CHANGES

48th Annual Conference | Victoria Conference Centre

Exploring Implementation of New Technologies in Independent Living
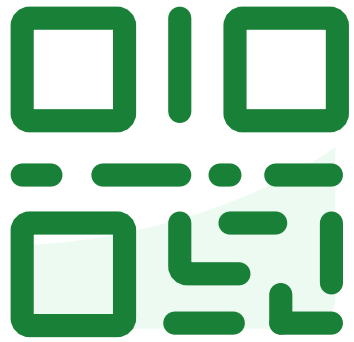
BC Care Providers
ASSOCIATION

#BCCPA2025

Join at slido.com
#1828567

We are AGE-WELL

Canada's Technology and Aging Network

300+ Researchers

5,000+ Engaged Older Adults and Caregivers

110+ International Collaborations

70+ Startups Supported by AGE-WELL

440+ Partners
- 33% Industry
- 20% Academic
- 25% Not-for-profit
- 6% Government
- 16% Other

180+ Solutions
- 50% Technologies
- 20% Policies/Practices
- 30% Services

1300+ Highly Qualified Personnel (trainees)

50 Member Universities and Research Centres

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Broadmead Care
Where Love, Life and Living Matter

Who We Are

Leading non-profit organization

Serving diverse needs of older adults, veterans, veterans, and individuals with complex care care requirements in Victoria, BC

Comprehensive range of services

Long-term and dementia care, adult day programs, respite care, and veteran-focused focused programs

Mission

To help people live life as fully as possible possible

Broadmead Care is a leading non-profit organization in Victoria, BC, dedicated to dedicated to serving the diverse needs of older adults, veterans, and individuals with individuals with complex care requirements through its comprehensive range of long-range of long-term care homes and programs.

![Broadmead Care — Where Love, Life and Living Matter]
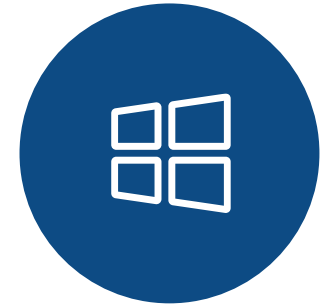
Our Approach

Person-centred, compassionate care

Tailoring care to individual needs and preferences, with a focus on empathy and understanding

Safe, respectful, and inclusive environments

Fostering a secure, welcoming, and non-discriminatory atmosphere for all residents and staff

Innovation in care delivery through partnerships and technology

Embracing new approaches and collaborations to enhance the quality of care and services

Broadmead Care's commitment to person-centred, compassionate care and innovative approaches has made it a recognized leader in the provision of long-term care, adult day programs, and veteran-focused services in Victoria, BC.

Our Impact

Over 400 residents served annually

Broadmead Care supports a diverse community of older adults, veterans, and individuals with complex care needs, providing personalized care and services to over 400 residents each year.

1000 staff and volunteers

Broadmead Care's dedicated team of over 1000 staff and volunteers work tirelessly to create a caring, inclusive environment and deliver exceptional care to the community.

Recognized leader in veteran and senior care

Broadmead Care's innovative, person-centered approach and commitment to supporting veterans and older adults has earned it a reputation as a recognized leader in the field of long-term and specialized care.

