Best Practices in Long-Term Care Homes Newsletter

Summer 2006 Edition, Volume 1

Best Practice Guidelines Initiative in Long Term Care

This is an exciting new initiative that has been developed by the Ministry of Health and Long Term Care. This initiative will support long term care homes in adopting evidence-based practices that will support systematic and consistent approaches to providing quality care for residents.

Through the Best Practice Guideline Coordinators in Long Term Care Initiative, regional coordinators have been hired as a resource to long term care homes that may be interested in implementing Best Practice Guidelines, such as those developed by the Registered Nurses’ Association of Ontario (RNAO).

The expected benefits of this program include:
- enhanced capacity for knowledge transfer in geriatric health and evidence-based practice in the long term care sector;
- improved quality care in long term care homes;
- increased supports for nurses and staff in the organization; and
- improved quality of work life for staff

The Best Practice Guideline Coordinators are delighted to present the first edition of the ‘Best Practices in Long-Term Care Newsletter’. This is a quarterly newsletter providing regional updates and highlights of LTC homes in their journey of implementing best practices.

What are best practice guidelines (BPGs)?

BPGs are systematically developed statements based on best available evidence meant to assist practitioners and clients with decisions about appropriate health care. The guidelines are a resource tool, to be used in assessing current practices, developing policies, procedures, protocols, educational programs, quality standards, and assessment and documentation tools, within a practice setting.

It is important to note, that the Best Practice Guidelines are not the same as the Long Term Care (LTC) Home standards of care. This initiative is not mandatory; however, this is an important opportunity for homes to find ways to reach a new level of excellence in patient care.
Central West Region  
Wendy MacDougal

When the blossoms of spring arrive, the very air feels right for new ventures. On May 8, I began my new venture as the Best Practice Co-ordinator for Central West region. It is a diverse region, stretching in an arc from Kitchener to Mississauga, with more than 80 long term care centres.

Like many nurses, I have a passion to excellence in service. As I move from frontline nursing to a role in nursing education, both in the workplace and at post-diploma level, I began to see that my goal would be to promote the use of research-based care and best practices in the staff I served.

Over the next few months, I look forward to meeting the staff of the long term centres and the regional resources. I am grateful for the inroads made by Nancy Hacking, my predecessor. Most of all, I anticipate with excitement the opportunity of encouraging nurses to excellence.

East Region  
Deb Jenkins

What is a collaborative?

According to the dictionary definition, a collaborative is “working together toward a common goal.”

Over the past number of months, a number of initiatives have been working diligently to improve the lives of those who live and work in long-term care settings. In a unique collaborative formed in ten of the counties in eastern Ontario, silos or pockets of funding have been combined to enable Home Health care teams to more easily use the wealth of information available within each specialized project. Using a resident-centered focus, the four initiatives have combined their expertise in the field of elder care to ultimately improve outcomes.

The generalist on the team is the Regional Best Practice Coordinator in eastern Ontario and the specialist are the; PIECES representative (PRC), Palliative Care representative and the Stroke community and long-term care specialist. Through extensive collaboration we have been able to bring our expert knowledge to the LTC homes and to the bedside to improve the lives of our elderly clients.

This collaboration has been made possible through regular meetings with the team of experts, workshops, “Spring Flings” and referrals on a case-by-case basis. For example, if a LTC DOC asked the BPG coordinator for some help with a newly arrived resident who is a stroke survivor, the coordinator can refer her immediately to the LTC specialists. Because of the rapport among the collaborative team, this can be accomplished in a seamless and timely fashion.

Short-term goals have been to address immediate concerns of the homes and in the long-term we hope to hold twice-yearly functions for learning and keeping the homes current on new strategies and methods of improving care of their residents to a gold standard of care through the implementation and sustaining of best practices.
EXTENDICARE YORK HELPING PEOPLE TO LIVE LIFE WITH CUTTING EDGE PRACTICE

On June 14th 2006 Extendicare York, a 288 bed Long-Term Care (LTC) Home located in Sudbury Ontario celebrated an innovative three-year partnership with the Registered Nurses Association of Ontario (RNAO). Extendicare York is the 1st stand-alone LTC home in the province to become an RNAO Best Practice Spotlight Organization.

