

McMaster
University
HEALTH SCIENCES



Department of
Family Medicine

McMaster
Family Health Team

Elder Mediation

McMaster Family Health Team

Association of Family Health Teams of Ontario
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PRESENTED BY:

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McMaster Family Health Team

Stonechurch Family Health Centre Site

- Provide primary care for approximately 17,000 patients in Hamilton and surrounding area
- Clinical teaching unit affiliated with McMaster University and Hamilton Health Sciences
- Three teams of family doctors, nurses, allied health professionals and support staff
- Academic and community physicians
- Teaching and research

Stonechurch Family Health Centre



The Journey Towards Elder Mediation

The Geriatric team at McMaster FHT
Stonechurch Site



Agenda

- Consider the Potential Role of Elder Mediation in Family Health Teams
- Explore the Principles and Required skills of Elder Mediators
- Explore the Preliminary Findings from the World Summit of Elder Mediation in Glasgow Scotland
- Develop our own case
- Disclaimer-You will not be trained mediators at the end of this session

Mediation in Canada

- It is the standard of practise for many complex transitions in Canada
- Issues of Aging have received insufficient attention
- My belief : Elder mediation will become the standard of practice

What is Elder Mediation?

“Elder Mediation is a cooperative process in which a professionally trained elder mediator helps facilitate discussions that assist people in addressing the myriad of changes and stresses that often occurs throughout the family life cycle.”

Judy McCann-Beringer, 2010 Elder Mediation Canada

Elder Mediation (McCann-Beringer)

- Involves a very specific skill set
- Is developing more credibility in Canada and has a comprehensive accreditation process
- Is not the same as a family meeting
- Is not family or individual counselling

How Does our Society Respond to Aging ?

- What do we value as a society
- Cultural responses to aging
- Advertising and aging
- How does that impact families?
- How does that impact care and abuse?
- Both of my knees are ninety...
- The old have been young but the young have never been old

Changing Face of Families

- Sandwich Generation.....think of your family
- Grandparents at home
 - 1890 90%
 - 1950 40%
 - 2001 7%
- People live longer

An Under-Explored Family Transition

- There is grief for family members when the health of a parent changes.
- This stressful time brings out the best **and** the worst in families.
- What makes a happy family?
- What makes a family experience lifelong conflict?
- Can families change?

Issues That Might Be Addressed (McCann-Beringer)

- Intergeneration relationships
- Relationship concerns
- Holiday schedules
- Abuse and neglect
- Religious issues
- Family business
- Driving

Principles (McCann-Beringer)

- Based on a wellness model that promotes a person centred approach to all participants
- Collective creativity
- Explore best strategies for enhancing quality of life
- Family members may learn new ways of talking to each other

Issues cont'd....

- Retirement
- Financial Concerns/Estate Planning
- Housing and living arrangements
- Health Care
- Safety
- Care for the caregiver as well as caregiver burden
- End of Life Decisions
- Guardianship
- Pets

Mediators Believe

- Older adults need to be heard
- Families are the experts
- People want to offer more support
- Solutions can come from families in conflict
- Change is possible even in challenging situations
- Mediators focus on mutually agreeable goals

Mediators Believe

- Mediation works well with issues of aging
- Heightened motivation by most players towards common goal
- Most conflict can be better settled by mediation
- Mediation can create a marked decreased in family litigation
- Everyone participates

Build a Case

Let us create a **highly challenging** sample case where there is **severe conflict** about the care of an elderly family member.

The Process

“Elder mediation typically involves larger numbers of participants including older people, family members, friends and others who are willing to give support. Depending on the situation, it is not uncommon to include paid caregivers, hospital staff, nursing home and or community care representatives, physicians and other professionals.”

McCann-Beringer 2010

Role of Elder Mediator (McCann-Beringer)

- Ensure suitability and check for power imbalances
- Create the environment
- Facilitate the process
- Set the stage for success
- Acknowledge and clarify interests
- Provide reality checks
- Monitor progress and identify critical moments
- Upset the apple cart
- Reinforce strengths

Mediation Process

- Initial contact
- Relationship building
- The Conversations
- Making Agreements

(McCann-Berlinger)

Questions

- Tell me more about what is happening?
- Who would come to the meeting?
- How did you talk in the past?
- Do you have any fears?
- Was there a time in the past when you talked?

