

Best Practices in Long-Term Care

Working together towards excellence in resident care.

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Take Your MPP to Work Events bring Long-Term Care Nurse Leaders and Politicians Together

Elaine Calvert, RN, Long-Term Care Best Practice Co-ordinator, Hamilton
Niagara Haldimand Brant LHIN

Have you ever wondered what you would say if you had the opportunity to speak with a Member of Provincial Parliament (MPP) about your work as a nurse in long-term care?

With support from RNAO and its Long-Term Care Best Practice Co-ordinators, Ontario nurses were encouraged to meet with area politicians during Nursing Week and throughout the month of May and June as part of the association's annual Take Your MPP to Work Day. Events were held in a variety of settings that included acute care, community and long-term care and brought nurses face to face with politicians who represent the clients in their care. This year's events were an excellent fit with the 2013 Nursing Week theme, "Nursing, a leading force for change" and RNAO's objective of "increasing nurses' contribution to shaping the health-care system".

In the Brantford area, John Noble Home hosted a meeting where MPP Dave Levac met with 10 long-term care Directors of Care and nurse leaders to discuss the challenges faced by both those who live and work in the long-term care community and to hear their suggestions for improvements to the health-care system. Erin Denton, Director of Care at John Noble Home, described the meeting as, "a valuable opportunity to discuss the importance of providing quality health care to residents with someone who is in a position to support and influence change at the provincial level". This year marks the 13th year that Ontario MPPs have been invited to meet with nurses across the province, providing nurses with the opportunity to share their experiences and convey the important role of nurses in supporting clients to reach their health-



MPP Dave Levac (centre back) and nurse leaders exchange certificates of appreciation.

related goals. This year, participating MPPs heard messages that also highlighted how long-term care nurses use evidence to guide approaches to change and support residents with their care decisions.

On May 17, Newmarket-Aurora MPP, Frank Klees met with nurses and inter-professional staff of Southlake Residential Care Village to answer questions posed by the 25 audience members. The RNAO Long-Term Care Best Practice Co-ordinator for the Central LHIN, Susan Bailey was in attendance at the event to introduce Mr. Klees

and facilitate the meeting where Mr. Klees addressed the audience's questions regarding the realities of trying to meet resident care needs.

Two LTC organizations that were unable to host a meeting in May have upcoming plans in place. In the St. Catharines area, a meeting is arranged with MPP Jim Bradley who will join local Directors of Care and members of their nursing teams at Tabor Manor in late June. In July, Thunder Bay MPP, Bill Mauro will spend time with nurses at Hogarth-Riverview Manor.

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Take Your MPP to Work

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For more information on the Take Your MPP to Work events that took place across the province visit: nursingweek.rnao.ca/take-your-mpp-to-work. For more information on how you can host a Take your MPP to Work event you may contact RNAO's Nursing and Health Policy department at policy@RNAO.ca.



MPP Frank Klees (front left) responds to questions from the audience at Southlake Residential Care Village

The New Nursing Orientation e-Resource for Long-Term Care

Natalie Warner, RN, MN, Long-Term Care Best Practice Co-ordinator, Central East LHIN

This summer the Long-Term Care Best Practices Initiative is launching a new online resource, the Nursing Orientation e-Resource for Long-Term Care (e-Resource). The tool is built on the foundation of the former Orientation Program for Nurses in Long-Term Care that RNAO first developed in 2001 and contains several significant changes. The new orientation e-Resource is free and maintains the same knowledge domains that categorized the original orientation program: professional, role, clinical and organizational. These domains are now populated with online resources from organizations that guide nursing practice in long-term care including the College of Nurses of Ontario, the Ministry of Health and Long-Term Care, and other credible sources such as the Heart and Stroke Foundation and the Canadian Mental Health Association. The e-Resource has been reviewed by the Long-Term Care Best Practice Co-ordinators and stakeholder reviewers from the sector to ensure the information is relevant and that there are no obvious gaps in information, for which there are existing resources.

