

RNAO Best Practices: Evidence Booster

Parkview Manor Implements Five Best Practice Guidelines and Improves Resident and Family Satisfaction

Background

Parkview Manor is a 34-resident Long-Term Care (LTC) Home located in Chesley, in the South West Local Health Integration Network, Ontario, Canada.

As part of their LTC Best Practice Spotlight Organization® (BPSO) designation activities, they implemented five RNAO Best Practice Guidelines (BPG) over three years:

- *Person-and Family-Centred Care, 2015*
- *Assessment and Management of Pain, 2013 (2nd Ed.)*
- *Addressing Abuse and Neglect of Older Adults, 2014*
- *Prevention of Constipation in the Older Adult Population, 2011*
- *Promoting Continence Using Prompted Voiding, 2011*

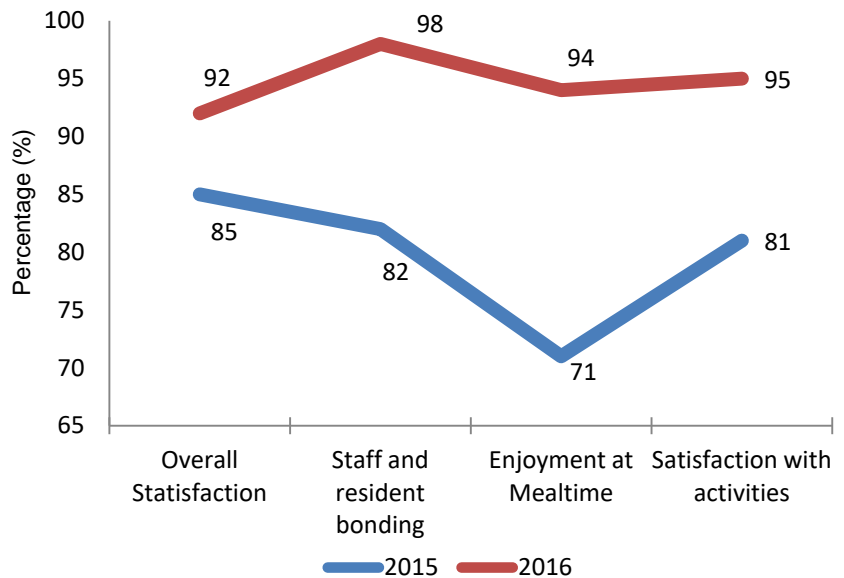
Their goal for implementing BPGs was to be a place where a person feels accepted for who they are; by staff that genuinely care about their well-being and partner with them to make everyday a great living experience.



The interprofessional team developed staff and resident internal surveys to assist them in completing a gap analysis and identifying areas that needed to be included in their action plan.

As part of Parkview Manor's annual monitoring and evaluation, residents and family members completed the Extencicare Annual Resident/Family Satisfaction Survey. The use of this allowed the team to benchmark their results against other Extencicare LTC Homes across the corporation.

Figure 1: Changes in Resident and Family Satisfaction Scores Overtime



(Source: Extencicare Annual Resident/Family Satisfaction Survey 2015 & 2016)

Impact: Implementation of five RNAO BPGs improved resident and family satisfaction scores by an average of 8% from 2015 to 2016, with the greatest increase of 32% in enjoyment at mealtimes.

Practice Change

Recognizing residents as experts in their own lives and allowing them choice were two very important elements that were identified in the gap analysis which the home incorporated in their strategic planning.

- "My 5 Things" (this is posted for each resident on their closet door and indicates 5 favourite and 5 least favourite things)
- A Spiritual Advisor was recruited
- A Suggestion Box in place for residents, staff and visitors
- Family Council has been re-introduced

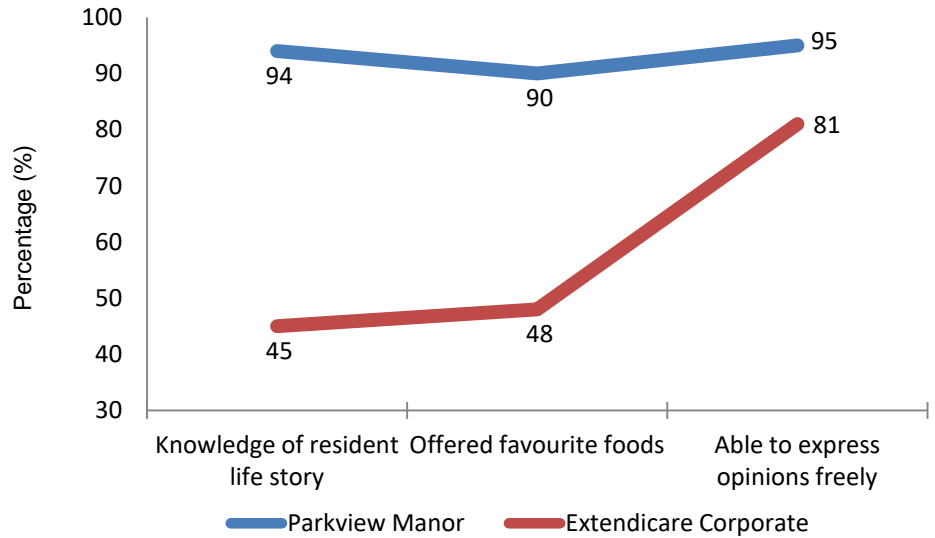
"Thanks to PFCC, staff look beyond diagnosis and behaviours to view individuals in a holistic manner. They no longer focus on the disabilities; they look beyond that to consider the persons' life history, goals and preferences in their interaction, which has improved the bonding between staff and residents. Many staff have adopted the mindset of "residents are experts in their lives, let them lead the way." Teresa Tibbo, BPSO Liaison

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Parkview Manor BPSO-Designation
(Left to right, first row) Tina Jenkins, Director of Care; Carole Woods, Administrator; (Left to right, second row) Teresa Tibbo, LTC BPSO Liaison; Sue Sweeney RNAO BPSO Coach

Figure 2: Comparison of satisfaction scores from Parkview Manor to corporately derived scores



(Source: Extencicare Parkview Manor Annual Resident/Family Satisfaction Survey 2016, and Extencicare Corporate Combined Scores 2016)

Impact: Parkview Manor was able to demonstrate higher average satisfaction scores as compared to international averages due to their implementation of five RNAO BPGs. The most considerable difference (49%) was the knowledge of the resident life story between the LTC BPSO and the overall corporation.

Conclusion: This analysis demonstrates a considerable increase in resident and family satisfaction for a LTC BPSO and a substantial difference in satisfaction scores in three categories between the LTC BPSO and the corporation. These resident outcomes were achieved by implementing five RNAO best practice guidelines.



RNAO launched the BPG Program in 1999⁴ with funding from the Ministry of Health and Long-Term Care in Ontario, Canada. The 53 evidence-based BPGs developed to date are transforming nursing care and interprofessional work environments in all sectors in health systems worldwide. BPSOs are health-care and academic organizations that implement BPGs and evaluate the impact of their efforts, using NQuIRE and other data systems. Currently, there are 109 BPSOs across Canada and around the globe, representing more than 550 implementation sites.

The LTC Best Practices Program's mission is to enhance the quality of care for residents in long-term care homes and create a culture of evidence-based practice by encouraging staff in LTC homes to use RNAO's best practice guidelines.

To learn more about RNAO's Long-Term Care Best Practices Program, please visit RNAO.ca/LTC or contact: LTCBPP@RNAO.ca
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