Broadmead Care's dedication to enriching the lives of its residents, the commitment of its staff and volunteers, and its innovative, evidence-based approach have made it a leading provider of senior and veteran care in Victoria, BC.
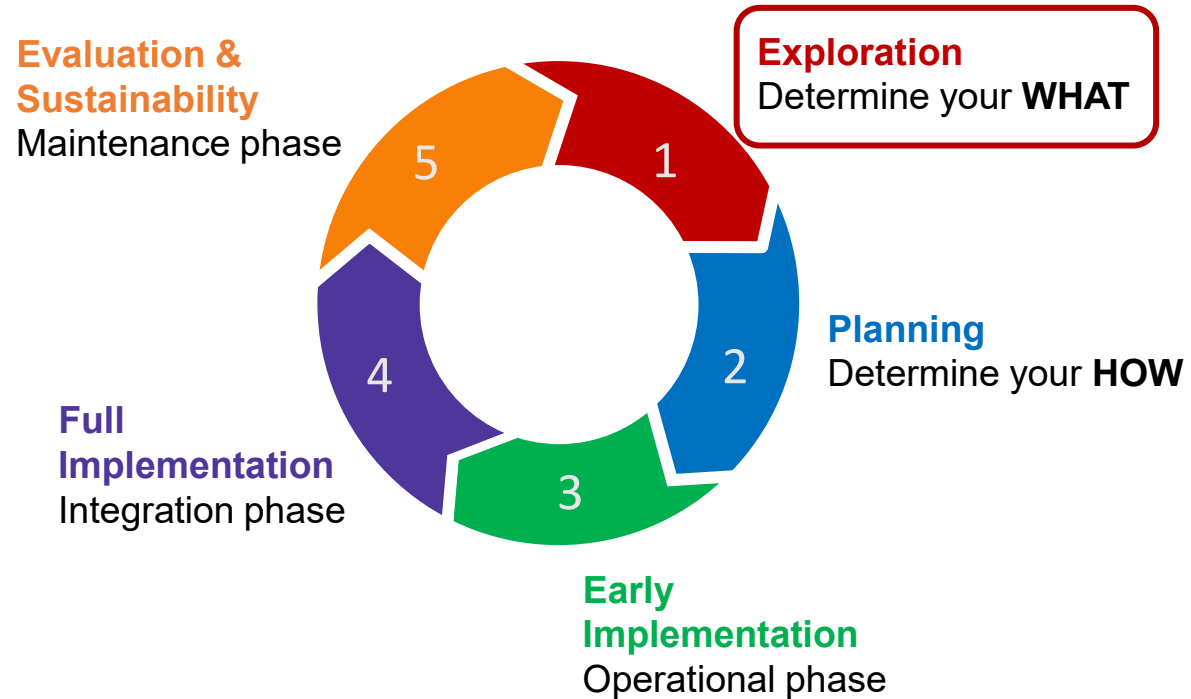
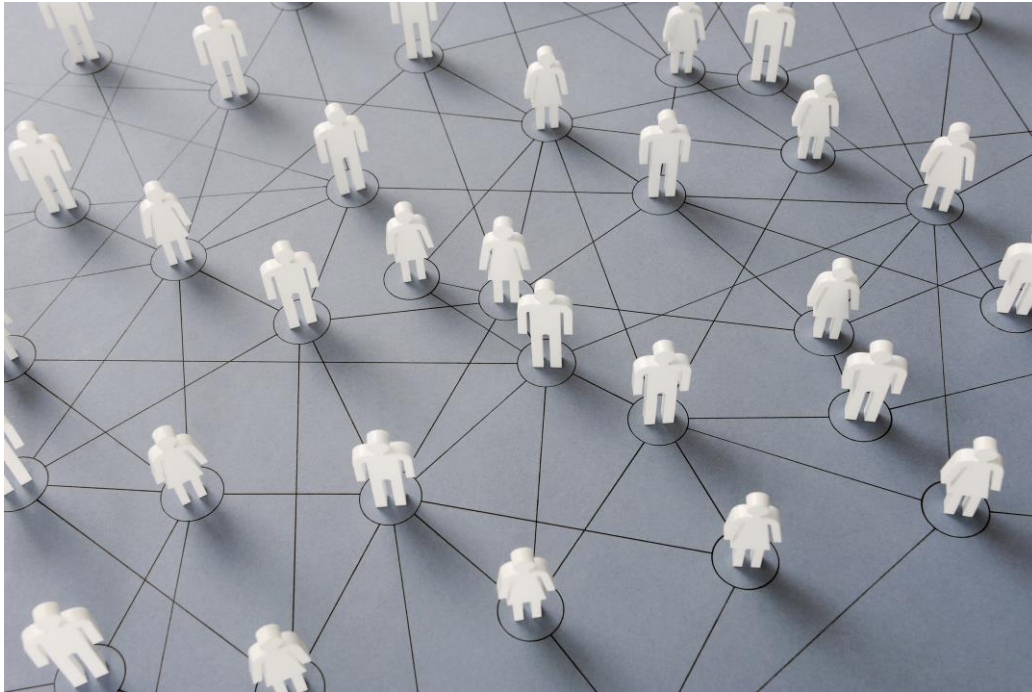What's your implementation experience level?