The first step in using the e-Resource is to complete the registration process. This allows users to create a personalized login to use each time

they access the e-Resource and it also allows RNAO to collect some basic information that will be used for future improvements and updates. Before beginning to work through the e-Resource, it is suggested that nurses visit the introduction section where they will find relevant background information and a series of checklists and planning tools, one for each domain, which will assist them to plan which sections in the e-Resource they will explore, as well as keep track of the resources they have reviewed. After this, nurses are free to begin in any domain relevant to their interest.

The e-Resource is designed to enhance existing organization-specific orientation programs, and to introduce nurses to evidence-based sources of information applicable to long-term care that they will be able to use to find answers when future practice questions arise. Being an electronic resource it can be accessed multiple times, rather than completed in one sitting. The e-Resource may also be useful beyond orientation. For example, it may be used in conjunction with quality assurance plans as required by the College of Nurses of Ontario or by nurse educators who are helping staff locate educational resources.

You will find the new Nursing Orientation e-Resource for Long-Term Care at: lcorientationeresource.rnao.ca.



An Interview with Susan McNeill on the Development of the RNAO Best Practice Guideline: Recognizing, Managing and Preventing Elder Abuse

Natalie Warner, RN, MN, BFA, LTC Best Practice Co-ordinator,
Central East LHIN

The Long-Term Care Best Practices Initiative welcomes Susan McNeill to discuss the development of a new best practice guideline (BPG) for recognizing, managing and preventing elder abuse. Susan is a Program Manager with RNAO's International Affairs and Best Practice Guideline Centre. Susan is lead for this BPG initiative and has a keen interest in promoting dignified, quality care for older adults and their families. She has a background in clinical practice, program development, nursing education, and population health promotion.

practice, education, and organization and policy. In addition to the guideline itself, RNAO will develop an interactive E-learning course and plain language information for the public. All of these resources will be published in English and French, and will be freely available on the RNAO website.

Natalie: What is the composition of the expert panel? What sectors and interests do they represent?

Susan: The interdisciplinary panel of experts come from across Canada with expertise in front-line nursing, gerontology, social work, law, law enforcement, rural and remote health care, community development, nursing education, patient and family advocacy, policy, research and population health. Our two panel leads are a registered nurse, Dr. Elizabeth Podnieks, an acclaimed Elder Abuse expert and founder of World Elder Abuse Awareness Day, and a gerontologist, Dr. Samir Sinha, who, among many esteemed roles is also the Lead for Ontario's Senior Care Strategy.

Natalie: Can you tell us how focus groups have helped to give direction to the expert panel?

Susan: RNAO held a series of focus groups, including teleconferences with leaders in gerontology and elder abuse, and an in-person focus group with older adults recruited through the Ontario Network for the Prevention of Elder Abuse (ONPEA). Groups discussed different types of abuse and the many complex issues and challenges that arise in different settings, from the perspective of professionals, older adults and families. This developed the focus and scope of the guideline, and helped to identify existing resources on Elder Abuse and assisted in the identification of the composition of the expert panel. Furthermore, focus group participants identified key issues and needs with regard to BPG recommendations. These discussions provided important background for the approach taken by the panel as well as the development of guiding principles and the identification of stakeholders.



Susan McNeill, RN, BScN, MPH

Natalie: What stage is the guideline at now?

Susan: Right now, the BPG is at the systematic literature review stage. This is a rigorous process that lasts approximately six months and results in a summary of the best available evidence relevant to the topic. Using this literature, panelists work in small groups to create specific recommendations focused on identifying, responding to and preventing elder abuse. In addition to the recommendations, panel members identify resources, such as screening tools, that help nurses and other health-care professionals implement the recommendations and work with the RNAO project team on developing other resources such as E-learning and fact sheets for the public. Once the BPG draft is complete, it is sent to external stakeholders for feedback. Once feedback is received, the BPG is revised, translated into French, and published. Following this, RNAO employs a variety of strategies to support dissemination, implementation, and evaluation of the BPG.

Natalie: When will the guideline be ready for stakeholder review? Publication?

Susan: We expect that the guideline will be ready for stakeholder review during the spring of 2014, followed by publication soon after. For more information and to sign up to be a stakeholder reviewer, go to: rnao.ca/bpg/get-involved/stakeholder.

Natalie: Why did the RNAO decide to develop this guideline?

