Collaborative Practice & Roles for Managers & Practice Leaders Pediatric Eating And Swallowing Provincial Project



Welcome

Introductions & Objectives





This presentation will be recorded and available on the PEAS website

Provider Training Dates

Торіс	Audience	Dates & Times (Choose 1 of each)			
Overview & New Tools	Managers & Healthcare Providers	✓ Jul 21 11-12 pm	✓ Oct 21 3-4 pm		
Clinical Practice Guide	Healthcare Providers	✓ Jul 23 3-4 pm	✓ Oct 283-4 pm		
Collaborative Practice & Roles	Healthcare Providers	✓ Jul 30 3-4 pm	 ✓ Nov 5 2-3 pm 		
Collaborative Practice & Roles	Managers & Practice Leaders	 ✓ Jul 29 11-12pm 	 ✓ Nov 3 12-1pm 		

✓ Online recordings: <u>https://peas.albertahealthservices.ca/Page/Index/10176</u>

Use the Chat feature to ask questions or make comments. We'll address them at the end of the presentation. =



PEAS Collaborative Practice & Roles

Overview Pediatric Eating And Swallowing Provincial Project



Project Scope

The Pediatric Eating And Swallowing (PEAS) Project is a provincial **quality improvement** initiative with the purpose of developing a provincial eating, feeding, and swallowing **clinical pathway** to standardize and improve care for children with a **pediatric feeding disorder**.¹

Target population: Patients receiving care from provincial Outpatient Clinics, Home Care, or Community Rehabilitation

¹ Goday PS et al. *Pediatric Feeding Disorder: Consensus Definition and Conceptual Framework*. J Pediatr Gastroenterol Nutr. 2019 Jan;68(1):124-129.

Role Clarity & Communication

Sample Feedback from World Cafes (Fall 2018)

- "Families don't know who provides what?"
- "Discussions happen in siloed clinics."
- "We lack common goals and a common purpose."
- "Transitions who makes the next decision about care?"

"Certain disciplines carve out their areas and can create systemic issues and historical roles within a site or service."

"Lack **multidisciplinary visits** to see the big picture, usually there isn't a 'team."



https://peas.ahs.ca

PEAS Collaborative Practice & Roles

✓ Mobile
 responsive



PEAS Provider Training: Collaborative Practice & Roles

Family Story Mona Dhanda





Health Professions Strategy & Practice Key Messages



Speech-Language Pathology

Julie Evans



Carmen Lazorek





Professional Practice in Action



https://insite.albertahealthservices.ca/about/vmv/Page14149.aspx



Collaborative Practice

66 Collaborative Care is a healthcare approach in which interprofessional teams work together in partnership with patients and families to achieve optimal health outcomes.

- AHS CoACT





CoACT Collaborative Care Elements for Pediatric Eating And Swallowing

PEAS

Collaborative Practice



Collaborative Care Team

The entire care team, including patients and families. Inter-professional competencies are demonstrated, and high quality, proactive, integrated care meets patient needs and achieves the best possible health outcomes.



Assignment of Care

A discussion involving shared decision-making and negotiation of who is most appropriate to provide various child and family care activities.

Collaborative Care

Frontline teams that support successful implementation and

sustainability of Collaborative

Alberta Health

Services

Pediatric Eating And Swallowing

Care, and Quality Culture.

Leadership



Team Charter

Description of Collaborative Care team members' responsibilities, accountabilities and working relationships in the care environment.



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FOR PROVIDERS

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Collaborative Practice

"Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved."

As a healthcare organization, Alberta Health Services (AHS) is dedicated to providing the highest quality care. The Pediatric Eating and Swallowing (PEAS) Project's mission is to capture the spirit and harness the power of collaboration to enhance and standardize interdisciplinary practice in the area of eating, feeding and swallowing (EFS), in order to attain the best outcomes for our patients and their families.

Team members from multiple disciplines play a critical role in the provision of care in the area of eating, feeding and swallowing. The following are a collection of resources to help healthcare professionals enhance collaborative practice and communication amongst team members including the child and their family.

