



Best Practices in Long-Term Care Homes Newsletter

Winter 2007 Edition, Volume 2

'Building Capacity in LTC Homes'

To create increased knowledge, skills and enthusiasm for Best Practice Guidelines (BPGs) in LTC homes, the Best Practices Coordinators are building capacity by: creating specific knowledge and skills in implementing best practices; creating structures and systems which will sustain the outcomes and expand the initiatives; developing capacity of champions, key influencers at home level to engage in the initiative; and providing workshops and tools to implement best practices. This edition highlights LTC staff participation in the Registered Nurses' Association of Ontario (RNAO) Champions workshops and tools developed by LTC staff and Coordinators to help build capacity within LTC homes. Enjoy the articles!



Best Practice Coordinators

Back Row: from left to right: Lisa Quesnelle, Hazelynn Kinney, Donna Scott, Wendy MacDougal
Front Row: Josie Santos, Mary-Lou van der Horst, Heather Woodbeck, Deb Jenkins

Central West Region: Wendy MacDougal

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What is a Champion?

During a Central West RNAO Champions' workshop in October, 2006 a group of nurses from the Regency Care group of LTC homes created this acronym. Stephanie Lappan-Gracon, Champions Coordinator for RNAO joins them in this photo. Whether you are a formal champion (have taken some training and/or have been assigned that role in your LTC facility) or are an informal champion in your workplace, these qualities apply:



CHAMPION

- C** = Change agent
- H** = Highly motivated
- A** = Action oriented
- M** = Mentor
- P** = Passionate
- I** = Intelligent
- O** = Ongoing process
- N** = Networking

Best Practices on the Move...

By Tazim Virani, RN, MScN, PhD (candidate)

Program Director, RNAO Nursing Best Practice Guidelines Program

One strategy to support the implementation of best practices in the long term care sector has been the engagement of long term care nurses as Best Practice Champions under the leadership of the Registered Nurses' Association of Ontario (RNAO). Nurses attended a full day workshop provided by RNAO in partnership with the LTC Best Practice Coordinators. In 2006, close to 200 nurses in the long term care sector were recruited and trained as Champions through 13 different, one day workshops. These nurses are now being supported by their long term care homes and by the Best Practice Coordinators to implement the RNAO Best Practice Guidelines and other best practices at their work places. There is a real buzz of activity of BPG implementation in the homes as more and more homes are examining their current practices, identifying areas of gaps and raising the bar with best practices.



In 2007, additional nurses will be recruited to the Best Practice Champions Network. Champions will be invited to network with other Champions in other homes through the provision of several opportunities: Best Practice Open Houses hosted by specific homes, monthly teleconference Learning Sessions organized by RNAO, as well as informal networking. It is really important that health care providers and homes reach out and learn from each other. There is so much to be done that we must leverage on each other's work and not spend precious time and resources to re-invent or duplicate efforts.

Several events are being organized that homes can take advantage to build further capacity, excitement and networking opportunities. In June 2007, the RNAO is holding its biennial International Best Practice Guidelines conference in Toronto. The conference attracts practitioners, researchers, administrators and policy makers from around the world. A wide range of workshops, plenary sessions, concurrent sessions and displays will be available. Additionally, in June 2007, RNAO will be holding its annual Best Practice Summer Institute which is a week long residential learning experience to develop advanced skills in knowledge transfer, guideline implementation and organizational change. Plans are being made to identify resources to support a critical mass of nurses in the long term care sector to attend both the BPG conference and the summer institute. Look out for more details in upcoming emails and newsletters from your area Best Practice Coordinator.

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NORTHEAST ONTARIO – HOME TO MORE THAN 70 BEST PRACTICE CHAMPIONS IN LONG-TERM CARE !

On October 30th and November 1st 2006, 48 new Best Practice Champions in Long Term Care worked together to create 7 Communities of Practice in the Northeast Region. The workshops were well received and the feedback has been very positive and encouraging.

Thank you to our host homes – Finlandia Nursing Home in Sudbury and North Centennial Manor in Kapuskasing, our Workshop Committee Members, our participants and to those who facilitated the process for their team members to participate. Your time, energy, creativity, dedication and support were key to the success of our workshops. Since August 2005 the number of Best Practice Champions in LTC in the Northeast Region has increased from 6 to more than 70. I look forward to working with all of the Champions throughout the next year as we continue to create Centers of Excellence for the people who live and work in Long-term Care.



Toronto Region: Josephine Santos

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What's New in the Toronto Region?

Best Practice Champion Workshop in Toronto

The RNAO Champions Network in collaboration with the Toronto Best Practice Coordinator and the Toronto Regional Office, Ministry of Health and Long-Term Care, provided a 1-day orientation workshop for LTC Homes in Toronto last Sept. 2006. Representatives from 50 LTC Homes attended the workshop. These representatives are nurses who are passionate about improving nursing practice and resident care in their organization. The 1-day workshop provided participants with the initial tools and skills to champion a project and facilitate active implementation of a best practice guideline. It also provided them with the opportunity to network, form connections for ongoing support and resources amongst each other and with the RNAO.