Focus of today's webinar:

Implementation is usually a non-linear process that typically includes **five iterative phases**.


Evaluation & Sustainability
Maintenance phase

5

Exploration
Determine your **WHAT**

1

2

Planning
Determine your **HOW**

Full Implementation
Integration phase

4

3

Early Implementation
Operational phase

Understanding your site's specific context

Context = The unique circumstances and factors of the implementation site that influence the outcomes.

Implementation and context are intertwined, and your site exists within a larger ecosystem.
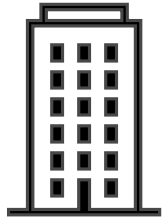
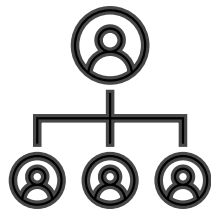# Implementation Drivers
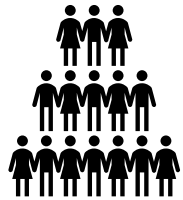
Competency drivers = PEOPLE

Organizational drivers = ENVIRONMENT

Leadership drivers = LEADERSHIP

Motivation Drivers

Motivation Drivers

Autonomy

Competence

Connection

Motivation
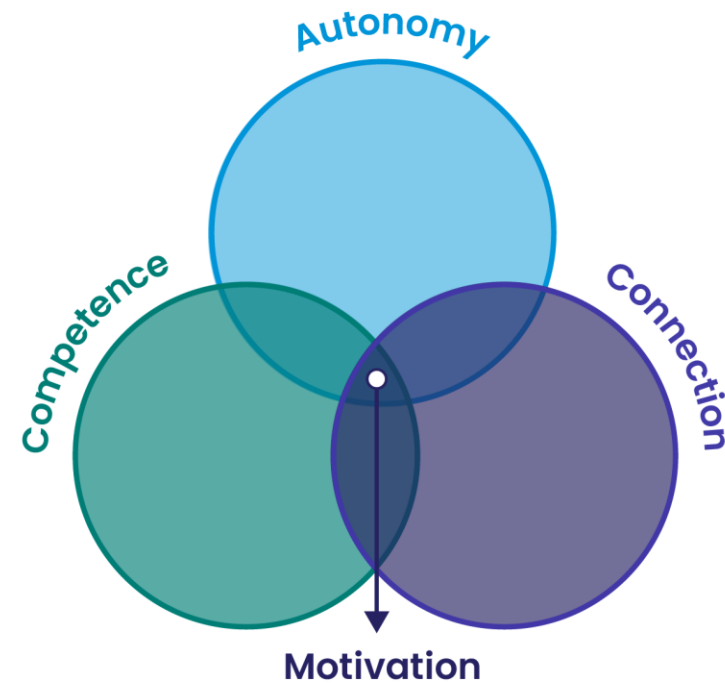
Based on Ryan & Deci (2020). Image developed by The Center for Implementation, © 2024 | V2024.01 | For full citation: https://thecenterforimplementation.com/toolbox/motivation-drivers

The Center for Implementation

Engaging your stakeholders

Stakeholder engagement is key to project success!

- Generates buy-in and **shared ownership**

- Sets expectations and priorities.

- Builds trusting relationships

- Creates awareness

Consider their perspectives as they relate to the innovation, such as their:

- Values

- Accountabilities

- Losses

- Benefits

Determining the need at the centre

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Determining your site's readiness

**READINESS THINKING TOOL ®**

$$R = MC^2$$

Readiness | Motivation, Innovation-Specific Capacity, General Capacity

This form can help you think about an organization's readiness to implement a new program, policy, practice or process.