Collaborative Care Primers & Resources

"Collaborative Care is a healthcare approach in which interprofessional teams work together in partnership with patients and families to achieve optimal health outcomes." – & CoACT

Together with AHS Co-ACT, the PEAS Project has developed a number of resources to support collaborative practice in Eating, Feeding and Swallowing:

- Team Charter
- Collaborative Care Team
- Assignment of Care
- Collaborative Care Leadership

READ MORE

Role Descriptors & Tasks within Full Scope

Together with families, clinicians, AHS Health Professions Strategy & Practice (HPSP), AHS Co-Act, and professional colleges, the PEAS Project has developed the PEAS Role Descriptors and Tasks within Full Scope for healthcare providers to:

- Provide EFS clinicians with an adaptable tool to use as a way of highlighting, communicating, and clarifying
 overlaps and gaps within each individual team.
- Promote interprofessional care bringing together the unique perspectives of varied disciplines regardless of whether people work in co-located teams or are geographically spread out.
- Focus members of a care team on their collective team competence to address child and family centered goals for EFS.
- Provide a tool to identify and cover gaps in service (e.g. referrals and consultation with other care teams, training, recruitment. etc).

1. Team Charter

Search ...

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Future State

Collaborative Care Team



Team Charter

Key Components include:

- Team Vision or Purpose
- Mutual Expectations
- Team Members Roles and Responsibilities
- National Interprofessional Competencies*
- Accountability and Sustainability Agreement
- All members of the Collaborative Care Team sign the Team Charter.



Team Charter

Why a Team Charter?

Teams work more effectively when they are united towards a common purpose, when individual responsibilities are known, and when all team members are clear about their roles and expectations. A Team Charter facilitates ownership of collaborative working relationships in the care environment, it enables the team to function in an empowered manner and provides a link between the team's goals and the over-arching AHS mission, vision and goals.

What is a Team Charter?

A Team Charter is a collaboratively developed description of the team member's responsibilities, accountabilities and working relationships in the care environment. It defines the purpose of the team, team values, operating rules, and accountabilities. It provides the ecope and approach to collaboration, outlines expectations, behaviours, and commitments. It also provides an agreed-upon process to resolve interprofessional conflict.

CONT. -



Team Charter

✓ Examples

✓ Templates

✓ Tools





Eating, Feeding, Swallowing Service Team Charter

Purpose: We serve children and their families who have challenges with eating, feeding and swallowing, providing high quality, patient & family-centered, evidence-based assessment and treatment in order to empower our families and caregivers to have a positive feeding relationship with their children, and to make their lives easier.



Value Statement: The Eating, Feeding, Swallowing Services team will work with patients and families to

- meet them where they are;
- collaborate and partner with families;
- respect, trust and value all members of the team, with families being at the center;
- empower caregivers to promote a positive feeding relationship and experience;
- take the stress out of eating, feeding and swallowing.

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Team Charter Template

W Team Charter template

Examples

Additional Resources **Word Cloud generator**



Primers

 2 page resources
 Practical concepts, suggestions and steps



Collaborative Care Leadership

Why Collaborative Care Leadership?

Collaborative Care Leadership fosters an environment of ongoing learning, sharing, mentorship, and support to ensure excellence in collaborative practice. Effective Collaborative Care Leadership is critical to the successful implementation and sustainability of collaborative practice, collaborative processes and quality culture.

develop coalitions, and conduct systems transformation in order to create the Canadian health system of the future. To create a leadership culture, each person in the system, regardless of position or title, must exercise leadership when it is required. This is distributed leadership (adapted from LEADS Framework).

What is Collaborative Care Leadership?

Collaborative Care Leadership means that all leadersregardless of their role, or position in the health system-must be able to lead themselves, engage others, achieve results,

Collaborative Care Leadership can be modeled by individuals in formal or informal leadership positions. Leadership cont

Collaborative Care Leadership Process

CHILD & FAMILY EXPERIENCE	PROVIDER EXPERIENCE	OPERATIONAL LEADERSHIP
I am confident that my team has the right skills to meet my needs.	I am clear and competent in the activ- ities I need to do to address the child and family's needs.	I'm confident my staff are enabled to perform at their full capacity.