Chosen for their proven track record with nursing best practice and their commitment to advancing nursing excellence Extendicare York, in collaboration with the RNAO and the Laurentian University School of Nursing, is preparing to move forward with Best Practice Guideline Implementation within their home. Ensuring Resident safety, dignity and mental well-being have lead the Extendicare York Team to choose to implement such guidelines as: Risk Assessment and Prevention of Pressure Ulcers, Reducing Foot Complications for People with Diabetes, Promoting Continence using Prompted Voiding, Prevention of Constipation in the Older Adult Population, Screening for Delirium, Dementia and Depression in Older Adults and Caregiving Strategies for Older Adults with Delirium, Dementia and Depression.

Representatives from the RNAO, Laurentian University School of Nursing, Extendicare York and the Extendicare York Medical Advisory Committee addressed the group of over 50 Residents, Family members, Extendicare York staff, Community Partners and members of the press during the celebration.

“We have committed and dedicated staff who recognize the importance of the care that they provide to each and every resident within this home”, said Extendicare York Administrator Keith Clement. “It is because of our staffs’ commitment to excellence that we are here today”.

While honoured to be in the company of such health care organizations as Toronto’s Hospital for Sick Kids, The Ottawa Hospital, Hotel Dieu Grace in Windsor and London Health Services, becoming a Spotlight Organization affirms that Extendicare York is a recognized leader in LTC in both its community and in the North. Extendicare York’s’ Director of Care, Sandra Moroso has received such congratulatory notes as “We appreciate your time and energies in making this all happen and keeping Sudbury and Long-Term Care at the forefront” Randy Hotta, Director of Long Term Care Facility and Senior Services for Pioneer Manor in Sudbury and “Congratulations to you and your staff on this achievement. You are certainly leading the way for the rest of us in Long Term care in promoting excellence relative to the care we provide.” Claire McChesney, Administrator for Sudbury’s Finlandia Hoivakoti Nursing Home.

As a learning organization, Extendicare York continues to support its team members’ educational needs by providing opportunities for personal and professional growth and development. They currently have 9 Best Practice Guideline Champions who will assist with the implementation process and who will continue to promote nursing excellence within their home. In 2004, one of Extendicare York’s’ RNs was awarded with 2 RNAO Advanced Clinical Practice Fellowships and successfully led to the implementation of the RNAO Guideline for the Prevention and Management Falls and Fall Injuries in the Older Population. A second RN has just returned from the RNAO Best Practice Guideline Summer Institute and she is looking forward to sharing her learning experiences with the Extendicare York Team.

Congratulations to the Extendicare York Team for their commitment and ongoing support while advancing nursing practice in Long-Term Care.
Central South
Mary-Lou van der Horst

Best Practice Initiative update May 2006

An exciting development is underway in the Central South area. Directors of Care and organizational representatives are participating in newly formed Best Practice Workgroups for LTC. These “communities of practice” organized by the Regional Best Practice Coordinator are a venue for DOCs along with Psychogeriatric Resource Consultants, End-of-Life Consultants, Nurse Practitioners and Stroke Strategy Coordinator to exchange knowledge about care issues and discuss them from best practices, standards, expert opinion and practical perspectives.

The Workgroups have agreed to discuss different care topics and plan to share their recommendations between the Workgroups. Brant is working on pain, Haldimand-Norfolk on continence care, Niagara on falls and restraint care and the Hamilton BP Workgroup is working on palliative care and acute change in status. The Workgroup participants enjoy the value of sharing knowledge within and between Workgroups. The Niagara BP Workgroup proposed the exchange of knowledge and recommendations between the Workgroups as homes are dealing with similar care issues operate from the same standards and access identical Best Practices Guidelines. Workgroup participants meet monthly and are thrilled to not only review local (e.g., RNAO) Best Practices but also to see what is happening internationally, all with the focus of improving the care and services they provide in LTC.