1. Write down the innovation you are considering: _____
2. Reflect and consider whether the areas below are challenges or a strength for your innovation. Discuss your rationale with colleagues also involved in implementation.

Motivation	Degree to which we want the innovation to happen.	Challenge	Strength	Unsure
Relative Advantage	This innovation seems better than what we are currently doing.		X	
Compatibility	This innovation fits with how we do things.		X	
Simplicity	This innovation seems simple to use.		X	
Ability to Pilot	Degree to which this innovation can be tested and experimented with.		X	
Observability	Ability to see that this innovation is leading to outcomes.	X		
Priority	Importance of this innovation compared to other things we do.	X		
Innovation-specific Capacity	**What is needed to make this particular innovation happen.**			
Innovation-specific Knowledge & Skills	Sufficient abilities to do the innovation.	X		
Champion	A well-connected person who supports and models this innovation.	X		
Supportive Climate	Necessary supports, processes, and resources to enable this innovation.	X		
Inter-organizational Relationships	Relationships between organizations that support this innovation.		X	
Intra-organizational Relationships	Relationships within organization that support this innovation.		X	
General Capacity	**Our overall functioning.**			
Culture	Norms and values of how we do things here.		X	
Climate	The feeling of being part of this organization.			X
Innovativeness	Openness to change in general.		X	
Resource Utilization	Ability to acquire and allocate resources including time, money, effort, and technology.	X		
Leadership	Effectiveness of our leaders.	X		
Internal Operations	Effectiveness at communication and teamwork.	X		
Staff Capacities	Having enough of the right people to get things done.	X		
Process Capacities	Ability to plan, implement, and evaluate.	X		
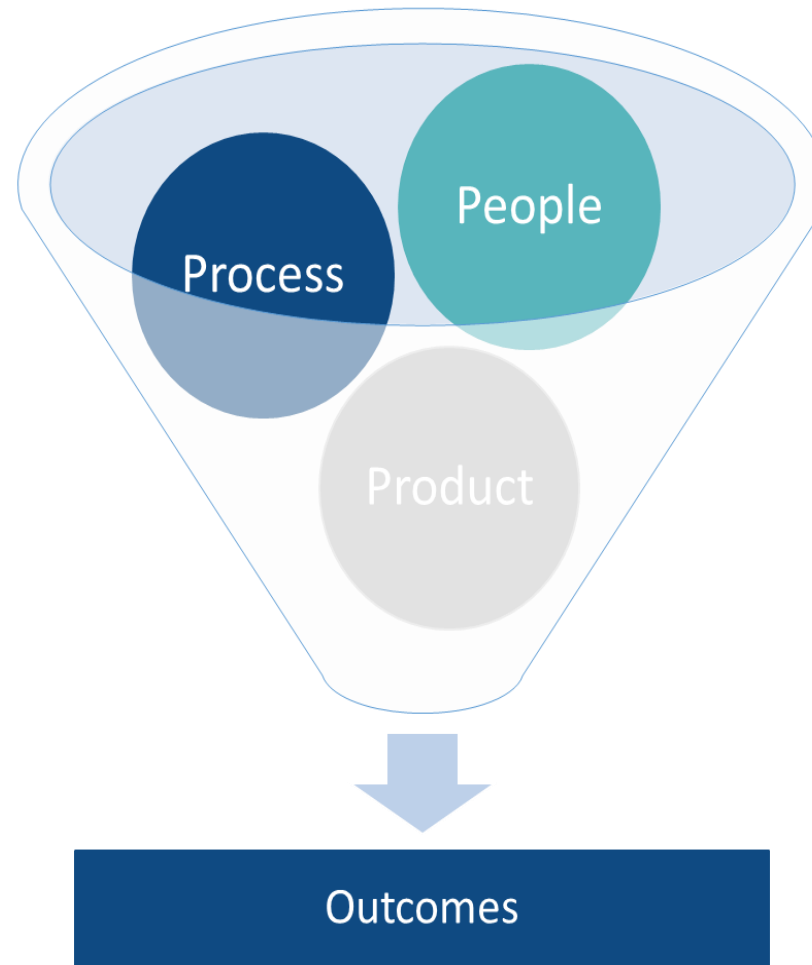
Start with understanding "pain points" as the key to engagement activities activities

