

CHCA Project ECHO Integrated Seniors Care

All Teach, All Learn

Bridging the Knowledge Gap in
Home and Primary Health Care



Navigating Autonomy and Safety in Complex Care

Subject Expert:

Dr. Kerry Bowman, PhD, University of Toronto

Panelists:

Olesya Kochetkova, RN, BScN, MN, Professional Practice, Quality, Risk and Client Safety Consultant, VON Canada

Jean Johnston-McKitterick, Eldercare Planner, Tea and Toast

Host: Jennifer Campagnolo, CHCA
December 10, 2025

Land Acknowledgement



Artist Credit: Patrick Hunter

We recognize with humility and gratitude that Canada is located in the traditional, historical and ceded and unceded Lands of First Nation, Inuit and Metis Peoples. On behalf of us all, we acknowledge and pay respect to the Indigenous peoples past, present and future who continue to work, educate and contribute to the strength of this country.

Reflect on What You Hear...

As you listen to today's presentation and panel, consider how ethical frameworks can enhance and strengthen integrated care planning and person-centred decision making?

Where and how could you integrate and apply the frameworks, skills, knowledge and attitudes discussed over the next hour in your care setting?

Introductions




Dr. Kerry Bowman, PhD
University of Toronto



Olesya Kochetkova, RN, BScN, MN
Professional Practice, Quality, Risk and
Client Safety Consultant, VON Canada



Jean Johnston-McKitterick
Eldercare Planner,
Tea and Toast



ECHO ISC: Navigating Safety and Autonomy in Complex care

▶ KW Bowman PhD

Risk, Safety and Autonomy

The power of culture

- ▶ Autonomy is a western concept
- ▶ Internal verses External locus of control
- ▶ Interdependence versus independence

Capacity and Decision-Making

- ▶ How is cognitive decline affecting capacity?
- ▶ Consent has three components
 - ▶ *Capable*
 - ▶ *Voluntary*
 - ▶ *Informed*
- ▶ Treatment/task specific consent
- ▶ Is there Refusals of care?
- ▶ Does the medication regimen become interrupted?

Risk, Safety & Autonomy

- ▶ Stove left on, missed insulin doses
- ▶ Evening distress & repetitive calling
- ▶ Respect her wish to remain home
- ▶ Use least restrictive, supportive interventions first

Duty to Care

- ▶ *Limits- if any have never been clarified*
- ▶ Risk to workers?
- ▶ Abuse?
- ▶ Racism?
- ▶ Effective treatment plan?

Cultural & Linguistic Considerations

- ▶ Prefers Urdu for complex conversations
- ▶ Cultural beliefs shape views on aging & dementia
- ▶ Stigma impacting diagnosis discussions
- ▶ Need culturally safe approaches

Meet Mrs. Amina Khan

Safety, Risk and Autonomy Highlights:

- **Cognitive risks:** missed insulin, leaving stove on, confusion, evening distress, mistrust, and care refusals.
- **Medical risks:** poor glycemic control, wound complications, CHF-related fatigue, high fall risk.
- **Functional risks:** difficulty with ADLs, meal prep, and medication management; often alone.
- **Service risks:** inconsistent home-care staff, limited cultural/language alignment, gaps in care continuity.
- **System risks:** fragmented coordination; overwhelmed daughter; delayed access to geriatric assessment.

Meet Mrs. Amina Khan

Opposing perspectives:

- **Autonomy vs. safety:** Mrs. Khan prioritizes independence; providers and family see escalating risk.
- **Medical complexity vs. cognitive decline:** high clinical needs but limited insight and adherence.
- **Cultural comfort vs. system capacity:** preference for Urdu-speaking, female caregivers vs. staffing constraints.
- **Consistency vs. workforce shortages:** need for familiar caregivers vs. rotating staff and missed tasks.
- **Family expectations vs. navigation gaps:** daughter wants more support but lacks clarity; providers work in silos.

Discussion / Q&A



Dr. Kerry Bowman, PhD
University of Toronto



Olesya Kochetkova, RN, BScN, MN
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Upcoming TeleECHO Clinics



Integrated Seniors Care

cdnhomecare.ca/chca-project-echo-integrated-seniors-care

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Navigating Autonomy and Safety in Complex Care

December 10, 12 – 1pm Eastern

Kerry Bowman, Olesya Kochetkova, Jean Johnston-McKitterick



Assessing Frailty in Complex Care: Balancing Risk, Judgment, and Care Planning

January 21 2026, 12-1pm Eastern

Dr. Kenneth Rockwood, additional panelists TBC

Thank you for taking a moment to complete the survey!