Alberta Health Services aric Earing COACT Treams in Action

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How you can help

Lead your team through:

- Team Charter
- Assignment of Care
- Collaborative Care Leadership



Assignment of Care

Why Assignment of Care?

 facilitates the right care at the right time by the most appropriate provider

 enables and supports all care providers to function at their highest scope of practice or job description for a greater percentage of time

What is Assignment of Care?

Assignment of Care is a discussion involving shared decisionmaking and negotiation of who is most appropriate to provide various child and family care activities. Assignment of Care Process

All members of the Care Team participate in Assignment of Care.

Assign

Assignment of Care requires continual monitoring, flexibility and adaptability to facilitate the right care at the right time by the most appropriate provider. This may include referral or discussions regarding re-assignment to another provider.

 CHILD & FAMILY EXPERIENCE
 PROVIDER EXPERIENCE
 OPERATIONAL LEADERSHIP

 I am coonfident that my team has the right skills to meet my needs.
 I am clear and competent in the activities i need to do to address the child and family's needs.
 I'm confident my staff are enabled to perform at their full capacity.

Roles

66 A team-based or multidisciplinary approach to feeding and swallowing assessment in children is consistently recommended because of the complexity of dysphagia and to ensure care is coordinated appropriately. 99

CADTH. (2017) Feeding and swallowing assessment services for pediatric populations in Canada: Service provision, practice models, and assessment tools.



Role Resources for:

Healthcare Providers

✓ Families



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Role Descriptors & Tasks within Full Scope

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- Provide a tool to identify and cover gaps in service (e.g. referrals and consultation with other care teams, training, recruitment, etc).

Download the Guide:

PEAS Role Descriptors and Tasks within Full Scope



Roles diagram for Healthcare Providers:



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Role Descriptors

Tasks within Full Scope



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Role Descriptors For Healthcare Professionals

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Alberta Health Services Pussible Earling "Notes are not exactly advised or compared that a function works of the state of the st

Rest

FAMILY



Role Descriptors & Tasks within Full Scope

- provide EFS clinicians with an adaptable tool to use as a way of highlighting, communicating, and clarifying overlaps and gaps within each individual team
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- provide a tool to **identify and cover gaps** in service (e.g. referrals or consultation with other care teams, training, recruitment, etc.)





TOGETHER WITH THE FAMILY



Profession Specific Regulation

Health Professions Act – Profession Specific Schedule and Practice Statement

FIGURE 1: SCOPE OF PRACTICE

How you can help

- Lead your team through:
- Role Descriptors
- Tasks within Full Scope



PEAS Tasks within Providers' Full Scope Term: (http://www.com/www com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www.com/www											DRA	RAPT last updated Feb 3, 2021				
PEAS Tasks within Providers' Full Scope isam: iontext:												RAFT last updated Feb 3, 2020				
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EFS Intervention	Family	(Note: these are representative; skill may vary by specialty)	Occupational Therapy (01)	Language Pathology (SLP)	Registered Dietitian (RD)				Lactation Consultant	Psychologist	Psychiatrist	Social Work	Physiotherapist (PT)	Other Providers (fill in)	Other Providers (fill in)	
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Feeding: Skill assessment		×	(see comment)	(see comment)	(see comment)			1	×		×					
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PEAS Collaborative Practice & Roles

AHS Examples





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- FIND SERVICES
- VIRTUAL HEALTH

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AHS Interprofessional Regulatory Affairs FAQs for EFS Teams

Legislative, Regulatory, Organizational and Individual Competency Guidelines for Eating, Feeding, and Swallowing (EFS) Teams

S AHS Rehabilitation Conceptual Framework (AHS staff login required)

AHS Rehabilitation Model of Care *O* Resource Site (AHS staff login required)

This site includes multiple resources such as:

Pediatric Collaborative Goal Setting Practice Support

Canadian Interprofessional Health Collaborative (CIHC)