Broadmead Care
Where Love, Life and Living Matter

Understanding Context

- Implementation must align with site-specific realities (infrastructure, culture, leadership).
- Broadmead Care operates within a complex care ecosystem, balancing innovation with regulatory and operational needs.
- Innovation must fit with demographic realities and frontline workflow constraints.

Stakeholder Engagement

- Early, inclusive and on-going engagement is key: Broadmead uses co-design sessions with staff, residents, families, and partners.
- Example: Innovation Committee brings together appropriate representatives from across the organization to ensure perspectives are represented and discussed.

Needs & Readiness Assessments

- Broadmead performs readiness scans to assess culture, resourcing, and change appetite.
- Identifies "pain points" and maps them to innovation opportunities using structured feedback loops.

"Engagement, context, and readiness are not boxes to check—they shape innovation shape innovation success from day one."

What problems has your organization uncovered?

Scanning for innovations

AGE-WELL - Canada's Technology and Aging Network

Determining an innovation's fit

To determine the fit of the innovation with your chosen site's specific context, ask the following:

1. Will the **need** they identified be addressed with the technology innovation?

2. Does the innovation **fit** within the site's community?

3. Do they have the **capacity** to support the integration of the technology?

4. Does the organization have implementation **expertise,** or would they need support?

5. Do they have suitable **resources** to leverage throughout the implementation?

*Adapted from U.S. Department of Health & Human Services | National Institutes of Health Implementation Science at a Glance

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Planning for sustainability

Factors for Long Term Success

People
- Involvement
- Skills and Capabilities
- Leadership
- Team Functioning
- Commitment to the improvement

Practice
- Robust and adaptable processes
- Progress monitored for feedback and learning
- Evidence of benefits
- Resources in place

Setting
- Alignment with organisational strategies and priorities
- Alignment with political and financial environment
- Support for improvement

Lennox L, Doyle C, Reed JE, et al. What makes a sustainability tool valuable, practical and useful in real-world healthcare practice? A mixed-methods study on the development of the Long Term Success Tool in Northwest London. BMJ Open 2017;7:e014417. doi: 10.1136/bmjopen-2016-014417

*Adapted from The Center for Implementation | Implementation, Spread and Scale workbook

Broadmead Care
Where Love, Life and Living Matter

Innovation Projects
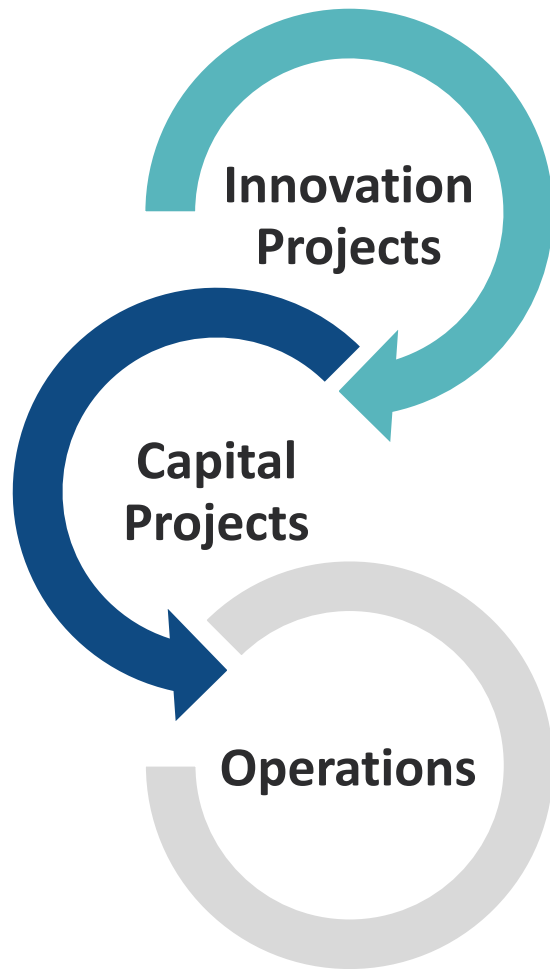
■ Pilot, evaluate, inform implementation and investment

