

Best Practices in Long-Term Care

Working together towards excellence in resident care.

Highlights of the 2011 Provincial Survey

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In 2011, a provincial survey of the long-term care (LTC) sector was undertaken by the Long-Term Care Best Practices Initiative as a follow up to the survey conducted in 2008. The goal of the survey was to evaluate the use of existing resources by Ontario LTC homes in implementing best practices as well as to determine their future needs related to the uptake of best practices in the long-term care sector. The survey was conducted over a two-month period via an online questionnaire and was also available through an interview format by phone or in-person. It consisted of nine questions which were designed to obtain both quantitative and qualitative data related to the survey goals.

Response: Of the 613 LTC homes in Ontario, 94 participated in the survey resulting in a provincial response rate of 15%. Those completing the survey were largely in administrative/management or educator roles.

RNAO Resources Used to Implement Best Practice: The vast majority of respondents (77%) reported the LTC Toolkit as the most often utilized RNAO resource followed by consultation with the LTC Best Practice Coordinators (72%) and participation in events with the LTC Best Practice Coordinators (70%) such as webinars or teleconferences. The respondents also selected e-learnings (33%), Champions Network (32%), and Institutes (27%) as resources that they

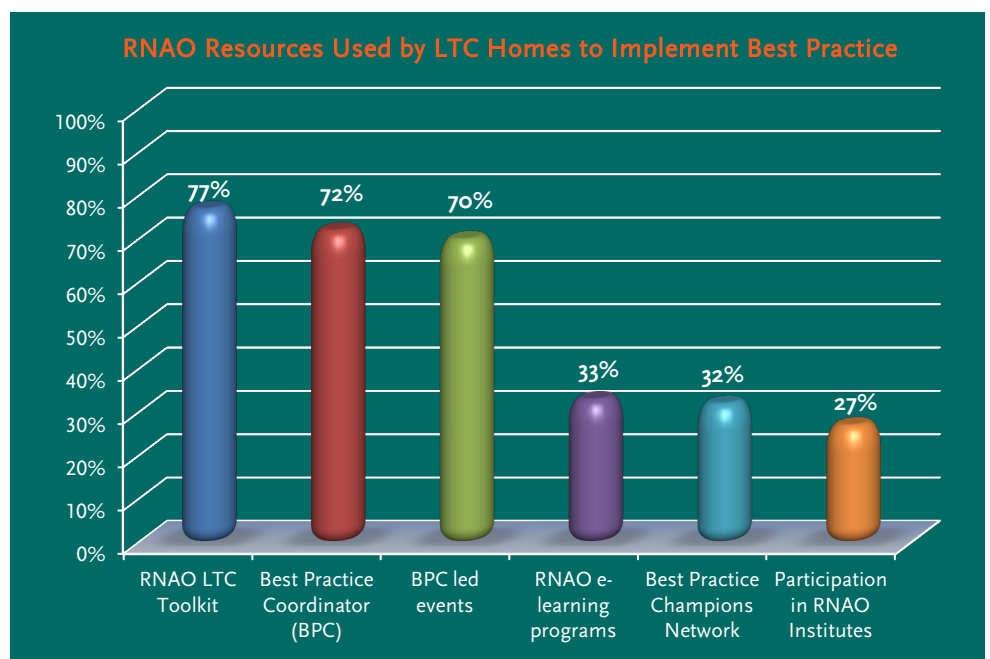
have used. The results of the survey also validates that the LTC Best Practice Initiative is responding to the needs of the LTC homes by addressing the clinical topics where mandatory programs are now a requirement under the Ontario LTC Home Act. The RNAO LTC Toolkit, (<http://lctoolkit.rnao.ca/>) an accessible online repository of resources, is used by many LTC homes to develop their programs on continence/constipation, fall prevention, pressure ulcers, pain, minimizing restraint use and resident centred care approaches.

