

# Advancing Best Practice in Personal Care Homes

Long Term Care Association of  
Manitoba

May 26, 2009



# Best Practice

- What is it?
  - Evidence based
  - Focus on resident, staff and system outcomes
  - Consistent, standardized approach to clinical care
- Five Examples
  1. Nurse Practitioners
  2. Education
  3. Research
  4. Electronic Health Record
  5. Learning with Residents



# 1. Nurse Practitioner

- Direct Comprehensive Care
  - Chronic disease and episodic care
- Support of Systems
  - Best practice guidelines and policies
- Education
- Research
  - Knowledge translation and applied research
- Publication and Professional Leadership

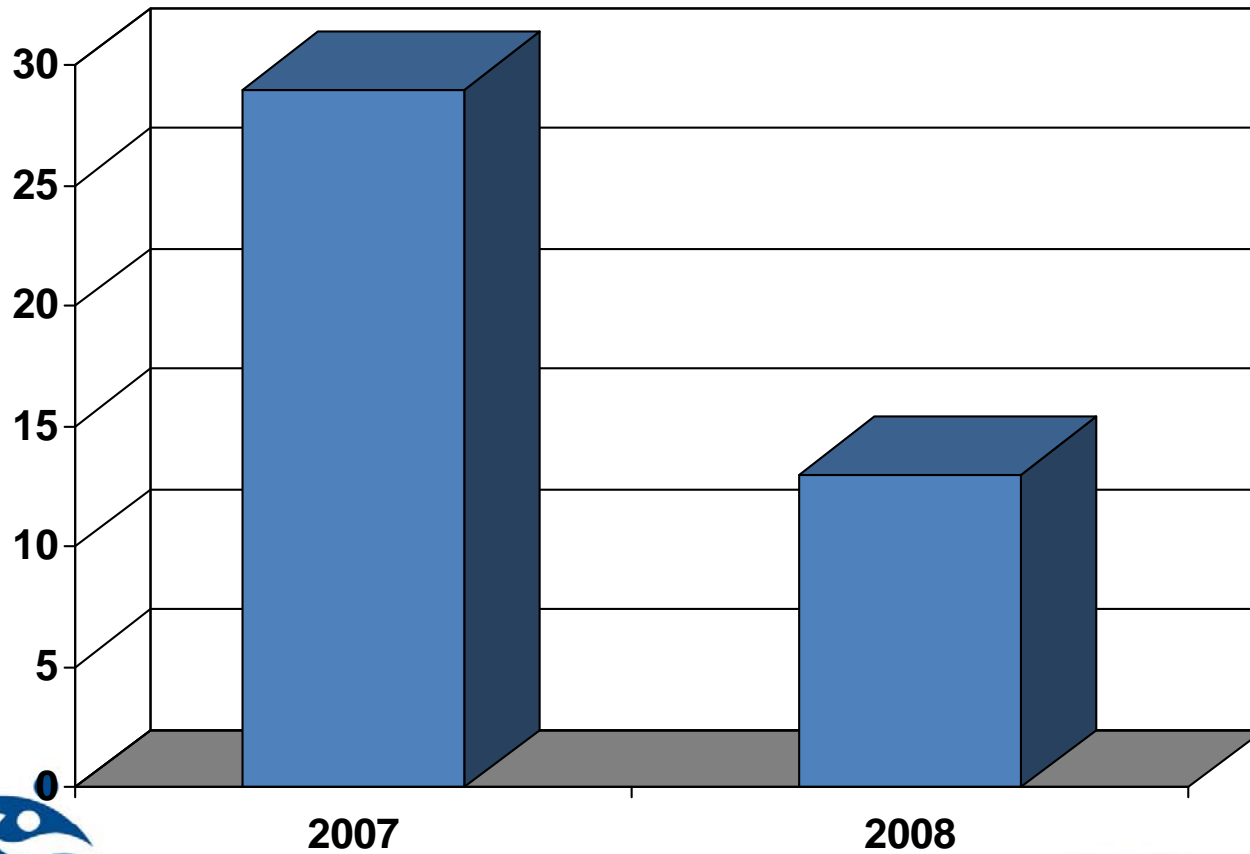


# Resident Outcomes

- Improvement in quality of life
- Increased feeling of security
- Education, counseling by NP
- Enhanced end of life care and decision-making



