

Best Practices in Long-Term Care

Working together towards excellence in resident care.



Moving Towards An INTEGRATED Approach

Josephine Santos, RN, MN
Program Manager,
LTC Best Practices Initiative

Have you ever wondered what is the best approach to implementing best practices in long-term care (LTC) homes given the many competing priorities? The answer is quite simple and can be summed up into one word, 'INTEGRATION'. Webster's dictionary defines integrate as "to make complete by adding parts". This issue of our newsletter features stories about how three LTC homes have integrated regional and language resources to implement best practices. It also highlights how our Initiative is working to help you integrate LTC legislation, RAI-MDS, quality improvement and best practice guidelines into your efforts to provide excellent resident care.

Foyer Richelieu, a francophone LTC home in Welland, Ontario, collaborated with the Ontario Osteoporosis Strategy for Long-Term Care and the RNAO Long-Term Care Best Practice Coordinator in their LHIN to review their current Falls Prevention program. They utilized the RNAO Best Practice Guidelines and launch of the French version of the Osteoporosis DVD, *L'ostéoporose: Réussir à relever les défis*

(Translation: Osteoporosis: Meeting the Challenges) to support them in this work. In hosting the event, they further fostered integration by showcasing falls prevention and osteoporosis resources from community partners and shared knowledge of their in-house strategies with their staff, residents, and family members.

Integration also means engaging people to be a part of something. In Whitby, Ontario, Fairview Lodge made nursing students a part of their guideline implementation strategy. The LTC home's Manager of Nursing Practice worked closely with students from the University of Ontario Institute for Technology (UOIT) to ensure that the student projects would complement practice at Fairview Lodge. They provided opportunity for the students to be integrated with residents, staff and the organization's practice culture so that their projects would result in evidence-based practice resources that were meaningful to staff within the home.

In the heart of downtown Toronto, Mon Sheong Home for the Aged shares with us the importance of language and best practice dialogue in long-term care. The availability of the RNAO LTC Best Practice Guidelines in other languages such as Mandarin Chinese have provided ease of understanding and better integration of their use with staff, residents and families.

Our initiative recognizes that there are many competing demands in long-term care and strives to work at the provincial level to integrate best practice and other priorities and initiatives. We have highlighted the results of the provincial survey that we conducted between March and April 2011 to determine what resources LTC homes are using and what they are looking for. Our team is very pleased that the LTC home respondents have indicated they are using and integrating many RNAO resources to implement

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best practices. Based on the identified needs of the LTC homes, our team will be adding new clinical and healthy work environment topics to the online Best Practices Toolkit. Our newsletter's centrefold features our expanded team of LTC Best Practice Coordinators and the work that they are doing to support the uptake of best practices in Ontario. This includes developing a Long-Term Care Orientation e-Learning program and planning for events such as a Best Practice Champions workshop for long-term care that will encourage team-based participation from RNs, RPNs, and PSWs.

Finally, you will find an article on the upcoming event that was the inspiration for the theme of INTEGRATION: our three-day League of Excellence for Long-Term Care. This event is specifically designed to help nurse leaders integrate best practices with the new MOHLTC legislation, RAI-MDS, and quality improvement. You may already have received the 'Save the Date' flyer circulated to LTC homes across the province for this event on November 2-4 at the Crowne Plaza Hotel in Hamilton. The Long-Term Care Best Practices Initiative team looks forward to seeing many of you at events such as this, and we encourage you to contact the RNAO Long-Term Care Best Practice Coordinator in your LHIN for help with integrating evidence-based practices and resources.

Best Practices in Long-Term Care

Foyer Richelieu and Community Partners Launch Osteoporosis DVD in French

By Elaine Calvert, RN, LTC Best Practice Coordinator, LHIN 4 – Hamilton Niagara Haldimand Brant

When members of the leadership team at a francophone long-term care home in Welland, Ontario were approached to determine their interest in hosting the launch of the French version of an Osteoporosis DVD, the request was met with a resounding, “Oui”. Communication between the home’s Director of Care and the LHIN 4 RNAO LTC Best Practice Coordinator revealed that the organization was actively reviewing their current Fall Prevention program using the RNAO Best Practice Guidelines. Participation in the DVD launch was a natural fit and one that would bring attention to factors that contribute to injuries in older adults.

