

<p>CGNA – 2021 Late breaker Poster Abstract #133</p>	<p>Lori Schindel Martin, Sepali Guruge, Linda Lui, Elizabeth McCay, Don Rose, Elaine Santa Mina, Suzanne Fredericks, Joyal Miranda, Sara Sadeghi Fard, Sarah Haque, Souraya Sidani</p>
<p>Title</p> <p>Please enter the full title of your submission. The title will be printed in the program as entered here. Please use sentence case and DO NOT use all caps.</p>	<p><i>'Climb the ladder'</i>: Modified relational care practices of healthcare providers across settings during COVID-19</p>
<p>Abstract</p> <p>Please enter an abstract of your paper (max 250 words). Please refer to the Call for Abstracts for information on writing your abstract. The abstract will be printed in the program as entered here. Please DO NOT include the abstract title or author information in this section. Please DO NOT use bullet points or include reference lists.</p>	<p>Background: Most illness and death during COVID-19 occurred among older persons. The purpose of this study was to examine, from the perspectives of healthcare providers (HCPs) in a range of settings, how relational care of older persons changed during the pandemic and what innovative strategies HCPs used to overcome these changes.</p> <p>Frameworks: The study was informed by a relational care framework, to clarify how multi-level interpersonal and structural factors shaped the relational care delivered by HCPs to older persons during the pandemic.</p> <p>Methods: Qualitative, critical incident methodology guided data collection and analysis. Recruited through social media, HCP participants completed an 8-item demographic survey and a 9-item, open-ended critical incident (CI) questionnaire via a secure online platform (Opinio).</p> <p>Results: 40 HCPs from various sectors submitted 2 detailed CIs, one satisfying and one dissatisfying. Participants reported relational care acts including comfort care, emotional validation, advocacy and creative means to maintain interpersonal connections between older people and their families. Participants modified relational care to address barriers such as restricted family presence, safety protocols, environmental insufficiencies and limited infrastructure supports. Participants applied alternative relational practices when safety policy impeded their ability to meet expected relational best practice standards. Creative strategies included providing window visits from ladders, virtual team consultations, large print picture boards, photographs, iPads, telephones, letter writing and brainstorming with peers and organizational leaders to bend the rules.</p>

	Conclusion: Despite COVID-19 pandemic conditions, HCPs across care settings found creative means to provide relational care, engaging families of older people in the process.
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