New Resources for LTC Homes

The Toronto Best Practice Implementation Steering Committee and Toronto Best Practice Champions Working Groups have developed the following resources based on recommendations from the Ministry of Health and Long-Term Care Standards, RNAO Best Practice Guidelines, and other best practice sources:

- Policy and Procedure on Skin Care and Pressure Ulcer Management
- Policy and Procedure on Falls Prevention and Management
- Policy and Procedure on Bladder and Bowel Management
- Policy and Procedure on Pain Assessment and Management
- Pamphlet on How to Optimize Blood Glucose Control in Long Term Care Home
- Resource Guide on Delirium, Depression and Dementia (3D's) including a poster on recognizing the 3D's and pocket cards which offer a quick reference guide on selected screening tools to assess for delirium, depression and/or dementia.



For more information or to obtain a copy of the resources, contact:

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Central South: Mary-Lou van der Horst

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RNAO Best Practices

Champion Workshops for LTC



The first workshop of two RNAO Best Practice Champion Workshops was held for long term care homes in the Central South area on November 28 2006 in St. Catharines at Linhaven. The Workshop was well attended. Attendees had some time in the morning to share how they envisioned "championing" best practices in their LTC homes. In the afternoon, attendees worked in groups reviewing key components of Best Practices Guidelines and determining the fit with long term care. Great news, attendees discovered that several key recommendations within several BPGs were already in place in many LTC homes.



Check out the NEW "BP Blogger" produced in Central South, a newsletter for LTC containing Best Practice Guidelines information that debunks many care myths in long term care. Watch for monthly issues starting December 2006. Go to <http://www.rgpc.ca/> and download a copy. Great for staff. Great to provide to families.

South West Region: Donna Scott

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The first RNAO Best Practice Champion Workshop for LTC in the South West Region was held in June, 2006 in Hanover. 26 participants attended this new 1-day format and included staff from LTCH's, PRC's from the region and Regional Best Practice Coordinators. At the end of a very full day, all those in attendance made their way back to their LTCH's armed with new knowledge regarding Best Practice Guidelines and the RNAO Toolkit to assist them with implementation.



**Northwestern Region:
Heather Woodbeck**

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A very successful Best Practice Champions Workshop was held in Thunder Bay in November, 2006. RN's, RPN's and others from across Northwestern Ontario came together to learn how to implement best practice guidelines. The

focus of the workshop was the RNAO Falls and Continence Best Practice guidelines. Samantha Mayo, RNAO Program Coordinator Nursing Best Practice Guidelines (BPG's) and BP Coordinator Heather Woodbeck co-presented. Participants learned a lot from Amy Rothwell, Clinical Nurse Specialist from Halton Region who shared her experiences in implementing the RNAO Falls BPG in LTC homes. Northwestern Ontario now has over 30 Best Practice Champions. The next BP Champions Workshop is planned for Dryden on March 1.

East Region: Deb Jenkins (613) 549-4164 x 3164, jenkinsd@pccchealth.org

Central East Region: Hazelynn Kinney (905) 471-3232 x 3017, hazelynn.kinney@yeehong.com

Building Capacity in the East and Central East Region

Building capacity in the east and central east region was a tremendous success this past summer and fall with the "working together" of two coordinators in making a difference in long-term care. Deb Jenkins is the coordinator for the east region and her host home is Providence Manor. Her partner in building capacity was Hazelynn Kinney, BP Coordinator for Central East from Yee Hong Center in Markham. In highlighting one event that happened this fall, a Champion Workshop was held in Belleville Ontario at Hastings Manor. It was an excellent venue for the workshop and the attendance was excellent. We had more attended than we had anticipated! The guest speaker for our champion event was Gloria Hamel, Program Developer for Providence Manor in Kingston. Gloria presented the wound care implementation strategies done at her home. The participants really enjoyed learning from the education tool, "The Tool Kit" from RNAO. Follow-up with these champions will take place in the form of teleconferences in the New Year.



Upcoming Events

RNAO Best Practices Champion Workshops for LTC

Contact your BP Coordinator for more information.

Central South Region

January 30, 2007

Snow date: February 1, 2007

Dundas, ON at St. Joseph's Villa

Northwestern Region

March 1, 2007

Dryden, ON

Central West Region

March 21, 2007

Guelph, ON at St. Joseph's Healthcare

South West Region

February 15, 2007

Chatham, ON at Evangeline Community Church (adjacent to Meadow Park Nursing Home)

Regional Best Practice Champions Open House

The Toronto Region is holding its first Regional Best Practice Champions Open House on February 28, 2007. With the growing number of LTC Best Practice Champions, this event offers an opportunity for the Champions to reconnect and network with each other. It is also an excellent venue for them to showcase and share resources including their expertise in best practice implementation and sustainability. This event is only open to Best Practice Champions who attended the RNAO workshops and Directors of Care in the Toronto Region. For further details, contact Josie Santos, Toronto Regional Best Practice Coordinator at 416-756-0066 ext. 8074 or jsantos@nygh.on.ca.

For more information about this newsletter or comments please contact:
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Permission has been obtained for the use of all photos.