

## Evaluating the Feasible and Sustainable Culture Change Model - A novel, web-based intervention to increase the provision of person-centred care practice in residential care homes.

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**Background:** Increasing *Person-centred care* (PCC) practice is essential to both the quality of care and life of people residing in residential care homes (RCHs). The presence of supportive supervisors, empowered workforce practices, and trusting care teams have been found to be key organizational factors that influence the extent to which PCC is provided. These factors guided the development of the Feasible and Sustainable Culture Change Initiative (FASCCI) model. The FASCCI is designed to support the successful implementation of PCC principles into everyday care practices in RCHs.

**Aim:** A test version of a web-based learning platform was developed to support LPNs and their colleagues to apply the FASCCI model in process improvement initiatives within the continuing care setting. This study aimed to evaluate the effectiveness of this web-based intervention.

**Findings:** The study found the FASCCI model can be effectively delivered via an e-learning training system. Seven change initiatives within continuing care settings were successfully implemented with improvements in areas such as staff and resident wellness and the move-in experience for residents, families, and staff. All these process improvement initiatives were notably implemented during the COVID-19 pandemic. Overall, participants unanimously found the information in the training series to be useful on both a personal and professional level.

**Implications:** From the outcomes of this study, the researchers were able to obtain funds to develop a robust and professional website that houses the Relational Care Knowledge Hub that includes the following sub-units:

1. *Culture Change in Continuing Care - Improving Quality of Care and Life via the FASCCI model and Process Improvement Teams*
  - This sub-unit provides hands-on, applied resources for entire care teams in the continuing care sector to implement person-centred, relational care.
2. *Research and Innovations in Relational Care*
  - This sub-unit focuses on creating and disseminating new knowledge associated with best practices in person-centred, relational care.

**Regulatory Connection:** Person-centered care is one of the principles upon which the LPN Standards of Practice were developed. This study found a web-based intervention to be effective for engaging in process improvement initiatives designed to increase the provision of PCC practices. The success of the study contributed to the development of the [Relational Care Knowledge Hub](#). The Hub aims to be a source of support for continuing care organizations through various methods, such as promotion of best practices, education, and training as it provides evidence-based resources for LPNs, HCAs, and other members of the care team. The researchers hope the Hub will be instrumental in knowledge translation efforts to improve the delivery of person-centred, relational care in continuing care settings.