensitivity (C&S) or Urinalysis
- ◆ Acetaminophen for pain
- ◆ Liquid antacid
- ◆ Gravol for nausea
- ◆ Glucose and glucagon for low blood sugar/hypoglycemia
- ◆ Nitroglycerin for chest pain
- ◆ Acetylsalicylic Acid (ASA) for suspected acute coronary syndrome
- ◆ Adrenaline for anaphylactic reactions

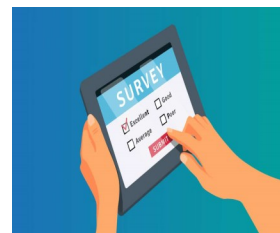
Quality Improvement Newsletter Survey

The purpose of the Quality Improvement (QI) newsletter survey is to collect feedback from our valued residents and staff. The feedback we receive from our residents and staff will be used to help inform and guide our future Quality Improvement (QI) newsletters.

Survey participation is completely voluntary and the information gathered from our survey respondents will be kept confidential.

SURVEY LINK:

<https://www.surveymonkey.com/r/QI-NEWSLETTER-WXYVRSC>



Building Cultural Competency

Intercare is committed to providing culturally competent care to all residents and patients living within Intercare homes, as well as to their families and loved ones, which is respectful and aware of diverse cultural backgrounds. This commitment has begun with our update and focus on a “*Building Cultural Competency*” policy, now part of the Human Resources Manual.

Our goal, on an ongoing and continual basis, will be to educate and inform all staff on cross-cultural practices concerning the health and well-being of diverse populations, with an aim to enhance cultural sensitivity, knowledge and awareness within the delivery of services to our residents, patients and their families/loved ones.

Culture is defined as patterns of learned behaviours and values that are shared among members of a group, are transmitted to group members over time, and distinguish the members of one group from another. Culture can include: ethnicity, language, religion or spiritual beliefs, race, gender, socioeconomic class, age, sexual orientation, geographic origin, group history, education and upbringing, and life experiences. (Agger-Gupta, 1997).

As an initial step in our learning and commitment, Intercare staff will be taught to apply the **LEARN** approach to care provision conversations which is a collaborative approach aimed at enabling resident and patient control and establishing consent where choices are given and explained. The **LEARN** approach focuses on resident and patient ‘cues’ and puts people and relationships first, to foster and allow respect and trust to be built.

- L** – Listen with empathy and understanding to the resident’s perception of the problem
- E** – Explain your perception of the problem
- A** – Acknowledge and discuss differences and similarities
- R** – Recommend an option
- N** – Negotiate agreement

For more information and learning please use the following links:

<https://www.albertahealthservices.ca/info/page7634.aspx>

<http://fcrs.albertahealthservices.ca/publications/cultural/Enhancing-Cultural-Competency-Resource-Kit.pdf>

