

## RNAO Best Practices: Evidence Booster

### Fight to Prevent Influenza: A Person-and Family-Centred Approach

#### Background



Highland Wood is a non-profit 30-bed long-term care home, and is attached to the Haliburton Highland Health Services in the Central East Local Health Integration Network.

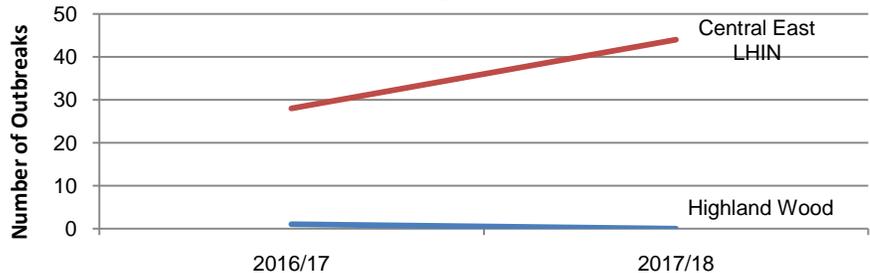
Michelle Douglas, the director of care (DOC) reflected on influenza season as being a difficult time for both residents and families when visitors are limited during an outbreak.

**“I know how important group activities and services are to our residents. When outbreaks occur the disruption of these services is upsetting, inconvenient and can be isolating. It is up to us as managers and staff to do whatever we can to prevent an outbreak from occurring for the overall well-being of our residents and staff”**

**Michelle Douglas, DOC**

For this reason Douglas decided to assemble an Influenza Prevention Team to “create an organizational culture that exemplifies its commitment to person-and family-centred care” (recommendation 6.1) using the **RNAO Best Practice Guideline on Person-and Family-Centred Care** (2015). The goal was to deliver a holistic and inclusive influenza prevention plan during the 2017-18 season to hopefully prevent influenza or to decrease the length of any outbreaks.

**Figure 1: Comparison of number of respiratory outbreaks during peak Influenza season**



(Source: Haliburton, Kawartha, Pine Ridge District Health Unit Outbreak Summary Data; Highland Wood Infection Control monthly statistics)

**Impact:** During the 2017-18 peak influenza season, Highland Wood experienced no respiratory outbreaks, a 100 per cent decrease from the previous year, while the LHIN experienced a 57 per cent increase.

#### Practice Change

Key champions were identified by Douglas and Andrea Prentice, the infection control nurse to lead influenza prevention strategies before the influenza season began. The rationale was that a team effort was important for developing strong partnerships with residents, families, volunteers and staff. Practice changes made are summarized in table 1.

**Table 1: Recommendation 6.1 and strategies used for each sub-recommendation**

#### Create an organizational culture that exemplifies its commitment to a person- and family-centred care by:

Sub-recommendations	Strategies for Influenza Prevention Program
1. Demonstrating leadership and commitment to this approach	<ul style="list-style-type: none"> <li>• Douglas became an Influenza Champion and was first in line for vaccination</li> <li>• Douglas allocated funding and time for staff to audit hand hygiene</li> </ul>
2. Involving the person in co-designing health programs and services	<ul style="list-style-type: none"> <li>• Held a “Family Day Vaccination Clinic”, where families of residents and staff could get their influenza vaccine</li> <li>• Provided education to residents and families on influenza, vaccination, and how to avoid outbreaks (i.e. hand hygiene)</li> </ul>
3. Building healthy work environments for all health-care providers	<ul style="list-style-type: none"> <li>• Provided education to staff and volunteers on influenza, vaccination, and how to avoid outbreaks</li> <li>• Auditing hand hygiene</li> <li>• Staff became vigilant and held each other accountable</li> <li>• Offering alternative arrangements for vaccinating staff</li> </ul>

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### Team Effort for the Residents

#### Practice Change

##### Vaccination Measures:

The Influenza team were ready for vaccination by having all resident consents and creatinine levels completed in advance, which makes vaccination for all consenting residents quick when the vaccine became available. The team chose to use the "high dose" influenza vaccine due to its stronger immune response.

##### Education:

- All staff participated in educating visitors about the importance of hand hygiene and not visiting when unwell
- Education on the Influenza Program was provided to both Resident and Family Councils

##### Annual Interdepartmental Hand Hygiene Contest at Haliburton Highland Health Services:

- Highland Wood staff have consistently demonstrated their commitment to hand hygiene. This fall, they won a pizza lunch for having the department with the best results!

**Results:** Before Resident Contact 100 per cent  
After Resident Contact 92.85 per cent

##### Environmental changes:

- The home has made an influenza display with hand sanitizer and posters at the front entrance (pictured to the right)

##### Cleaning:

- All staff increased their use of sanitizer wipes and continually wiped down high-touch surfaces

#### Profile: Kaitlin Neave

**Role:** Full-time Registered Practical Nurse

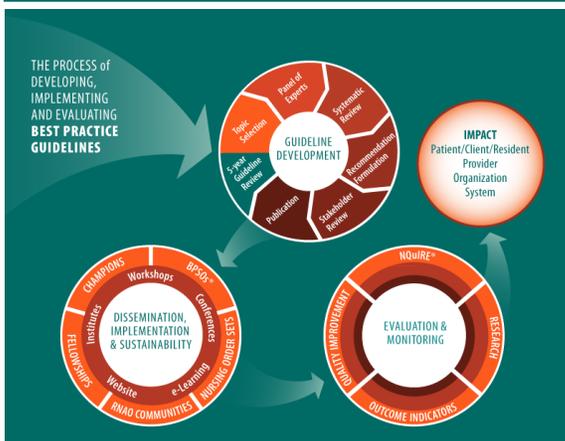


Kaitlin demonstrated amazing hand hygiene skills and proved the positive effects that the power of suggestion can have when it comes to cleaning your hands. Last year during influenza season, staff witnessed Kaitlin walking around the home demonstrating her meticulousness around hand hygiene. She never missed one of the "4 moments".

Often, during hallway conversations, she would go to the hand sanitizer and rub her hands with sanitizer. It was natural to her. This simple action prompted and reminded many people to also practice hand hygiene. Her good habits rubbed off to other staff members, family members and residents.

Kaitlin is an inspiring and motivating leader, and nurse. Staff and residents look up to her.

Kaitlin demonstrated her commitment to hand hygiene, and the important role it plays in keeping our residents and staff healthy.



RNAO launched the BPG Program in 1999 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. Best Practice Spotlight Organization® (BPSO®) are health-care and academic organizations that implement and evaluate these BPGs. Currently, there are 132 BPSOs across Canada and around the globe, representing more than 700 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.

#### References

Registered Nurses' Association of Ontario. (n.d.). *Best Practice Guidelines*. Toronto, ON, Canada: Author. Retrieved from <http://rnao.ca/bpg>

Registered Nurses' Association of Ontario (2015). *Person-and Family-Centred Care*. Toronto, ON, Canada: Author. Retrieved from <http://rnao.ca/bpg/guidelines/person-and-family-centred-care>

To learn more about RNAO's Long-Term Care Best Practices Program, please visit [RNAO.ca/LTC](http://rnao.ca/LTC). This work is funded by the Ontario Ministry of Health and Long-Term Care. All work produced by the Registered Nurses' Association of Ontario is editorially independent from its funding source. Contact information: [LTCBPP@RNAO.ca](mailto:LTCBPP@RNAO.ca)