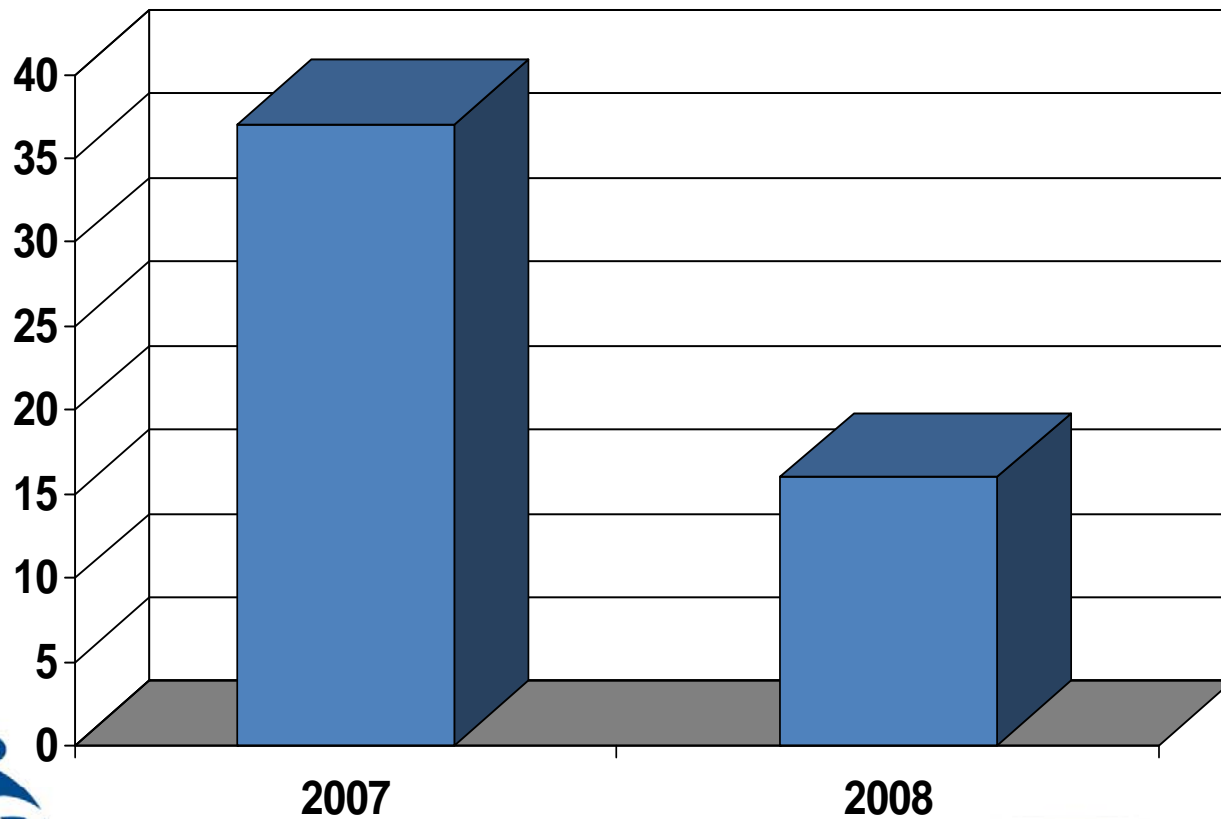
# Percentage of Residents with 9 or More Medications



55% Decrease



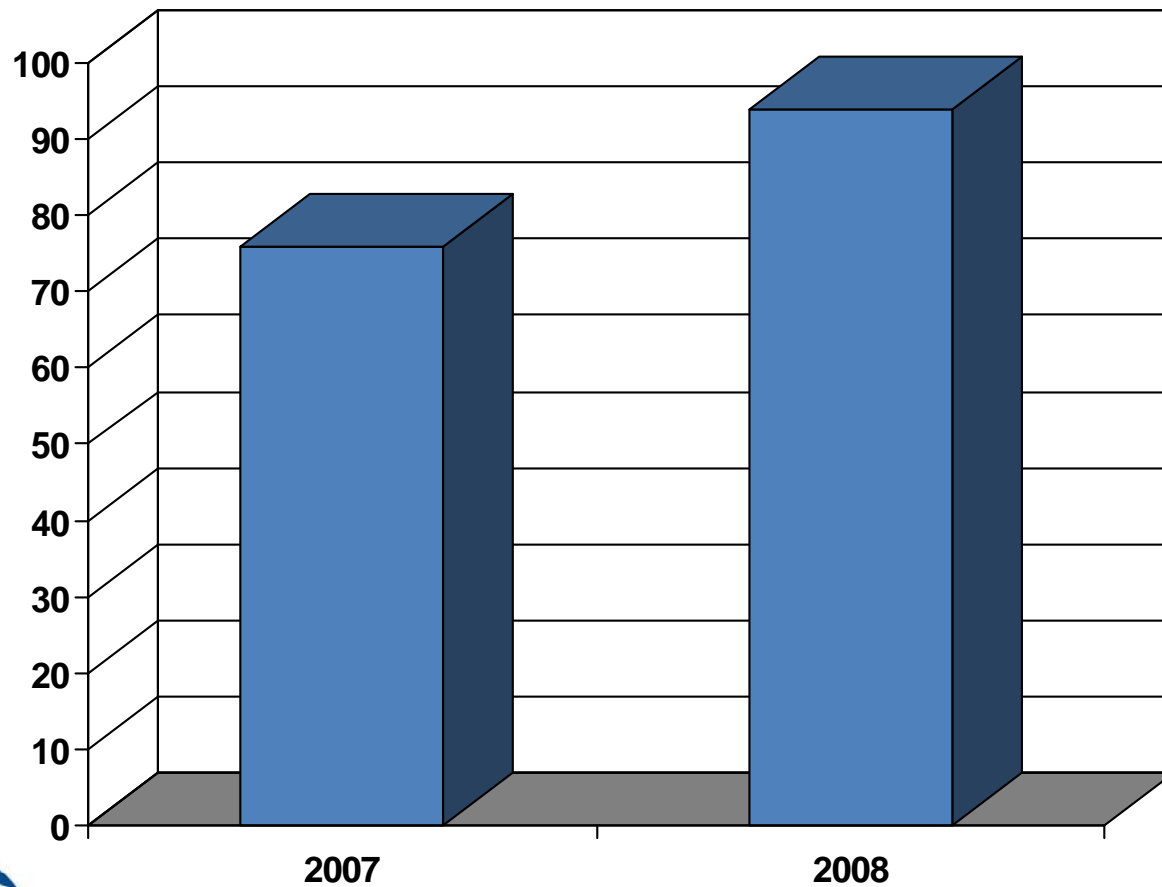
# Percentage of Residents on Antipsychotic Medications