Second Second

O Quick Reference Guide

The CIHC National Interprofessional Competency Framework describes the competencies required for effective interprofessional collaboration. Six competency domains highlight the knowledge, skills, attitudes and values that together shape the judgments that are essential for interprofessional collaborative practice. These domains are:

- Role Clarification
- Team Functioning
- Patient / Client / Family / Community-Centred Care
- · Collaborative Leadership
- Interprofessional Communication
- Interprofessional Conflict Resolution

AHS Role Clarity

For Allied Health Professionals (AHS staff login required)
 For Health Professions (AHS staff login required)

AHS Collaborative Practice Consultation Triggers

AHS Collaborative Practice Team Consultation Triggers

Video on Collective Competence | Dr. Lorelei Lingard | TEDxBayfield | 20 min

Interprofessional Regulatory Affairs FAQ

- Restricted Activities
- To diagnose not a restricted activity
- Health Professions Act
- Collaborative Competence
- AHS role in directing how professions practice

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Additional Resources

PEAS Frequently Asked Question related to Professional Roles (coming soon) Note: resources are being developed by Interprofessional Regulatory Affairs

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AHS Rehabilitation Model of Care *Second* Resource Site (AHS staff login required)

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Summary:

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FOR FAMILIES

ORAL FEEDING

TUBE FEEDING

FAMILY LIFE & SELF-CARE

Self-Care

Family Life

Finding a Support Network

YOUR CARE TEAM

CARE COORDINATION

TOOLS & TEMPLATES



Family Life & Self-Care

Families can often experience stress and anxiety about their child's eating and feeding as mealtime is an important part of daily life and health. There are resources and people available to help you and your family. Some of these people might be part of your current healthcare team, while others might be available to you as a referral if you need one.

Social workers can assist you and your family with the burdens of coping with stress and financial concerns. They can help you access other services and resources in the community. If you have homecare services in place, you will most likely have access to a social worker or to other team members who can help in this regard.

Spiritual care providers offer spiritual, emotional and religious support to families. They can also help you access other faith-based groups in your own community. Consider connecting with one if this sounds important to you.

Mental health supports are also available. Your primary care provider or a healthcare team member can also provide you with information about support services in your community.

Additional Resources:

Inform Alberta is a provincial directory of community, health, social and government services available in your area

Self-Care

To help others, we must first take care of ourselves. Here are some things you can do for yourself and may also help to boost your family's resiliency:

READ MORE

Family Life

Day-to-day life can be more challenging when your child has feeding difficulties. Please know that you are not alone and there are many resources, supports and ideas to help you and your family. The following are some resources on the following topics:

- · Involving family, friends, caregivers, and school
- · Supporting my child's siblings and peers

READ MORE

Finding a Support Network

Social Media
Search ...

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FOR FAMILIES

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ORAL FEEDING

TUBE FEEDING

FAMILY LIFE & SELF-CARE



TOOLS & TEMPLATES

& QUICK LINKS
✓ IS FEEDING A STRUGGLE?
✓ FIND SERVICES
VIRTUAL HEALTH
V EQUIPMENT & SUPPLIES
✓ FUNDING INFORMATION
🗸 FAQS

Your Care Team

FAQs

Every child's healthcare team is different, depending on your child's needs. Factors such as where you live and receive care also impacts who might be on your local team. If your child is accessing eating, feeding and swallowing services, members of your healthcare team will often help to coordinate care together with your child's Primary Care provider (eg: pediatrician, family doctor, or nurse practitioner) and other professionals in your community to improve care planning, communication, and your experience.



Search...

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FOR FAMILIES

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TUBE FEEDING

FAMILY LIFE & SELF-CARE

YOUR CARE TEAM

✓ IS FEEDING A STRUGGLE?
✓ FIND SERVICES
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EQUIPMENT & SUPPLIES
✓ FUNDING INFORMATION

🖌 FAQS

Care Coordination

The following are some common answers to questions that you may have regarding coordination of care for your child and family.