Sean Keays, Administrator for the home, explained that Foyer Richelieu LTC frequently opens its doors to members of regional health-care teams for the purpose of providing a venue for professional development events. The opportunity for staff, residents and family members to participate in the Osteoporosis DVD launch with members of the broader LTC community made this particular request even more appealing to their team.

In collaboration with local osteoporosis leaders and two RNAO LTC Best Practice Coordinators, on March 9, 2011, the Foyer Richelieu community welcomed members from all health-care sectors to the launch of the French version of the Osteoporosis DVD entitled, “*L’ostéoporose: Réussir à relever les défis*”. (Translation: *Meeting the Challenge of Osteoporosis and Fracture Prevention*). More than 100 members of the French speaking community gathered in the auditorium to view the DVD introduced by Dr. Alexandra Papaioannou, chair of the scientific advisory council at Osteoporosis Canada. Welland’s City Councillor, Rock Letourneau and speakers with osteoporosis-related interests provincially and nationally, also addressed the crowd.

Keays, along with members of the Foyer



Organizers and presenters at the Foyer Richelieu's launch of the French Osteoporosis DVD

Foyer Richelieu team, greeted guests and acknowledged the opportunity to host the event as, “a great way to introduce members of our Foyer Richelieu community to this important topic and to many of our community partners as well.”

Following the presentation, residents and family members enjoyed light refreshments and a celebratory cake while spending time speaking with community representatives who had set up displays in a common area of the home to showcase supportive resources. Those joining in the festivities included Regional Nurse Practitioners, Community Falls Prevention Project Leaders, Physiotherapy Service Providers, RNAO Long-Term Care Best Practice Coordinators and

representatives from the provincial and national Osteoporosis Society. As the afternoon came to a close, residents, family members and other invited guests could be heard commenting on the success of the event and the value of the information that was shared.

C’était pour nous un grand plaisir d’avoir faites partie de cet événement, le lancement du DVD français sur l’ostéoporose. Merci beaucoup Foyer Richelieu. (Translation: It was a great pleasure to be part of this event, the launch of the DVD on osteoporosis in French. Thank you very much Foyer Richelieu.) Thank you also to the Ontario Osteoporosis Strategy for Long-Term Care team.



To obtain your own copy of this 10-minute DVD linking osteoporosis and falls prevention in English or French, contact the Ontario Osteoporosis Strategy for Long-Term Care at osteoltc@osteoporosis.ca or visit their website at www.osteostategy.on.ca.

Best Practices in Long-Term Care

Students Help Implementation – Placements May Help Future RN Recruitment

Natalie Warner, RN, MN, BFA, LTC Best Practice Coordinator, LHIN 9 – Central East, and Helen Gies RN, BScN, Manager Nursing Practice, Fairview Lodge

Integrating nursing students in their community rotation into best practice implementation activities is beneficial on many levels. Students have dedicated time to contribute to implementation projects, excellent computer skills and ready access to research journals through their university libraries. This involvement of students expands their perspective on long-term care, as often their only experience is through an initial nursing placement. Research has shown that first year student placements can deter new nurses from selecting long-term care. Providing them with another perspective through an experience involving research and the application of knowledge and best practices may enhance the future recruitment of nurses.

Fairview Lodge, in Whitby Ontario, hosted its first community nursing student placements in the summer of 2010 guided by Helen Gies, Manager of Nursing Practice. She jumped in with both feet by hosting three projects done by teams of two students from University of Ontario Institute for Technology (UOIT). The projects, which complemented the home's best practice guidelines work included: restraint use (*BPG Prevention of Falls and Fall Injuries in the Older Adult*); urinary tract infections (*BPG Promoting Continence Using Prompted Voiding*); and oxygen use (*BPG Nursing Care of Dyspnea: The 6th Vital Sign in Individuals with Chronic Obstructive Pulmonary Disease*).

Gies used several strategies to ensure the student projects would complement practice at Fairview Lodge and provides good learning experiences for the students. She started with an orientation that included a tour through the home introducing the students to residents and staff and giving them a broad overview of her vision for the three projects. This expanded their understanding of long-term care and also gave the students the opportunity to choose



the area of focus for their project. Once the students selected their topic areas, Gies helped them prepare a work plan that integrated Fairview's needs with the students' learning objectives in order to develop products such as learning modules and charts which could be completed during their placement.