Capital Projects

■ Sandbox for innovation

■ Infrastructure to support innovation projects

■ Requires workflows, processes, resources to support activities

Operations

■ Based on need and data to support investment

Innovation requires a structured approach to ensure that activities are supported by supported by engagement and lead to operational success – based on the IT Strategy the IT Strategy and Infrastructure available in the organization

Broadmead Care
Where Love, Life and Living Matter

Intake/Triage

- ✧ **Develop intake processes and form**
  - Alignment with pain points/need
  - Understand partner contributions, objectives, etc.

- ❑ **Key Questions:**
  - Rolling intake?
  - Alignment with strategic planning/budget cycle?
  - Call to industry?
  - Who handles meetings with partners?
  - Do parent objectives align with strategy?
  - Do you encourage sites to provide suggestions for projects?

Review /Selection

- ✧ **Innovation Committee (IC) to review and discuss potential projects based on intake process/criteria**

- ✧ **Develop project submission template**
  - Site Sponsors/Project Sponsors identified
  - Project timelines and scope defined
  - Project Budget estimates and funding sources identified (e.g., capital investment vs. grant/partner funded)
  - Evaluation criteria defined

- ❑ **Key Questions:**
  - What evaluation metrics are required to determine feasibility of investment?
  - Is there capital funding available or is grant/in-kind required?
  - What level is required for site/project sponsor?

Implementation

- ✧ **Develop final project charter to obtain sign-off from sites**
  - Timeline, milestones, risks, outcomes, etc.
  - Final budget and partnership agreement with vendor (if applicable)
  - Regular status reports to ensure IC is aware of status

- ✧ **Develop change management plan/strategy to ensure adoption/use**
  - Training plan, communication plan, etc.

- ❑ **Key Questions:**
  - What level of status reporting is required and for what audience?

Evaluation & Reporting

- ✧ **Develop evaluation plan to guide the implementation**

- ✧ **Complete final evaluation report outlining key metrics**

- ✧ **Complete lessons learned document for future project refinement**

- ✧ **Review critical success factors to determine next steps/transition to operations**
  - Operational budget requests, etc.

- ❑ **Key Questions:**
  - How are operational decisions made to continue use?

Broadmead's Innovation Committee utilizes this process to identify, review, review, implement, and evaluate all technologies/solutions within the organization's organization's innovation ecosystem

Project Example: LTC@Home

Project Overview: A model of care that enables individuals eligible for LTC to safely remain at home with comprehensive supports.

Goals	Key Features	Impact & Progress
• Prevent or delay admission to long-term care • Support independence, dignity, and quality of life • Reduce system pressure through innovative community-based solutions	• Person-Centred Wraparound Care: Integrated health, home, and social supports (Tuktu) • Technology-Enabled: Smart home monitoring, virtual check-ins, and digital care coordination (Best Buy Bundle, MedaCube, Chirp, RemindHelper) • Customized Care Plans: Tailored to individual needs and preferences – only get technology that fits unique use case	• Currently have 105 participants enrolled and utilizing the service with positive feedback • Evaluation framework tracking outcomes, experience, and scalability • Continuous monitoring and improvement on all aspects of the program (e.g., technology, processes, etc.)

LTC@Home reflects Broadmead Care's commitment to meeting people where they people where they are—at home, with the care they need and follow the the Broadmead Innovation lifecycle.

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Interested in learning more,
or need help in this area?

Reach out to us at

implementation@agewell-nce.ca

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Thank you!

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