What is my role as a Parent or Family Member?	+
Who might be involved in our care?	+
How can we prepare for going home from the hospital?	+
Who do I talk to about?	+
With whom and when will follow-up occur?	+
How do I find or know who our Care Coordinator is?	+
How do I talk to our healthcare team about our goals?	+
What if different clinicians give me different information?	+
How do we prepare for transitioning from pediatric to adult care?	+

Collaborative Goal Setting



Practice Director, Provincial Occupational Therapy

Carmen Lazorek



What is Collaborative Goal Setting (CGS)?

An intentional, shared decision-making process....

Parent = expert on their child, knowledgeable about what is important to the family; their values, preferences, motivations

Provider = expert on health condition, rehabilitation process

Why Collaborative Goal Setting?

- ✓ Improved client outcomes
- ✓ Improved engagement, satisfaction, motivation
- ✓ Improved clinical outcomes, self-management, attendance/commitment
- ✓ Patient-centered care
- ✓ Patient First strategy
- ✓ What matters to you

November 3, 2020

GOALS

What motivates, and what matters Not pre-configured

November 3, 2020

Principles of Collaborative Goal Setting



Documentation of Collaborative Goals

Collaborative Goals and Treatment Plan Flowsheet (Inpatient)



Treatment Planning Activity (Outpatient)







Goal Wheel

Action/Task

Action/Task

for outings.

Last Name (Legal) First Name (Legal) Preferred Name Last D First DOB(dd-Mon-yyyy) MRN PHN ULI 🗆 Same as PHN Administrative Gender Male Female Collaborative Goals and Treatment Plan Non-binary/Prefer not to disclose (X) Developed and Shared with (Name of family member) Date (dd-Mon-yyyy) Action/Task • Identify appropriate chair to use in • When possible, identify foods that outings that provides appropriate might be eaten at the gathering and postural control for eating. introduce in advance within her oral motor abilities. Practice using it at home to prepare Introduce these foods using strategies in this • Consider sitting on lap handout: Introducing New as an alternative while Foods to Your Child I want the she becomes familiar confidence to be • Take familiar foods as a with the new chair. able to include my back-up. daughter in meal Action/Task gatherings with • Start with a date with someone you and your family and friends. daughter already know: try a picnic in the back yard or local park – or at friend's house if it works; best if it's a different setting. Before the date, let your friend know what to Consider connecting with a expect about your daughter's abilities to eat Psychologist to explore and what that might look like. parent's feelings and Slowly introduce more people and prepare challenges of raising a child

them for the gathering: share your daughter's abilities and provide answers to their children's anticipated questions.

Goal Notes/Considerations:

with different abilities.

Follow Up OT appointment to look at seating and demonstrate food introduction strategies.

Search ...

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CLINICAL TOOLS & FORMS

Screening Tool

Assessment Tools & Questions

Food Record

Collaborative Goal Wheel

Feeding Care Plan

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Collaborative Goal Wheel

Collaborative goal setting provides a means by which to plan ahead, provide direction and establish a clear, mutually understood trajectory of the child's management or treatment plan between the healthcare professional and parent or caregiver, and across the interdisciplinary team. Parent, and if possible child, participation in the development of the child's own meaningful goals and treatment plan, provides:

- confidence that their treatment team is working in a coordinated way to help them work towards goals that are
 important to them
- consistency, e.g. commitment to one plan, across the EFS team, and parent or caregivers
- improved patient outcomes.

Steps of Goal Setting

Step 1: Collaboratively choose a goal that is important to the child and family.

Step 2: Explore ideas to break down the goal into smaller more manageable steps. Smaller steps enhance self-efficacy and goal attainment. Tools such as SMART (Specific, Measurable, Attainable, Rewarding, Timely) can be used.

Step 3: Explore potential barriers that may impact goal achievement; manage expectations by discussing the amount of change desired, the speed of which the change may be accomplished, and the ease of accomplishing the change and effects this change with have on other aspects of the infant, child, or family's life.

Step 4: Make one change at a time and record data to accurately track progress.

Step 5: Regularly review success as each goal is achieved (or steps within a goal) and before progressing to the next. Step 6: Reassess goals on a regular basis to evaluate criteria for discharge.

