



## THE CONTRIBUTIONS OF UNREGULATED HEALTHCARE WORKERS TO TEAM DECISION-MAKING IN LONG-TERM CARE

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This presentation directly aligns with the conference theme “Optimizing the Canadian Health Workforce” because it focuses on the contributions unregulated healthcare workers make to team decision-making, and highlights the need to better integrate this workforce into healthcare team decisions in the long-term care sector.

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### PURPOSE/OBJECTIVES

To explore HCAs’ contributions to team decision-making and to assess the feasibility of our qualitative methods to enhance methodological rigor for a larger case study.

### FINDINGS/IMPACT/OUTCOMES

We mapped a preliminary picture of HCAs’ decision-making process and contextual factors influencing how they contribute to team decisions. Overall, we found that HCAs were not fully integrated into team decision-making processes and there were breakdowns in the sharing of information about resident care.

### CONCLUSIONS

HCAs are the primary caregivers to some of our most frail older citizens, and thus have the potential to make a significant impact on the quality of resident care. Investing in HCAs, the largest workforce in long-term care, is central to advancing quality of care and resident safety in nursing homes.