The students were physically located within Gies' work area, which was important given the regulatory complexities of long-term care and the need to access a breadth of research, resources, and tools. This allowed Gies to connect the students with stakeholders including front-line staff and members of the management team at key points in their project. To illustrate multidisciplinary efforts to affect practice change, the students were invited to the weekly rounds focused on Pressure Ulcer Awareness and Prevention. One student noted that through attending this forum she was able to understand the "need to connect the change and the people to really make change".

The combination of clear outcomes, stakeholder input and evidence-based practice resulted in products the home was able to integrate into practice knowing that they addressed the home's culture and the needs of long-term care. The students recognized the positive impact their work had on the home.

Highlights of the 2011 Provincial Survey

Josephine Santos, RN, MN
Program Manager,
LTC Best Practices Initiative

Between March and April 2011, a provincial survey was conducted as a follow-up to the 2008 survey. The goals of the survey were: to evaluate the usage of existing Initiative resources in assisting Ontario LTC homes in implementing best practices; and to determine the LTC homes' future needs related to the uptake of best practices.

There was a 15% response rate. The results indicated that LTC homes are using many of the RNAO resources to help them with best practice guideline implementation, specifically the LTC Toolkit (77%) followed by consultation with the LTC Best Practice Coordinators (72%) and participating in events such as webinars or teleconferences (70%). Respondents also indicated that e-learnings (33%), the Champions Network® (32%), and Institutes (27%) were resources that they have used. Clinical concerns identified by most respondents were the same as the required programs mandated by the LTC Homes Act: falls prevention, minimizing restraints, bowel and bladder continence, pain, responsive behaviours, and delirium, dementia and depression (3Ds). In terms of work environment concerns, the RNAO Healthy Work Environment Guidelines, "*Preventing and Managing Violence in the Workplace*"; "*Developing and Sustaining Effective Staffing and Workload Practices*"; "*Developing and Sustaining Nursing Leadership*"; "*Collaborative Practice Among Nursing Team Members*"; and "*Workplace Health, Safety and Well-being of the Nurse*", were all identified as key priorities to be addressed.

Continued on page 6..

Who is the Long-Term Care Best Practice Coordinator in your LHIN?

Find out the work that they are doing to support the uptake of best practices in Ontario while supporting LTC homes in your LHIN.

LHIN 1 – Erie St. Clair Host Agency: Vision Nursing Home, Sarnia



Beverly Faubert

Lead for the development of the Best Practice Toolkit resources on pain assessment and management, and end-of-life care.

LHIN 2 – South West Host Agency: Elgin Manor, St. Thomas



Sue Sweeney

Lead for the planning of the Best Practice Champions workshops.

LHIN 3 - Waterloo Wellington Host Agency: Trinity Village Care Centre, Kitchener



Janet M. Evans

Lead for the program's marketing committee and linkage for RAI-MDS.

LHIN 4-Hamilton Niagara Haldimand Brant Host Agency: John Noble Home, Brantford



Elaine Calvert

Involved in planning the 3-day event, League of Excellence for Long-Term Care.

LHIN 5 – Central West Host Agency: Peel Manor Long-Term Care Centre, Brampton

Soon to be announced.

Provincial Projects



Carol Holmes

Lead for the development of the Long-Term Care Orientation e-Learning.

LHIN 6 - Mississauga Halton Host Agency: Specialty Care Mississauga Road, Mississauga



Saima Shaikh

Co-lead for the Improving Continence Care Collaborative (IC3).

LHIN 8 - Central Host Agency: Ukrainian Canadian Care Centre, Toronto



Susan Bailey

Lead for the development of the Best Practice Toolkit resources on delirium, depression, dementia (3Ds) and responsive behaviours.

LHIN 10 - South East Host Agency: Rideaucrest Home, Kingston



Ibo Barbacsy-MacDonald

Co-lead for the development of the Best Practice Toolkit resources on healthy work environment, specifically on violence prevention.

LHIN 11 - Champlain Host Agency: Miramichi Lodge, Pembroke



Janet E. Evans

Lead for the development of the Best Practice Toolkit resources on prevention, assessment and management of pressure ulcers.

LHIN 12 - North Simcoe Muskoka Host Agency: Hillcrest Village Care Centre, Midland



Melody Boyd

Supporting dissemination by coordinating external publications.