Template:

Solal Wheel: Collaborative Goals and Treatment Plan

Refer to:

- A Pediatric Collaborative Goal Setting Practice Support
- OREAD Rehabilitation Model of Care Sharepoint Site (AHS Staff Login required)
- Oconnect Care Document Library for information on Collaborative Care Planning and Goal Setting (AHS Staff Login required – search for "Goal")
- *O* HealthChange

Contact Us



Email: PEAS.Project@ahs.ca



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Contact Us

We welcome you to contact us to learn more about the PEAS project or to provide your feedback about this website. Please do **not** include any personal health information. If you have a health concern, contact **Health Link** at **811** or see our other **O contact options**.

Close this note from the top right corner.

First Name

Last Name

Email



Subject

Message



Send

About PEAS

Pediatric Eating And Swallowing (PEAS) is a quality improvement initiative to standardize services and improve care for children with an eating, feeding and swallowing disorder in Alberta.

Learn more...

Quality Improvement About PEAS

Other

Quality Improvement

QI Dashboard

Family Survey

Order Forms & Handouts Glossary

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News and Events



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Quality Improvement

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PROFESSIONAL DEVELOPMENT

COMMUNITY OF PRACTICE

FAMILY RESOURCES



Community of Practice

We have just launched the Pediatric Eating And Swallowing Community of Practice (CoP) for healthcare providers who work with children with a pediatric eating, feeding and swallowing (EFS) disorder. This virtual CoP is an interdisciplinary community of healthcare providers across the continuum of care in Alberta. The goal of this CoP is to capture the spirit and harness the power of collaboration to enhance and improve interdisciplinary practice in EFS to attain the best outcomes for children and their families.

To join the PEAS Community of Practice:

- You must be a healthcare provider with an AHS account.
 *See below for information on how to obtain an AHS account.
- 2. Go to the PEAS CoP website here: *https://extranet.ahsnet.or/teams/CoP/PEAS/SitePages/Home.aspx* If prompted, enter your AHS account name and password.

3. Click "Join this community" as shown below. That's it!



Questions & Comments?





Big PEAS & Thank YOU!

- Working Group co-chairs & members
- Steering Committee
- Leadership Team
- Family Advisors

Survey: https://survey.albertahealthservices.ca/peas.leads



PEAS Collaborative Practice & Roles

Thank You

PEAS Roles & Implementation Working Group!

- Bob Brown, KM Consultant
- Carla Lummerding, Family Advisor
- Cheryl Brown, RCSD Manager
- Heather Moore, OT Calgary
- Jacinda Sartison, Pediatric Home Care Manager
- Jamie Canonaco, Family Advisor
- Jody Brudler, RD Manager
- Julia Giesen, SLP Royal Alexandra Hospital
- Laura Benard, Senior Practice Consultant, HPSP Physiotherapy
- Lily Ragan, ACH Manager
- Lisa Gordey, Senior Practice Consultant, CoACT-HPSP
- Loralea Morin, OT ACH
- Lynn Millard, Psychologist Calgary
- Maxine Scringer-Wilkes, RN, Lactation Consultant ACH

- Melanie Matiisen-Dewar, Manager ACH (PEAS Co-Chair)
- Melissa Lachapelle, RD Provincial Practice Lead
- Mini Kurian, SLP Stollery
- Moonira Rampuri, OT ACH
- Shannon Armstrong, OT Grande Prairie
- Shobha Magoon, OT, Edmonton Home Care
- Siju John, Care Manager, Pediatric Community Rehabilitation
- Terra Ward, SLP, GRH
- Tina Nelson, SLP, ACH
- Tricia Miller, Manager, South Zone (PEAS Co-Chair)
- Vanessa Steinke, Project Manager, Provincial (PEAS Co-Chair)
- Wendy Johannsen, SLP, Stollery
- Winnifred Cull-Power, Manager, ACH, Home Care
- Yolan Parrott, OT Clinical Practice Lead, Glenrose



Tribute to Wendy Johannsen





PEAS.Project@ahs.ca

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