Susan: RNAO identified the need for a comprehensive, evidenced-based guideline on abuse and neglect of older adults that would fill existing gaps in the guideline literature and be tailored to the Canadian context. The initiative builds on work already done during the Canada-wide Prevention of Elder Abuse Centres of Excellence project (PEACE), a Canadian Nurses Association and RNAO partnership that focused on promoting respect and dignity of older adults in long-term care and on training direct care service providers how to identify and respond to elder abuse.

Natalie: Who is the guideline directed at?

Susan: The guideline is directed at nurses, and the interdisciplinary teams that they work with, across the spectrum of care including community and institutional settings. The guideline will identify best practices for the prevention, assessment, and response to abuse and neglect. It will provide recommendations in the following areas:

Best Practices in Long-Term Care

From Best Practice to the Bed Side: Prevention of Pressure Ulcers can be Achieved

Janusz Kaleta, RN, AAS, BScN (Hon.), IIWCC, Director of Nursing, Cedarvale Terrace

Susan McRae RN, BScN, MHSM, LTC Best Practice Co-ordinator, Toronto Central LHIN

Cedarvale Terrace is home to 218 residents in central Toronto. Cedarvale Terrace has developed an inter-professional skin care team and the work of the team has been furthered by having a Registered Nurse attend the RNAO Wound Care Institute.

The Cedarvale Terrace inter-professional skin care team focuses on the resident. The team includes: nurses, physicians, personal support workers, physiotherapists, occupational therapists, dietitians, social workers and activation staff. Their roles and responsibilities are outlined in figure 1. The team set an objective "to decrease the incidence of pressure ulcers acquired on site". To put this into practice they focused on the resident's complex needs and recognized that the best approach was a holistic one. This was accomplished by understanding the resident's unique risk factors and actively listening to their concerns, which led to simple yet very effective evidence-based interventions such as: control of skin moisture and implementing an individualized voiding schedule with the resident.

Sustaining practice change within the clinical environment is often the most challenging phase and one that requires support and knowledge development for all team members. As part of their commitment to building knowledge and skills within the inter-professional skin care team, Cedarvale Terrace was able to send a nurse to the RNAO "Wound Care Institute: Minding the Gap". At this week-long institute, participants were exposed to best practices in wound care through interactive dialogue with experts, case studies, demonstrations and lab application sessions. Topics mirrored clinical best practice guidelines and included risk assessment and prevention of pressure ulcers, management of stage I to stage IV pressure ulcers, assessment and management of foot ulcers for people with diabetes, and assessment and management of venous leg ulcers. The institute also linked participants with support from the RNAO Long-Term Care Best Practices team and ongoing webinars and teleconferences.

The Cedarvale skin care team has achieved

significant results backed up by statistics from their 2012 Canadian Institute of Health Information (CIHI) data. They achieved a decrease in newly acquired Stage 2 to 4 pressure ulcers from 4.5 per cent to two per cent, (below the provincial average of 2.5 per cent). The incidence of worsening pressure ulcers Stage II to IV decreased from 5.2 per cent to 2.6 per cent (below the provincial average of 2.7 per cent). Existing Stage II to IV pressure ulcers decreased from 11.8 per cent to 7.0 per cent. Some other positive outcomes included the emergence of "natural champions" within the nursing staff. In addition one unit of 42 residents did not have any pressure ulcers for five months, from June to October, 2012.

Pressure ulcers are costly, and as the Cedarvale team learned, prevention is the best and most cost effective approach. This can be achieved through teamwork and with knowledge and tools provided through RNAO Best Practice Guidelines.

See Figure 1 on Page 5

Editor's Note: Seniors' Month – Celebrating the Art of Living

Carol Holmes, RN, MN, GNC(C), Acting Program Manager, LTC Best Practices Initiative



June is Seniors' Month, a great time to celebrate the lives of seniors and the many ways in which they continue to make our province a better place to live.

The theme for Seniors' Month is "The Art of Living", which celebrates how seniors create their own unique approach to living. Every day in Ontario's LTC homes, dedicated staff provide personal care and support services to all residents, not just seniors, thus allowing residents to focus on the art of living. Ontario's long-term care (LTC) homes are home to a large number of seniors. The average age of a resident living in LTC is 82 years.