LHIN 13 - North East Host Agency: Algoma Manor, Thessalon



Heather Thompson

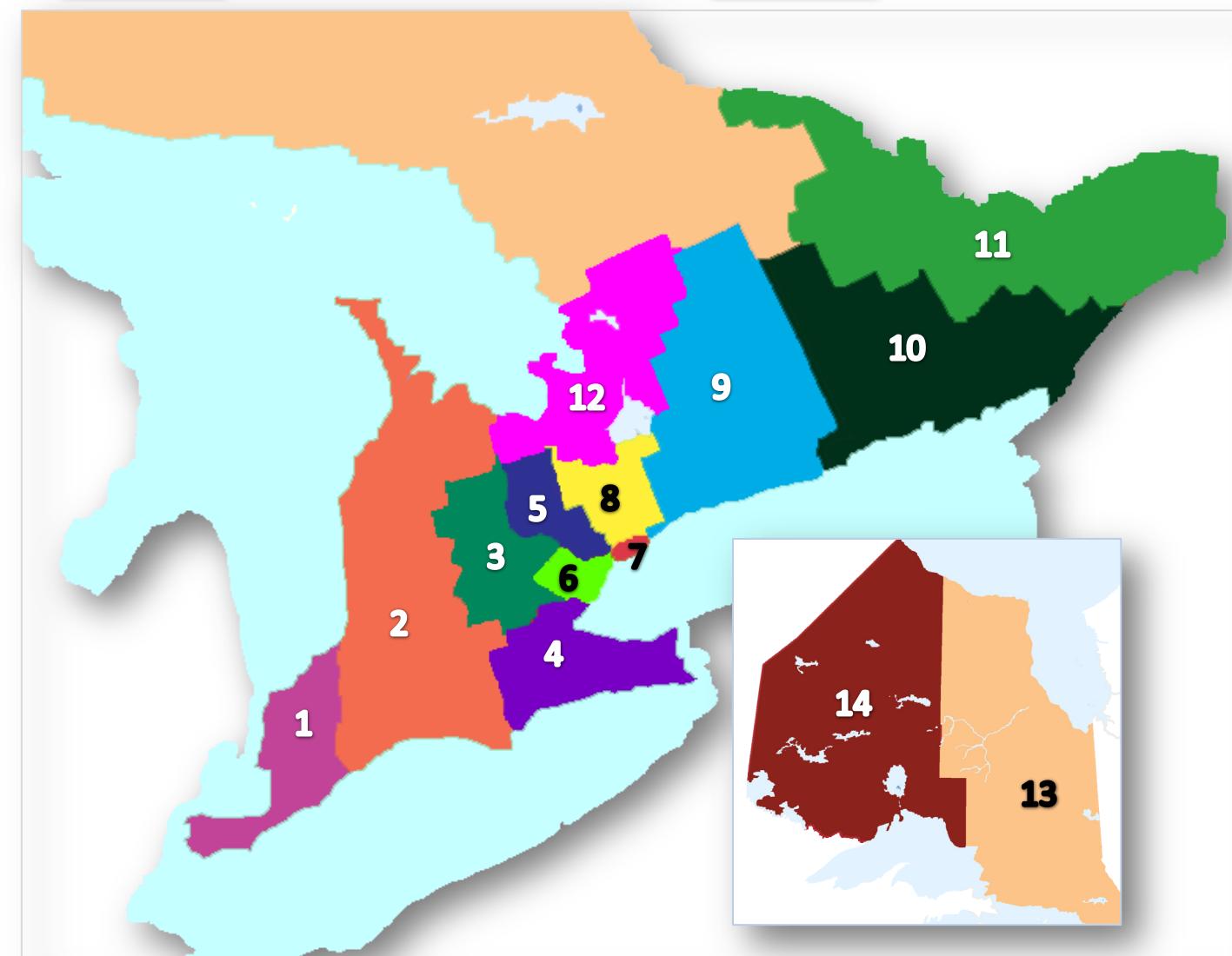
Lead for the development of the Best Practice Toolkit resources on oral care and falls prevention.

LHIN 14 - North West Host Agency: Roseview Manor, Thunder Bay



Heather Woodbeck

Lead for the development of the Best Practice Toolkit resources on assessment and management of continence and constipation.



LHIN 7 – Toronto Central Host Agency: Isabel & Arthur Meighen Manor, Toronto



Susan McRae

Linkage for RAI-MDS and supporting the development of the Oral Care Best Practices Toolkit resources.

