



ILTCCABC

Independent Long-Term Care Councils Association of BC

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CARE Collaborative – Learning Session 3: Highlights

Brought together by: Spreading Quality Improvement (SQI), VCH and PHC

The C.A.R.E. Collaborative seeks to foster cross-sector partnerships and build capacity for proactive, person-centered care. By improving communication, enhancing staff confidence in clinical decision-making, and educating families and caregivers about available services and the realities of active dying, we aim to reduce inappropriate and avoidable transfers, optimize care delivery, and improve the overall patient experience and outcomes—especially for those who are frail or living with dementia.

The C.A.R.E. (Comprehensive Approach to Reducing Emergency Transfers) Collaborative has held **two learning sessions to date**, bringing long-term care teams, family partners, and leaders together to strengthen care in long-term care homes.

On **April 17, 2026**, teams gathered for **Learning Session 3**, building on this work and sharing progress.

What This Session Focused On

- Optimizing and strengthening care **within the care home** to reduce avoidable trips to the emergency department
- Supporting **Goals of Care conversations** so care aligns with residents' wishes
- Sharing practical tools and early successes from participating care homes
- Understanding the **human side of change**—how staff are supported to make improvements part of daily practice

Why This Matters for Families

- Fewer stressful and unnecessary hospital transfers
- More care provided in familiar surroundings for loved ones



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- Clearer communication between families, residents, and care teams
- Better alignment of care with what matters most to residents

Family Councils as Key Partners

Family Councils were highlighted as essential partners by supporting family education, providing feedback on improvements, and strengthening collaboration with care teams.

ILTCABC President, Lisa Dawson, delivered an engaging presentation: **Leveraging Family Councils in Long-Term Care**

See [SLIDE RESOURCES HERE](#)





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Looking Ahead

Care homes will continue testing and strengthening improvements over the coming months, supported by coaching, shared learning, and family engagement.

Group Photo:

