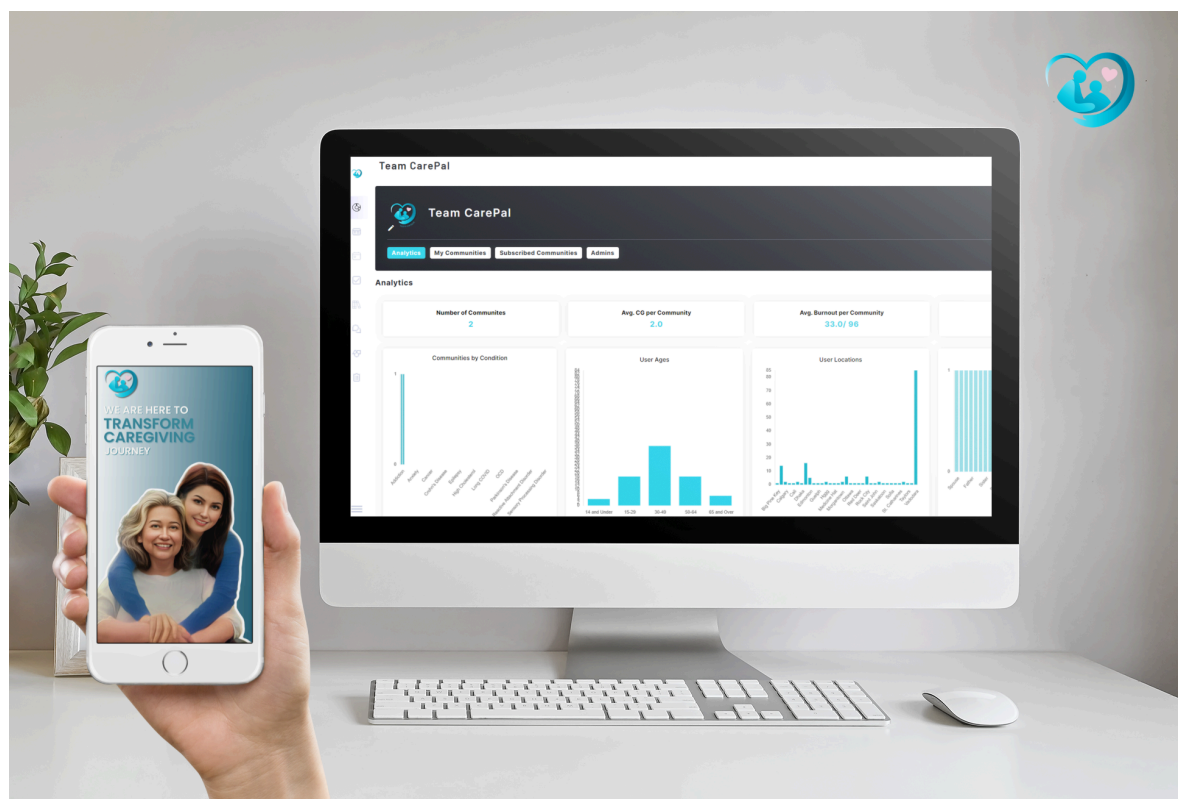




CASE STUDY

Team CarePal



CASE STUDY: STRENGTHENING FAMILY COMMUNICATION IN CONTINUING CARE

Families in continuing care often feel left out of the loop, especially those who can't visit regularly. At this senior care home, both staff and families identified communication breakdowns as a key source of frustration. Updates varied by department, escalation pathways were unclear, and families wanted more personalized insights about their loved ones' wellbeing—not just general announcements.

To address these challenges, the home partnered with Team CarePal and BioMD Consulting Ltd. to co-design and validate a new model for family communication. The project engaged families, residents, and staff through surveys, focus groups, and interviews to uncover what meaningful, consistent communication looks like in practice.

Using the Team CarePal platform, staff and families tested new ways of sharing updates, managing permissions, and coordinating across departments. Together, they built **a clearer framework for role-based communication** and developed a practical adoption plan that aligned with real workflows.

Results:

The study revealed that consistent, transparent communication significantly increased trust and satisfaction among families while reducing stress for staff. It led to new app features, integration pathways with electronic medical records, and the development of a scalable model for improving family engagement across continuing care organizations.

This work proved that when technology supports relationships—not replaces them—it can transform how families and care teams connect.



Cindy Sim
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CASE STUDY

Enhancing Family Communication in Continuing Care

Location: Edmonton, Alberta

Client: Senior Care Home (All levels of care)

Participants: 54 family members

Partner: Team CarePal

Evaluator: BioMD Consulting Ltd.

CHALLENGE

Continuing Care (Facility) families often feel left out of the care loop—especially those who cannot visit regularly. At this senior care home, staff and families both reported communication breakdowns due to:

- Updates from staff varied
- Unclear roles and escalation pathways
- A preference for direct, resident-specific updates over general announcements

As a result, some families experienced frustration and felt less assured about the communication around their loved one's care.

INTERVENTION

The Family Communication Validation Project was launched by Team CarePal in partnership with BioMD Consulting Ltd. at a senior care home of all levels of care to evaluate and improve communication using the Team CarePal platform.

Key components:

- Mixed-methods research (surveys, focus groups, interviews) with staff, families, and residents.
- Thematic analysis of communication barriers and platform usability
- A co-designed change management strategy using ProSCI

CASE STUDY CONTINUED...

INSIGHTS

From Families:

- Families want more frequent personalized updates—"How's my dad?" not just "Mother's Day is on Friday."
- Families often didn't know who to contact for specific issues (nursing vs. finance vs. recreation). This occasionally created confusion, response delays, and unclear points of contact.
- When families sensed hesitation in communication after care incidents, it led to uncertainty and concern.

From Staff:

- Staff feared breaching privacy without clear POA/PD guidance
- High workload made staff concerned app updates would feel like "extra work"
- Many didn't know how or when to post updates

OUTCOMES

The project identified key communication barriers and established a foundation for sustainable improvements across departments. It resulted in the development of app integration to electronic medical record systems, app feature enhancements, a role-based communication guide aligned with the needs of families and staff, alongside a practical change management plan to support successful adoption in senior care settings.

Interested in bringing this model to your organization?

Contact our team to learn how Team CarePal can help you strengthen communication, build trust, and create a more connected care environment.

Email: support@teamcarepal.com

THANK YOU



THANK YOU SO MUCH FOR TRUSTING US WITH
SUPPORTING YOUR COMPANY AND FAMILIES.

Innovative Adaptability is one of our company's core values.
As caregivers' needs evolve, we stay highly flexible,
continuously adapting to provide the best solutions.

We pride ourselves on listening to the needs of our clients
and have positioned ourselves to be able to make changes
as needed to optimize our solutions as we grow.

Please reach out with any feedback.
Together we are stronger.

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