LHIN 9 - Central East Host Agency: Fairhaven, Peterborough



Natalie Warner

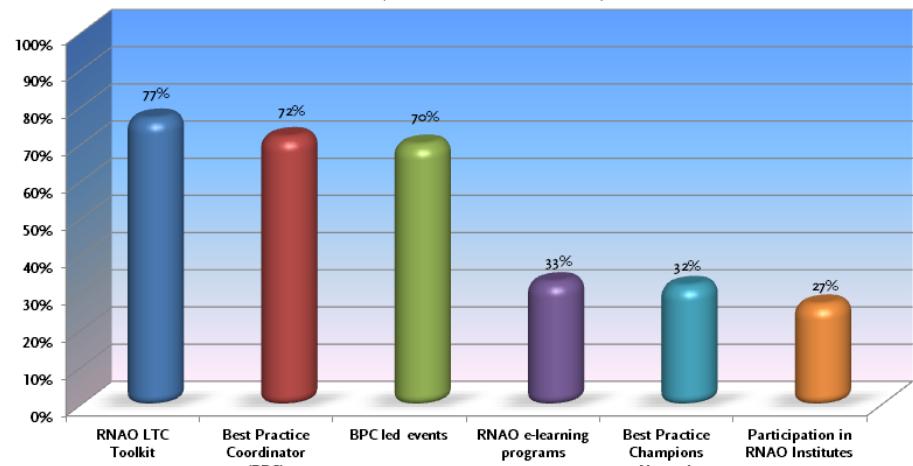
Lead for the development of the Best Practice Toolkit resources on *Client Centred Care* and co-editor of the program's newsletter.

Highlights of the 2011 Provincial Survey

Continued from page 3...

Based on the results of the survey, the LTC Best Practices Initiative team is adding new clinical topics to the online Best Practices Toolkit on topics such as *Delirium, Dementia, and Depression (3Ds)/Responsive Behaviour, End-of-Life Care, and Oral Care*. A Healthy Work Environment topic will also be added, specifically *"Preventing and Managing Violence in the Workplace"*. The team will continue to update the resources posted in the RNAO LTC Toolkit such as *Continence/Constipation, Client Centred Care, Falls, Pain, and Pressure Ulcers* in order to provide current information that LTC homes can use to develop the programs mandated by the LTC Homes Act.

RNAO Resources Used by LTC Homes to Implement Best Practice



The Importance of Language and Best Practice Dialogue in LTC

Susan McRae RN, BScN, MHSM, LTC Best Practice Coordinator, LHIN 7 – Toronto Central, Sue Bailey RN, MHSn, LTC Best Practice Coordinator, LHIN 8 – Central, and Carol Holmes, RN, BScN, MN, GNC(C), LTC Best Practice Coordinator, Provincial Projects

Established in 1975, Mon Sheong Home for the Aged D'Arcy is in the heart of downtown Toronto serving 105 residents of Chinese heritage. In the Spring of 2011, RNAO LTC Best Practice Coordinators met with care staff at Mon Sheong to launch the *Client Centred Care (CCC) Best Practice Guideline (BPG)*, the first guideline to be translated into the Mandarin Chinese dialect. Mon Sheong has approximately 130 interdisciplinary staff, and for many, Cantonese and Mandarin is their mother tongue.

Care staff at Mon Sheong has been involved in several facilitated discussions on RNAO BPGs. These discussions have provided an opportunity for LTC Best Practice Coordinators to share knowledge and resources, support the enhancement of evidence-based practices and learn from Mon Sheong's strong example of resident-centred care. Topics included pain, responsive behaviours, continence, constipation, wound care, and falls prevention. Mon Sheong truly demonstrates the pursuit of excellence in resident-centred care by incorporating best practices into care giving and welcoming Best Practice Coordinators to dialogue with their nurses, personal support workers and other staff on BPGs and evidence-based practice



LTC Best Practice Coordinators Sue Bailey (far left) and Susan McRae (third from right, back) were welcomed by Mon Sheong's care team.

implementation. When the Mandarin Chinese translation of the *CCC BPG* was introduced, many staff members were pleasantly surprised to see that it is available in their first language. Staff use it with residents and families. Maisie Iu, Director of Resident Care, immediately made the guideline available. She said, "The *Client Centered Care Guideline* in Chinese is good for my staff. I saved the information in the computers at each nursing station and hard copies print out for those who did not have computer access".

