



Project Update: Staff Shadowing

Understanding staff experience

What is Staff Shadowing?

As part of the Residential Care for Me project, we have spent time hearing about and observing life in residential care from the perspective of the resident and their family members. Equally important is what it is like to work as a staff member in residential care at PHC. The purpose of this activity is to capture the thoughts, emotions and experience of staff members as they are delivering care.

We will use that information, along with the information from the staff focus groups to help us understand the current challenges, moments of joy and where the opportunities are for us to do better.

How does this affect me?

Understanding the experience of the staff will occur in two parts: staff shadowing and staff focus groups. We will start the staff shadowing piece this month (November). Independent PHC employees from the Quality Improvement and Professional Practice departments will spend time with a cross section of staff representing an interdisciplinary view of the world of residential care. Observers will be partnered up with a previously identified staff member and will spend 2 hours trying to “walk in their shoes.”

Residents and family members will be asked for their permission if the staff member being shadowed will be engaging in any activities or bedside care with the resident. If the observer’s presence makes you uncomfortable, you may ask them to leave at any time.

How can I (staff) get involved?

We have tried to identify a cross-section of staff representing all disciplines and all times of day; however, this is still only a small sample of the staff that work in residential care. For all others, there will be an opportunity to participate in focus groups in January. Please contact the Site Operations Leader for additional information.

Who do I contact if I have more questions?

Please speak with your Site Operations Leader if you have any questions about the Staff Shadowing activity.

The Site Operations Leader at _____ is _____ and can be reached by

Phone:

Email:

Sites: St. Paul's Hospital | Holy Family Hospital | Mount Saint Joseph Hospital | Youville Residence | St. John Hospice
St. Vincent's: Brock Fahmi, Langara, Honoria Conway - Heather | Crosstown Clinic

Community Dialysis Clinics: Sechelt | Richmond | Powell River | Squamish | North Shore | Vancouver | East Vancouver

