

Quality Quarterly



A NEWSLETTER FOR LONG-TERM CARE HOMES

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THE RESIDENTS FIRST VISION

We strive to ensure each resident enjoys safe, effective and responsive care that helps them achieve the highest potential quality of life.

MESSAGE FROM THE RESIDENTS FIRST STEERING COMMITTEE

Welcome to the October 2011 edition of Quality Quarterly, the Residents First newsletter. In this issue, we recognize and congratulate the 87 winners of our Residents First Improvement Award. This award celebrates the commitment and dedication of homes that have adopted new and challenging quality improvement (QI) initiatives. We are very excited by the number of homes receiving the Improvement Award. We're also happy to see how many of the homes have progressed further, beyond the qualifying criteria, to achieve significant improvement towards their aims. Ultimately, this translates into better care for residents. You'll find more information about the award inside the newsletter.

We are pleased to announce that Residents First is partnering with Ontario Long Term Care Physicians (OLTCP) at the upcoming Annual Geriatric Conference to showcase opportunities for physicians to engage in the Residents First initiative. We recognize that physicians are key members of care teams, and we look forward to working with them to improve the quality of life for residents.

We are also pleased to welcome two new additions to the Residents First team. Diana Sinnige, who's joined Health Quality Ontario as Director, Long-Term Care Quality

Improvement, and Nadia Surani, Program Manager. Diana is a physiotherapist with over 20 years of healthcare experience and has worked in both the public and private sector. Diana will be transitioning to her new role in the coming weeks under the guidance of Cynthia Majewski, Acting Director. We would like to thank Cynthia for her strong contributions in leading Residents First over the past six months.

Nadia Surani is the new Residents First Program Manager. She has extensive system planning experience and has worked at the district health council, regional health authority and provincial government levels.

We are fortunate to have individuals of their calibre and talent on board.

Sincerely,
Shelagh Nowlan, Vice Chair
Residents First Steering Committee
Administrator, Providence Care (Kingston)

Josie d'Avernas, Vice Chair
Residents First Steering Committee
Associate Director, Schlegel-UW Research Institute for Aging

The Residents First Improvement Award

The Residents First Steering Committee is pleased to announce the first 87 winners of the Residents First Improvement Award (see the list of homes below). This award recognizes homes' commitment to active participation in the Residents First initiative and their ability to put what they have learned into practice.

To qualify, homes must have participated in team QI sessions and met a number of milestones. Eligible homes were identified through the data they submitted. Homes that participated in the team QI sessions (Collaborative or LEAN Process Improvement) before December 2010 and met the award criteria were the first group to be recognized.

Feedback from the winning homes has been positive. Paulina Chow, Vice President, Long Term Care Services at St. Joseph's Care Group in Thunder Bay, was thrilled to learn that her home had won: "I'd like to thank Residents First for this award, which recognizes the great work our staff has done in promoting, educating and implementing quality improvement initiatives in our home. My staff and our QI team are thrilled with this recognition. We will continue our efforts to advance our QI work."

Terri Guzyk, Administrator, McCormick Home in London, noted that "McCormick Home is pleased to be involved with the Residents First initiative. We set a goal to reduce falls and fall-related injuries

by 50% in the first six months of 2011 and have achieved this goal. The staff found the Residents First program challenging, interesting and worthwhile, and appreciated having access to the training, tools and resources developed by QI experts. We are honoured to be recognized with this award."

This first group of recipients will receive a certificate and be given access to support materials to help them promote their success to residents and families, local media and other stakeholders.

If you have questions about qualifying for the Residents First Improvement Award, talk to your QI Coach or contact info@residentsfirst.ca.

Residents First Improvement Award Winners

Arbour Creek Long-Term Care Centre
Bendale Acres
Bethammi Nursing Home
(St. Joseph's Group)
Blackadar Continuing Care Centre
Bonnechere Manor
Carefree Lodge
Castleview Wychwood Towers
Centennial Place Long Term Care Centre
Clarion Nursing Home
Community Nursing Home (Port Hope)
Community Nursing Home (Pickering)
Cummer Lodge (North York)
Dawson Court
Drs. Paul and John Re kai Centre
Erin Mills Lodge LTCH
Extendicare Falconbridge (Sudbury)

Fairmount Home for the Aged
Finlandia Nursing Home
Fudger House
Garden Court Nursing Home
Grandview Lodge (Thunder Bay)
Hamilton Continuing Care
Helen Henderson Nursing Home
Hillel Lodge (The Bess and Moe
Greenberg Family)
Hillsdale Estates
Hogarth Riverview Manor (Thunder Bay)
John Noble Home
Kipling Acres
Lakeshore Lodge
Lambton Meadowview Villa County
Home for Aged
Lee Manor

Leisureworld Caregiving Centre
(Brampton Woods)
Leisureworld Caregiving Centre
(Brantford)
Leisureworld Caregiving Centre
(Ellesmere)
Leisureworld Caregiving Centre (Elmira)
Leisureworld Caregiving Centre
(Etobicoke)
Leisureworld Caregiving Centre
(North Bay)
Leisureworld Caregiving Centre
(Richmond Hill)
Leisureworld Caregiving Centre
(Scarborough)
Leisureworld Caregiving Centre
(Streetsville)

The Wexford Moves Ahead with Return to Continence

The Wexford Residence Inc. comprises independent apartments, long-term care and a seniors' community centre. The long-term care section is home to 166 residents who live in six units, each with its own level of care.