Relationship Building (McCann-Berlinger)

Goals:

- Who should be involved
- Build rapport
- Develop understanding of process
- Commitment to process

Initial Conversations (McCann-Beringer)

- Safe and validated
- Focus on strengths
- Food-????
- To eat or not to eat.....
- You are the experts-I am here to facilitate
- I know how resilient you had to be

Relationship Building - Process

- Each participant identifies topics that they would like to discuss; issues they would like to resolve
- Families explore how they can move forward together, supporting each other, through difficult times
- The meeting promotes communication and involvement of family and community members

Relationship Building

Tasks:

- Clarify the process and meeting “norms”
- Identify concerns
- Each participant identifies topics they would like to discuss, issues they would like to resolve
- Establish consensus that the group works toward reaching agreements that attempt to promote well being and quality of life
- Get a hat before you need a hat
- Define the roles

Relationship building

Skills:

- Empathy building
- Reflecting
- Open-ended questioning
- Finding common ground
- Elder mediator opening statement is critical to process

The Conversation (McCann-Beringer)

Goals:

- Understanding each other
- Develop working relationships
- Understand common concerns
- Brainstorm
- Explore Creative solutions

The Conversation

Tasks:

- Create a safe environment for each participant to share their story.
- Identify priority of concerns
- Label/highlight critical moments
- Identify consensus
- Control the climate in the room

The Conversation (McCann-Beringer)

Skills:

- Reframe
- Summarize
- Questions
- Deal with emotions
- Brainstorming
- Caucus

Making Agreements (McCann-Beringer)

Goals:

- Reach mutually acceptable agreements
- Develop a plan for goal achievement
- Plan a follow-up meeting
- Generate momentum and a sense of hope

World Summit in Scotland June 2012

- Countries represented Canada, Ireland, Great Britain, Switzerland, Spain
- People who completed our survey were from Canada 7, Ireland 5, Switzerland 1, UK 1

Family Benefits of Elder Mediation- A Survey (World Summit 2012)

- Improved Quality of life of the Elderly Persons
- New understanding of issues and needs of the elderly
- Strengthen family relationships/improve communication//Voice for all members
- Effective decision making and future planning
- Resolve conflict

Health Care System Benefits of Elder Mediation – A Survey (World Summit, 2012)

- Better health and quality of life
- Person-centered
- Holistic
- Decrease in hospitalizations
- Delay admission to long term care
- Fewer medical appointments
- More efficient use of resources
- Enhanced co-ordination of care
 - Facilitates partnership between families and health care providers
 - Needs of patients and families better known

Family Benefits cont'd ...

(World Summit, 2012)

- Increase involvement/maintaining connections
- Learn about a new balance of power
- Pool resources and generate creative outcomes
- Stress reduction and caregiver support/Peace of mind
- Cost effective

Benefits to the Healthcare System cont'd...

(World Summit, 2012)

- Prevent escalation of disputes
- Increase morale of staff
- Families' supported and less stressed
- Increase knowledge of ageism
- Learning skills to use while in conflict
- Learn about lack of resources

Challenges of Elder Mediation for Families – A Survey (World Summit, 2012)

- Engagement/having all family members present/time, distance
- Impact of old issues between siblings-people who do not like each other and do not want to like each other/old family dynamics
- Facing the reality of the parents decline/taking responsibility
- Hope and recognizing unseen potential/overcoming fear
- The Number of Elderly needing this support

Challenges of Elder Mediation for Families cont'd... (World Summit, 2012)

- Finding trained elder mediators
- Change “The simple duality of conflict is often preferable to the complexity of positive change” (John Paul Lederach)
- Cost
- Willingness to engage in self reflection

Challenges of Elder Mediation for the Healthcare System – A Survey (World Summit, 2012)

- Lack of knowledge of Elder Mediation
- Struggle with change
- Finding Elder Mediators
- Formal against Informal Decision Making
- Cost
- Time-collaboration takes time-short run invest time-long term benefits
- Need to recognize a Family Meeting is not Elder Mediation
- Generating a belief that connecting families and caregivers will make a difference

Our Case

- How do we start?
- What are the pitfalls?
- Who to involve?

Where to Go from Here

Training options:

- Lynn Dykeman dykema@mcmaster.ca
- Joy White whitej@hhsc.ca
- Colleen O'Neill oneillco@hhsc.ca

Elder Mediation Canada -Dignity, respect and independence for older people.

- <http://www.eldermediation.ca/>
- [Home](#)
- [Contact/Mailing List](#)
- [Mission](#)
- [Code of Professional Conduct](#)
- [Certification](#)
- [Certified Mediator Roster](#)

6th World Summit on Mediation with Age- Related Issues

**Hawke Centre (University of South Australia)
Adelaide, Australia**

April 29 - May 1, 2013

Sixth World Summit

- *Elder Mediation Canada*
(now part of [Family Mediation Canada](#))
- *Elder Mediation International*
- *Centre for Peace, Conflict and Mediation* at the University of South Australia
 - are pleased to inform you that arrangements for the Sixth World Summit & Symposium on Mediation with Age Related Issues to be held in Adelaide, South Australia are now being put in place.

Training Opportunity

McMaster Family Health Team – 2013

Level One ELDER MEDIATION training with Judy McCann-Beringer

- Tentative date in early in 2013.
- Cost will be approximately \$500 for two days.

*** If you are interested please sign the contact list.
Thank you.**

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