Besides English, French and Mandarin, select RNAO Best Practice Guidelines are available

in Japanese, Spanish and Italian. All BPGs, including those in other languages, can be viewed, downloaded and/or purchased in hard copy from the RNAO website at www.rnao.ca/bestpractices. RNAO Best Practice Guidelines are highly valued throughout the world and RNAO is grateful to the partners that have made translation possible. LTC Best Practice Coordinators throughout the province are eager to engage with staff in your LTC home to consult and collaborate on the implementation of best practices.

Best Practices in Long-Term Care

RNAO's League of Excellence for Long-Term Care

Carol Holmes, RN, BScN, MN, GNC(C), LTC Best Practice Coordinator, Provincial Projects

Long-term care legislation, Resident Assessment Instrument - Minimum Data Set (RAI-MDS), quality improvement, clinical and healthy work environment best practices – what do all of these have in common? If you work in one of Ontario's 613 Long-Term Care homes (LTCH), you already know that these key elements are among the current expectations that LTCH administrators, nurse leaders and their respective care teams are striving to integrate. In meeting with long-term care leaders across the province, RNAO's Long-Term Care Best Practice Coordinators have heard leaders ask – how can we pull all of this work together? In response to this question, the RNAO's Long-Term Care Best Practices Initiative and Centre for Professional Nursing Excellence have developed the League of Excellence for Long-Term Care, a three-day, interactive learning forum specifically designed to assist long-term care nurse leaders in integrating these key elements into their workplace.

Nurse leaders attending the League of Excellence for Long-Term Care will benefit from the shared knowledge of colleagues and experts in the fields of clinical and healthy work environment best practices, change management, LTC legislation, RAI-MDS and quality improvement. We've assembled an exciting group of faculty to share their knowledge. Specifically, nurse leaders will gain knowledge about:

- RNAO's Clinical and Healthy Work Environment Best Practice Guidelines, related implementation resources and how they align with Ontario's LTC legislation, quality improvement and RAI-MDS;
- Models for effective integration of all of these key elements in Long-Term Care homes;
- Practical adoption and change strategies to assist you in sustaining change that enhances quality resident care and healthy work environments;
- Strategic and action planning to assist you in leveraging and integrating these key elements in your Long-Term Care home to achieve the goals of quality resident care and quality work life.

The RNAO's League of Excellence for Long-Term Care is taking place on November 2-4, 2011 at the Crowne Plaza Hotel and Conference Centre, 150 King Street East, Hamilton, Ontario.

To register online and for more information please visit: www.rnao.org/LTCLeague, contact events@rnao.org, or call 416-599-1925 or toll free 1-800-268-7199.

Announcements

Best Practices on YouTube!

Be sure to view select International Affairs and Best Practice Guidelines (IABPG) Program videos on YouTube by going to: <http://www.RNAO.org/bpg-vignettes>.

Upcoming Events

• October 18 – 19, 2011

Excellent Care for All: Evidence-Based Practice and Quality Improvement Conference

• November 2 – 4, 2011

League of Excellence for Long-Term Care: Integrating Best Practices with: LTC Legislation, RAI-MDS & Quality Improvement

For more information on these events, go to www.RNAO.org/events.

Mark Your Calendars!

Best Practice Spotlight Organization® (BPSO®) Request-for-Proposals

- October 14 – Letters of Intent DUE
- December 8 – Proposal submissions DUE

Best Practice Champion Workshop

- January 26, 2012 – available to all LTC homes via videoconference.

Toolkit - more resources available!

Visit the Best Practices Toolkit at <http://ltctoolkit.rnao.ca> for additional clinical and healthy work environment topics. Also, watch out for new and updated resources.



Best Practices in Long-Term Care

New BPGs & Revisions

Visit the IABPG website at www.RNAO.org/bestpractices to download your FREE copy of the following newly published and revised Best Practice Guidelines:

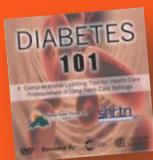
- End-of-life Care During the Last Days and Hours
- Prevention of Constipation in the Older Adult Population
- Prevention of Falls and Fall Injuries in the Older Adult
- Preventing and Mitigating Nurse Fatigue in Health Care
- Promoting Continence Using Prompted Voiding
- Risk Assessment and Prevention of Pressure Ulcers
- Stroke Assessment Across the Continuum of Care



NEW DIABETES 101

This new diabetes learning tool for health-care professionals in Long-Term Care settings is brought to you by the Seniors Health Research Transfer Network Diabetes Community of Practice (CoP). DVD copies of Diabetes 101 will be distributed to every LTC home in Ontario beginning in the Fall in partnership with Ontario's Diabetes

Regional Coordination Centres. For further information on the Diabetes CoP, visit beta.shrtn.on.ca.