June also marked World Elder Abuse Awareness Day (June 15) - an effort to raise awareness about the importance of the prevention of elder abuse. In an interview with RNAO program manager, Susan McNeill, you will learn more about the development process for a new RNAO Best Practice Guideline, *Recognizing, Managing and Preventing Elder Abuse*. This process presents an opportunity for nurses to get involved as stakeholder reviewers.

In May, LTC nurse leaders and inter-professional staff participated in RNAO's annual Take Your MPP to Work event designed to foster dialogue and provide Members of Provincial Parliament (MPP) with better insight into current issues in health care. In Brantford, LTC Directors of Care and nurse leaders met with their MPP. At an

event in Newmarket, 25 inter-professional staff at Southlake Residential Care Village met with their area MPP. Two more additional events are scheduled this summer.

The RNAO Long-Term Care Best Practices Initiative team is also delighted to tell you about a new resource, the Nursing Orientation e-Resource for Long-Term Care (e-Resource). The e-Resource is free and is designed to enhance organization-specific nursing orientation programs by linking nurses with evidence-based and community resources. The e-Resource will be launched this summer.

In another article, you will read how the inter-professional skin care team at Cedarvale

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Figure 1: Roles and Responsibilities of the Cedarvale Terrace Inter-professional Skin Care Team