In March 2010, the home created the Return to Continence Program, after participating in the Residents First initiative. At that time, 93% of its residents were considered to be frequently incontinent, and The Wexford's Administrator, Sandy Basset, and Day Nurse Manager Jacquie Cornwall were eager to bring its numbers down significantly, to 70%. "We went to all the Residents First seminars they had," notes Cornwall, "and we learned so many important tricks of the trade." By January 2011, just 67% of residents were frequently incontinent, and today, the number stands at 59%.

The first significant change at The Wexford was changing incontinence-products suppliers. "We realized that the company we had been using just wasn't meeting our needs, that we needed different products now," says Cornwall.

Once equipped with a new variety of products, Cornwall worked to bring staff on board. The program began in one unit (it spread to four more within 18 months), and included an interdisciplinary team made up of a physiotherapist, the resident's physician and

the unit's staff. After implementing three PDSA cycles, a new form was created, to capture data on residents' incontinence patterns. A three-day study was done for each resident, from which a voiding schedule was created. Staff were encouraged to toilet residents at those scheduled times.

The change was dramatic. "Before, residents were automatically put in briefs. Once we understood their voiding patterns, however, many of the residents were able to simply wear liners instead." Staff time was freed up for resident care, and family members were excited by the new possibilities: less worry at home about "accidents," relaxed meals at restaurants with loved ones.

Moving forward, says Cornwall, "our approach has changed so much. Now, for every new resident, the goal is that they will return to continence. It used to be the opposite." Weekly random audits to ensure that residents are wearing the right products, ongoing meetings with staff, and regular visits from Kim Kinder, The Wexford's QI Coach, keep staff motivation high. As well, notes Bassett, "we have saved money — our budget for incontinence products was \$20,000 less between August 2010 and August 2011, compared to the same period a year earlier. So the program has paid off in other ways too."

Linhaven Home
 Marianhill Nursing Home
 McCormick Home
 Mon Sheong Richmond Hill Long Term Care Centre
 Mon Sheong Scarborough Long Term Care Centre
 North Lambton Lodge
 Northland Pointe
 Northwood Lodge
 Park Lane Terrace
 Parkview Home Long Term Care
 Parkwood Mennonite Home
 Pine Villa Nursing Home
 Pinecrest Home for the Aged
 Pinewood Court
 Pioneer Ridge Homes for the Aged
 Pleasant Manor Retirement Village

Post Inn Village
 Princess Court
 Providence Manor/Providence Care
 Rainycrest Home for the Aged
 Rideaucrest Home
 Saugeen Valley Nursing Centre (Mount Forest)
 Seven Oaks
 Shalom Village Nursing Home
 Shepherd Lodge
 Specialty Care Bradford Valley
 Specialty Care Mississauga Road
 St. Joseph's Villa (Dundas)
 Stayner Nursing Home
 Sun Parlor Home for Senior Citizens
 Tendercare Living Centre
 The O'Neill Centre
 The Village of Wentworth Heights

The Wexford Residence
 Thunder Bay Interim LTCC
 Trinity Village Care Centre
 True Davidson Acres
 Tyndall Nursing Home
 Villa Forum
 Villa Leonardo Gambin
 Wesburn Manor
 West Park Long Term Care
 The Westmount
 Woods Park Care Centre
 The Wynfield
 Yee Hong Centre (Mississauga)
 York Region Newmarket Health Centre

WEBSITE REFRESH COMING

The Residents First website is getting a facelift. The team has spent many hours working to upgrade perhaps our most important communication vehicle. The refreshed site will include better functionality and new features to guide your quality improvement work. Please be on the lookout for the improved site at www.residentsfirst.ca.

COMMUNICATIONS TOOLKIT

Homes participating in Residents First received toolkits last fall to help them communicate with staff, residents and their families about the initiative. If you have used a toolkit we would like to hear from you. Please visit <http://surveymonkey.com/s/86M5RNR> and take our brief survey. Your input will be used to refine and improve the toolkits.

UPCOMING EVENTS

- **Beginning October 17:** Registration for Action Learning Sets opens in October and will remain open for new entrants until March 2012. The Learning Sets help leaders create and sustain a culture of quality in their homes, as they work towards reaching their quality improvement targets within a six-month time frame. To register, go to residentsfirst.ca.
- **October 30:** Residents First is pleased to sponsor a plenary at the Ontario Long Term Care Physicians (OLTCP) Annual Geriatric Conference (October 29–31). Cynthia Majewski, Interim Director, Residents First, and Andrea Moser, OLTCP's President, will co-present the session, "Long-Term Care Physicians: Our Partners in Changing the Quality Story." More information on the conference can be found at <http://oltcp.ca/educational-events>.
- **November 9:** All homes are invited to attend the upcoming **Leading Healthcare Quality Summit & Innovations Expo**. The expo will feature a number of leading quality improvement exhibitors, including several from the long-term care sector. For more information and to register see: <http://www.health.gov.on.ca/en/pro/ministry/innovations/>. Look for the Residents First booth at the upcoming expo!

If you would like to receive the newsletter or have questions about Residents First, including about how to become a participant, please email us at info@residentsfirst.ca.

On April 11, 2011, the Ontario government announced the formation of Health Quality Ontario (HQO). HQO is an independent government agency that combines the expertise of the Ontario Health Quality Council, the Medical Advisory Secretariat, the Ontario Health Technology Advisory Committee, the Ontario Health Technology Evaluation Fund, the Centre for Healthcare Quality Improvement and the Quality Improvement and Innovation Partnership. To find out more, visit www.hqontario.ca.

Residents First is partnership driven and supported by the Ontario Ministry of Health and Long-Term Care. The initiative was shaped and developed with the input of a broad range of stakeholders and these groups provide ongoing input as members of the provincial steering committee guiding implementation.

Partners