Contact Us at RNAO!

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Announcements

Contact the LTC Best Practice Coordinator in your LHIN

LHIN	LTC Best Practice Coordinator	Host Agency
LHIN 1 – Erie St. Clair	Beverly Ann Faubert, RN, BScN Mobile: (519) 401-8485 Email: bfaubert@RNAO.org	Vision Nursing Home 229 Wellington Street Sarnia, ON N7T 1G9
LHIN 2 – South West	Sue Sweeney, RN Mobile: (519) 719-5250 Email: ssweeney@RNAO.org	Elgin Manor 39262 Fingal Line St Thomas, ON N5P 3S5
LHIN 3 – Waterloo Wellington	Janet M. Evans, RN, BScN, MHScN Mobile: (519) 520-7283 Email: janetmevans@RNAO.org	Trinity Village Care Centre 2727 Kingsway Drive Kitchener, ON N2C 1A7
LHIN 4 – Hamilton Niagara Haldimand Brant	Elaine Calvert, RN Mobile: (289) 407-9658 Email: ecalvert@RNAO.org	John Noble Home 97 Mt Pleasant St Brantford, ON N3T 1T5
LHIN 5 – Central West	Soon to be announced.	Peel Manor Long-Term Care Centre 525 Main St. N. Brampton, ON L6X 1N9
LHIN 6 – Mississauga Halton	Saima Shaikh, RN Mobile: (905) 510-7527 Email: sshaikh@RNAO.org	Specialty Care Mississauga Road 4350 Mississauga Road Mississauga, ON L5M 7C8
LHIN 7 – Toronto Central	Susan McRae, RN, BScN, MHSM Mobile: (647) 455-5282 Email: smcrae@RNAO.org	Isabel & Arthur Meighen Manor 155 Millwood Road Toronto, ON M4S 1J6
LHIN 8 – Central	Susan Bailey, RN, BA, MHScN Mobile: (416) 889-9956 Email: sbailey@RNAO.org	Ukrainian Canadian Care Centre 60 Richview Road Toronto, ON M9A 5E4
LHIN 9 – Central East	Natalie Warner, RN, MN, BFA Mobile: (705) 768-8434 Email: nwarner@RNAO.org	Fairhaven Municipal LTC Home 881 Dutton Road Peterborough, ON K9H 7S4
LHIN 10 – South East	Ibo Barbacsy-MacDonald, RN, BHK, BScN, MSc(c) Mobile: (613) 827-5370 Email: imacdona@RNAO.org	Rideaucrest Home, City of Kingston 175 Rideau Street Kingston, ON K7K 5Y8
LHIN 11 – Champlain	Janet E. Evans, RN, BScN, MN Mobile: (613) 864-0238 Email: jevans@RNAO.org	Miramichi Lodge 725 Pembroke St. West Pembroke, ON K8A 8S6
LHIN 12 – North Simcoe Muskoka	Melody Boyd, RN, BScN, MSc Mobile: (226) 567-4273 Email: mboyd@RNAO.org	Hillcrest Village Care Centre 255 Russell St. Midland, ON L4R 5L6
LHIN 13 – North East	Heather Thompson, RN Mobile: (705) 206-3344 Email: hthompson@RNAO.org	Algoma Manor 135 Dawson Street Thessalon, ON P0R 1L0
LHIN 14 – North West	Heather Woodbeck, RN, HBScN, MHSA Mobile: (807) 707-0466 Email: hwoodbeck@RNAO.org	Roseview Manor 99 Shuniah St. Thunder Bay, ON P7A 2Z2
Provincial Projects	Carol Holmes, RN, BScN, MN, GNC(C) Direct: (416) 408-5646 or 1-800-268-7199 ext. 275 Mobile: (647) 455-5462 Email: cholmes@RNAO.org	RNAO 158 Pearl Street Toronto, Ontario M5H 1L3

RNAO's Long-Term Care Best Practices

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Newsletter Designed by: Citlali Singh

Please send comments/inquiries either by email LTCBPI@RNAO.org, fax (416) 907-7962, or mail to RNAO 158 Pearl Street, Toronto, ON M5H 1L3.

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