Toronto Region
Josephine Santos

Celebrating Nurses’ Week with Best Practices

Most Long-Term Care Homes (LTCHs) in the Toronto Region kick off Nurses’ Week celebration by introducing the Best Practice Initiative in Long-Term Care to their staff. This provided a forum to set the stage for implementation. It was also an excellent opportunity for the Toronto Regional Best Practice Coordinator to not only raise awareness about the initiative but to also share some of the Region’s key achievements to date such as:

- The development of the Regional Planning Table called the Toronto Best Practice Implementation Steering Committee which oversees and evaluates the progress of the initiative.
- The development of resources that LTCHs may adapt for their organization. Some of the resources are the Skin Care and Pressure Ulcer Management policy and procedure which is now disseminated to all LTCHs in the Toronto Region; a PowerPoint presentation and interactive game on Urinary Catheterization and Catheter Care which were presented at the LTCH Education Day; and a draft policy and procedure on Falls Prevention and Management which is currently being reviewed by stakeholders and will eventually disseminated to all the LTCHs in Toronto.
- The development of Working Groups that will work on the topics of Delirium, Dementia and Depression, Diabetes, Continence, Falls, and Pain.
Central East Region
Hazelynn Kinney

Two Initiatives meeting one goal

Two registered nurses Sheryl Taylor and Donnie Wagg from Cedarvale Lodge in Keswick, Ontario have been working with the BPG Coordinator for Central East to develop a program that would provide best practices for residents who require pain management and palliative care.

This great working relationship began when the two registered nurses received word that they are the recipients of the Nursing Strategy's Late Career Initiative funding. Sheryl and Donnie knew that they wanted to provide a program that reflects comfort and dignity, honours the wishes of the residents, and to provide to those residents an end-of-life experience that is pain-free and comfortable as possible. The two were in touch with the BPG Coordinator and their journey began.

After several meetings with the BPG Coordinator, Sheryl and Donnie developed a committee with about 10 members and are in the stages of reviewing their policies and procedures. Sheryl states it is important to have this committee to “achieve a greater understanding of how to improve the quality of care in the final stages of life”. Donnie is amazed with the amount of staff interested in this program “It is indeed encouraging to see how many staff have shown interest and have realized the need for a program that will benefit residents, family and staff during the expected or unexpected life event”.

The two began their quest to provide best practices in pain and symptom management and palliative care in hopes over the next few months to provide the tools, education and literature that will be beneficial to the staff at Cedarvale Lodge in providing care in a compassionate way.

Northwestern Region
Heather Woodbeck

Continence and Constipation Best Practice Guidelines take off in Northwestern Ontario.

Ten LTC Homes in the Northwest are in the process of implementing RNAO's Continence and Constipation Best Practice Guidelines. The project started with the Host Agency - St. Joseph Care Group's LTC homes, who were successful in getting nurse capacity funding. This provided nurses who were able to act as leaders on this project. Gap analyses forms for the MOHLTC continence standard and the two BPG's were developed and used to compare current practice with the BPG's. A bladder and bowel assessment form that covered the two BPG's and the MOHLTC continence standard could not be found, so one was developed. Front line nurses worked with the BPG Coordinator to trial run and revise initial and quarterly bowel/bladder assessment forms. So far, over 100 residents have been assessed for their continence care requirements.

Other LTC homes came on board and the work group grew to ten homes that are working together sharing implementation strategies and educational resources as they proceed forward with implementing the two BPG's. Focus groups with staff, residents and families were used successfully in one LTC home to raise awareness about continence issues. Policy development is underway. Educational sessions on the new standard, using the assessment form, continence, and constipation have been identified as learning needs. Presentations are in the process of being developed. Evaluation criteria will be considered next.

This project is an excellent example of what can be accomplished when organizations work together and share resources. Anyone who wants further information or the resources can contact Heather Woodbeck.
Southwest Updates

Life has been fascinating in the world of Best Practice Guidelines in the Southwest. Both the Long Term Care Homes and the many existing networks have been extremely receptive to hearing about BPGs. Administrators from the homes in each of the 10 counties meet regularly and have all requested presentations on BPGs – so the stakeholders “at the top” have been engaged. There are also regular meetings of Director of Care/Manager of Resident Care where discussions are more clinically based and directly relevant to the use of BPGs. It is at these meetings that many of the work groups have formed related to specific topics.