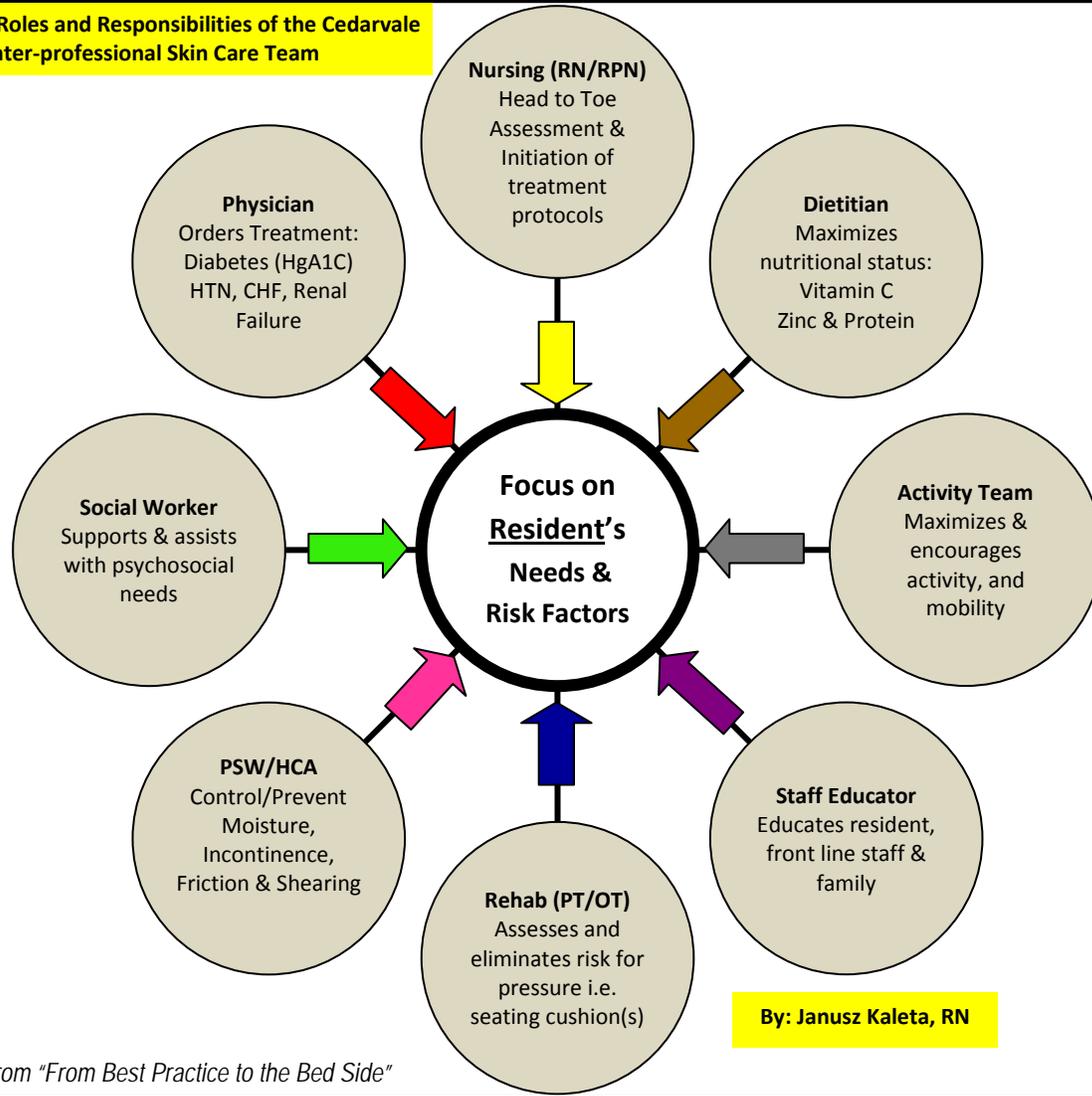


Figure from "From Best Practice to the Bed Side"

Editor's Note

Continued from page 4

Terrace brought best practices in pressure ulcers to the bedside, which was enhanced when their Director of Nursing attended the RNAO Wound Care Institute. With the goal of decreasing pressure ulcers acquired in the home, the team focused on the unique needs of residents and the use of best practices to achieve a reduction in newly acquired pressure ulcers, improve worsening pressure ulcers and decrease the number of existing pressure ulcers. Improvements like this have a positive impact on the lives of residents and allow them to focus on the art of living.

And finally, RNAO and the Long-Term Care Best Practices Initiative has two exciting announcements to share with you. We congratulate Josephine (Josie) Santos on receiving a Queen Elizabeth II Diamond Jubilee Medal for her contributions to nursing. We also welcome Amy Reid to our team in the position of Long-Term Care Best Practice Co-ordinator for North Simcoe Muskoka, LHIN 10.

The Long-Term Care Best Practices Initiative team looks forward to continuing to work with you over the summer.

LTC Toolkit Being Revised

Based on feedback from long-term care homes the LTC Toolkit is being revised. The new toolkit will contain the same great resources, in an easier to navigate format and the web address (lctoolkit.rnao.ca) will remain the same. This process may result in the toolkit being off-line at times during the summer. If you experience any problems accessing the toolkit or resources, please don't hesitate to contact the RNAO office or your local LTC Best Practices Co-ordinator.

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ANNOUNCEMENTS

Congratulations to Josephine Santos!

Josephine Santos, Program Manager for the Long-Term Care Best Practices Initiative was one of five RNAO members presented with the Queen Elizabeth II Diamond Jubilee medal in March, acknowledging her outstanding work and contributions to nursing and health care.

Last year, the office of the Governor General of Canada announced it was awarding 30 medals to the Canadian Nurses Association to recognize nurses across Canada. RNAO was given five medals to award to outstanding nurses in Ontario. The remaining medals were given to other provincial/territorial nursing colleges and associations. RNAO's board of directors had the difficult task of choosing from a list of over 40 nominees. The commemorative award was created to mark the 2012 celebrations of the 60th anniversary of Her Majesty Queen Elizabeth II's accession to the throne.



Josephine Santos, RN, MN

Welcome to the Team!

RNAO is pleased to welcome Amy Reid, the new LTC Best Practice Co-ordinator for North Simcoe Muskoka LHIN. Amy joined the team in June. She graduated from Georgian College in 2004, and has been practising nursing in the long-term care sector since. Her roles as nurse supervisor and most recently as Director of Care have allowed her the opportunities to facilitate and implement quality improvement projects. She has a passion for the delivery of quality evidence-based care and a resident-centred approach. Through working within an interdisciplinary team, Amy has seen first-hand how the implementation of the best practice guidelines can not only improve the lives of the residents but also the care that they receive. Amy can be reached via e-mail at areid@RNAO.ca and by phone at (226)567-4273.



Amy Reid, RN

RNAO's Long-Term Care Best Practices Initiative Newsletter
Editors: Natalie Warner, Carol Holmes, Heather McConnell and Marion Zych

Newsletter Designed by:
Verity White

Please send comments/inquiries by email to LTCBPI@RNAO.ca.

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