

Complex Care Social Workers Community of Practice

Supporting families of Children with Medical Complexities

Purpose

"Community of Practice" is a group of people who come together to interact and learn from each other. This does not necessarily make them subject matter experts or mean they know more on the subject than non-members. It only means they have a common interest and a willingness to share their knowledge or experience. They have a passion for their interest/subject—a desire to do it better—and they interact regularly for this very purpose with other members.

There are three important characteristics that make up a "community of practice." Developing these in parallel lines cultivates a community of practice.

1) **Domain:** A shared domain of interest - supporting families of children with medical complexities and technological dependencies requires a commitment to the domain and know-how of the subject.

2) **Community:** The individuals involved become a community where members interact and learn together and from each other. This shared interest encourages members to engage in joint activities, discussions and support.

3) **Practice:** A community of practice is established over time and sustained through ongoing interactions, knowledge sharing and support.



Goals

1. Develop best practice guidelines to support this unique population of families living with a child/youth with medical complexities and technology dependencies;
2. Network with a larger national group to share and continue to build on best practices guidelines: Canadian Association of Pediatric Health Centers (CAPHC) Community of Practice for Complex Care;
3. Participate in building awareness of the needs of this unique population and community capacity to support these families (awareness videos, talks, etc).

Activities

Mapping Knowledge and Identifying Gaps: Further define and understand the impact of current gaps and challenges for this population and help create awareness. Develop a tool to help guide your work in providing service to families of medically fragile and technologically dependent children to be used by social workers in establishing a standard of practice for clinicians and resource workers providing service.

Literature and Trends Review: Review and provide input in the development of best practice guidelines (including review of best practices in literature, bench mark data from other hospitals and OCRS review and eventually expanding with input from CAPHC CoP).

Local Assessment and Planning Tool: Joint development of local tools to support consistent and common approach towards communication with teams, comprehensive support and early connections and access to needed supports.

Participate in Awareness Videos and Education: Involve families in education of the community and involved professionals.

Request for Information: Share information regarding new and/or upcoming events, resources or services that might be useful for families. The Navigator Program is currently developing an online database for service providers and families. We hope to tap into other social worker's knowledge of resources to enhance this database.

Time Frame

Quarterly meetings for 1.5 hours

Membership

- CHEO Social Workers, Family Resource Workers, Casework Assistant
- Roger Neilson House Social Workers
- Navigator Program Social Worker and System Navigator
- Social Work Professional Practice Leader
- Development and Rehabilitation Coordinator

Chairperson/co-chair - rotate among partners (2 year term)

Planning Group:

- Chair and co-chair person
- SW PPL
- Development and Rehabilitation Coordinator