With regard to existing networks and other initiatives, the key one for this area is the Southwest Ontario Geriatric Assessment Network (SWOGAN) that consists of the Outreach Teams from Specialized Geriatric Services of St. Joseph’s Health Care and a local team in each county that includes all the PRCs for this region. Our initiative is a perfect fit with SWOGAN since their mandate is to provide assessments and capacity development in LTC. Linkages have also been formed in individual homes and larger county-wide education activities with the Stroke Strategy, the Alzheimer Society Educators, PIECES, Pain & Symptom Management/EOL Strategy and the Stroke Strategy in Long Term Care.

SWOGAN, together with the county teams, has undertaken a Delirium project for LTC and CCACs. This work fits nicely with both BPGs on “the 3Ds” and as you will see in the following article, one of the homes capitalized on this opportunity to go one giant step further and implement the Best Practice Guidelines on Screening and Caregiving Strategies for Older Adults with Delirium, Dementia and Depression.

Reaching for Excellence and Quality of Care

It is with great pleasure to announce that Extendicare – Port Stanley is the “FIRST” Nursing Home in Southwestern Ontario to complete not only one, but two Best Practice Guidelines (BPGs) which include: Recognizing Delirium, Dementia and Depression and Caring for Persons with Delirium, Dementia and Depression.

On this note, Extendicare Port Stanley was fortunate to have the opportunity of joining in a partnership with SWOGAN, Elgin Community Care Access Center, St. Joseph’s Specialized Geriatric Services and Discharge Liaison Team, Alzheimer’s Society and RNAO to be able to complete this education opportunity and in being able to be the first home in Southwestern Ontario to meet two of the twenty nine BPG’s.

On behalf of Extendicare Port Stanley, I have been invited to speak by RNAO at the Geriatric Conference being held at Western University on Wednesday April 26, 2006. I have also taken the initiative to become a BPG Champion where I will have the opportunity to attend 5-day training in June 2006, which will assist me in empowering staff, families and colleagues to complete the remaining 27 guidelines. I will also be a mentor and work with all Extendicare South West Region homes in efforts of completing and achieving excellence of practice within their homes.

Thank-you to Ellen Coffey (Extendicare – Regional Director), Lorell Jones (SW Region L.T.C. Compliance Advisor, Thomas J. Pierce (ECCAC), Anne Evans (LTC coordinator St. Joseph’s Health Care and RNAO), Mary Payne (Geriatric Psychiatric Program), the SWOGAN team, and most importantly, my colleagues/staff at Extendicare Port Stanley for their ongoing support and encouragement in this challenging yet rewarding endeavour.

Rahim Charania,
Admin./DOC Extendicare, Port Stanley

Extendicare staff at an in-service on the “3 Ds”
Welcome Donna Scott

The BPG Coordinators extends a warm welcome to Donna Scott the new coordinator for South West Region.

My name is Donna Scott and I am the new Best Practice Co-ordinator in Long Term Care for the Southwest Region. My home base is Parkwood Hospital in London. I look forward to meeting the staff at the LTC Homes in my region and assisting you to implement Best Practice Guidelines.

Best Wishes to Anne Evans

The BPG Coordinators would like to take this opportunity to thank Anne Evans in her dedication and hard work for the Initiative. We wish you all the best and a happy retirement.

Upcoming Events

The LTC BPG coordinators are working with Registered Nurses Association of Ontario (RNAO) to deliver a total of two Champions Workshops per region until March 31st 2007. Funding to attend is provided by the Ontario Ministry of Health and Long Term Care (MOHLTC) and RNAO. This is a great opportunity to learn about best practices, how to become a champion and learn about tools that will assist with guideline implementation. To become a Best Practice Champion visit RNAO’s website or contact your LTC BPG Coordinator.


Upcoming RNAO Champion Workshops for LTC

- Toronto Region: September 11, 2006
- Central East and East Region: September 18, 2006
- Central South Region:
  - Niagara-Haldimand area: November 28, 2006
  - Hamilton-Brant-Norfolk area: January 30, 2006
- North West Region: October 3 and 4, 2006
- East Region: Nav Canada: November 6, 2006
# Regional Best Practice Guideline Coordinators

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For more information on BPGs, ideas or comments about this newsletter or you would like to share your BPGs experiences please contact:

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