Clinical and Healthy Work Environment Priorities: Clinical concerns identified by most of the

respondents were consistent with the required programs mandated by the LTC Homes Act. Those clinical topics were falls prevention, minimizing restraints, bowel and bladder continence, pain, responsive behaviours, and delirium, dementia and

Response Rate by Local Health Integrated Network (LHIN)

| LHIN | Total # LTC Homes | # of Responses | LHIN Response Rate |
|--------------|-------------------|----------------|--------------------|
| LHIN 1 | 34 | 10 | 29% |
| LHIN 2 | 75 | 14 | 19% |
| LHIN 3 | 34 | 3 | 9% |
| LHIN 4 | 85 | 11 | 13% |
| LHIN 5 | 24 | 3 | 13% |
| LHIN 6 | 27 | 1 | 4% |
| LHIN 7 | 36 | 10 | 28% |
| LHIN 8 | 45 | 6 | 13% |
| LHIN 9 | 67 | 13 | 19% |
| LHIN 10 | 36 | 2 | 6% |
| LHIN 11 | 59 | 6 | 10% |
| LHIN 12 | 25 | 1 | 4% |
| LHIN 13 | 46 | 11 | 24% |
| LHIN 14 | 20 | 3 | 15% |
| TOTAL | 613 | 94 | |



depression (3Ds). In terms of work environment concerns, the respondents mentioned the RNAO Healthy Work Environment Guidelines (HWE) such as *Preventing and Managing Violence in the Workplace*, *Developing and Sustaining Effective Staffing and Workload Practice*, *Developing and Sustaining Nursing Leadership*, *Collaborative Practice Among Nursing Team Members*, and *Workplace Health, Safety and Well-being of the Nurse*, as key priorities that need to be addressed. Others also listed workload and burnout; aging workforce and staff morale; recruitment and retention; high absenteeism; and high sick time.

The topics identified by the respondents where they would like to see additional resources developed over the next two years are listed as follows from high to low priority:

- Cognitive Impairment and Responsive Behaviours (81%);
- Healthy Work Environment (HWE) (62%);
- End of Life (61%);
- E.R. Avoidance (55%);
- Oral Care (50%);
- Acute Change in Condition (50%);
- Skin and Wound (43%);
- Diabetes (42%);
- Stroke (23%); and,
- Other (9%). Others that were mentioned were enteral feeding, restorative/ rehabilitative nursing care, crisis intervention and abuse.

Other Provincial Resources Used by LTC Homes: The respondents selected the following provincial resources that they have used to support their guideline

implementation and sustainability activities in their home:

- Regional Infection Control (83%);
- Psychogeriatric Resource Consultant (PRC) (80%);
- PIECES and U-First (80%);
- Residents First-Improvement Facilitators (78%);
- Nursing Student Placement (RN, RPN) (69%);
- Wound Consultant (64%);
- Geriatric Outreach Program (56%);
- Seniors Health Research Transfer Network (SHRTN) Community of Practice (CoP) (38%);
- Pain and Symptom Control (35%);
- Late Career Funding (35%);
- Regional Nurse Practitioner (NP) (23%);
- New Grad Initiative (23%); and
- Grow Your Own NP (5%).

Suggestions from LTC Homes to the LTC Best Practices Initiative: LTC homes suggested the following supports and resources be provided by the LTC Best Practices Initiative to the sector:

- More education opportunities for front-line registered and non-registered staff on how to implement changes or move towards best practice using various methods of delivery (e.g., web-based/ e-learning education programs, webinars, champions workshops, and Institutes);
- Assistance with sustaining quality improvement;
- Forum for the LTC homes to integrate all the initiatives in long-term care in order to help them develop the programs that will meet the mandate of the LTC Homes Act; and,

- Simplified and easy to use best practice resources.

How are the results being addressed?

The Long-Term Care Best Practices Initiative is addressing the survey results through the following key activities:

- Updating the resources posted on the RNAO LTC Toolkit on an ongoing basis on topics 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 mandatory programs.
- Compiling resources for additional topics identified as priorities and posting them to the online RNAO LTC Toolkit. These topics include: cognitive impairment and responsive behaviours, end-of-life, oral care, and healthy work environment on preventing and managing violence in the workplace.
- Revising the LTC Orientation program that was developed in 2004 and providing the revised version in an e-learning format.
- Revamping the Best Practice Champions curriculum for LTC that was developed in 2008 and providing Champions workshops to the LTC homes via videoconference.
- Providing funding support to selected LTC home staff that have applied to the RNAO Institutes and have met the required criteria.
- Delivering the three-day League of Excellence in Long-Term Care in partnership with the RNAO's Centre for Professional Nursing Excellence to connect various initiatives in long-term care, such as the integration of best practices with the new legislation, quality improvement and RAI-MDS.