



in the news



Preferred Health Care wins accolades for flagship dementia program

Hush No Rush awarded first prize for poster board contest at annual CCAC conference

Wednesday July 29, 2009

By Camille Jensen

A program created by Preferred Health Care Services to help staff members in long-term care adopt best practices when working with residents who have dementia has caught the attention of the Community Care Access Centres (CCACs), which awarded the program top honours during its annual conference.

specialist Michelle Donald, says first prize for their poster board submission is a great win for the company.

"It is certainly wonderful recognition of the effort and passion that goes into Hush — No Rush by so many people here at Preferred Health Care," says Hart, adding that the success of the program is a team effort.

"While it may be Michelle's and my name that

educator Beverly Zangari and communications specialist Ruth Ramirez, who designed the poster.

Held in Toronto, the Ontario Association of Community Care Access Centres (OACCAC) conference is an opportunity for the association's members and stakeholders to discuss provincial and national initiatives, issues, and priorities for the health-care sector.

As part of the province's Aging at Home Strategy, more seniors are living at home longer, including seniors who have dementia.

Realizing the successes of Hush — No Rush in long-term care could be expanded to the community, Preferred Health Care Services launched a pilot project to train their personal support workers (PSWs) on how to adopt the program when caring for seniors in their homes.

"We already thought that

many of the same principles of Hush — No Rush would apply to the community," explains Donald, who adds they were able to amend the content to emphasize aspects of care more relevant to the community.

The project was a success, with PSWs gaining a greater knowledge about dementia and learning ways to offer increased support to families, such as informing them of where to access extra assistance and respite care.

Based on the results, Donald says Preferred Health Care Services will be training the company managers on the program this fall in an effort to provide greater mentorship to the PSWs and sustain the education.

Since the conference, both Donald and Hart say they've been contacted by interested community organizations who would like to learn more about the program.

"It is certainly wonderful recognition of the effort and passion that goes into Hush — No Rush by so many people here at Preferred Health Care."

— Michelle Donald, staff educator, Preferred Health Care Services.

is mentioned, this program is definitely the work of many people."

Hart commends the efforts of everyone throughout the organization for leveraging

Sharron Hart, Preferred Health Care Services staff educator who co-created the dementia program Hush — No Rush along with professional development

their individual strengths to contribute to Hush — No Rush. These include director of education Lynn Slaney, event planner Meagan Whitehorn, staff