57% Decrease



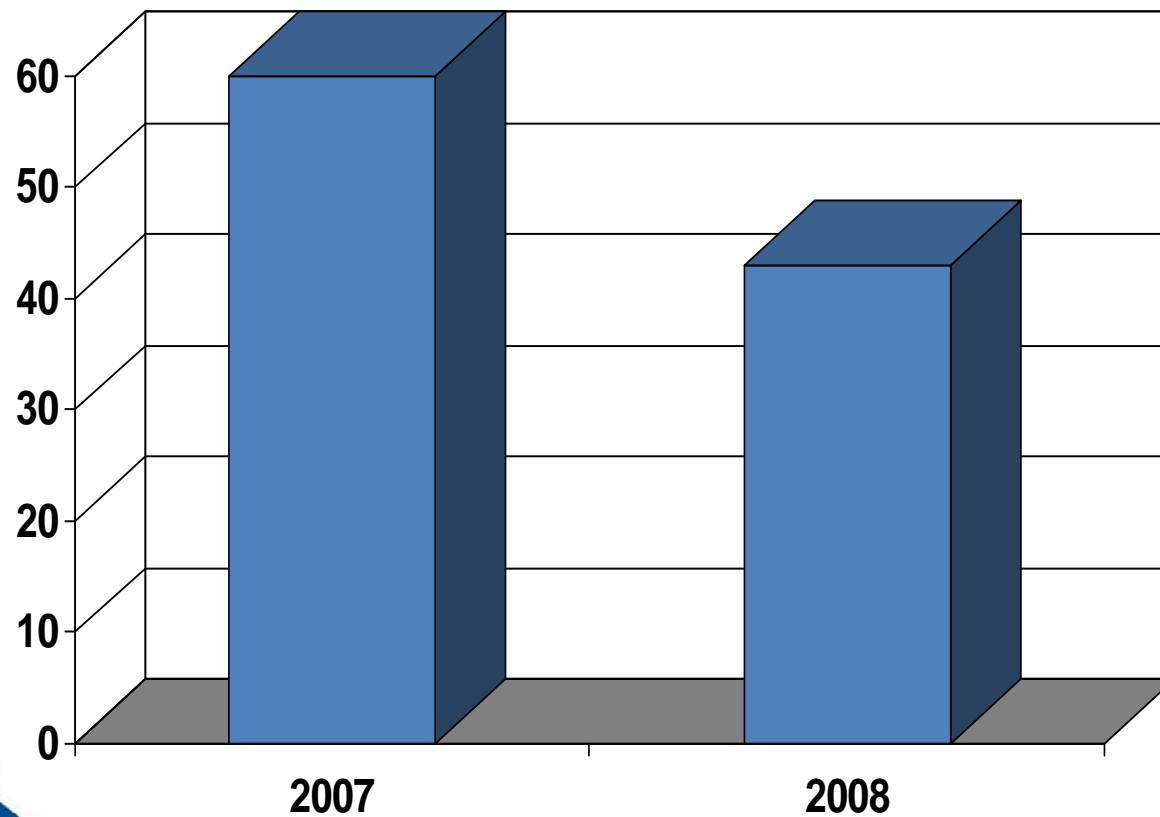
# Family Satisfaction with Care



24% Increase



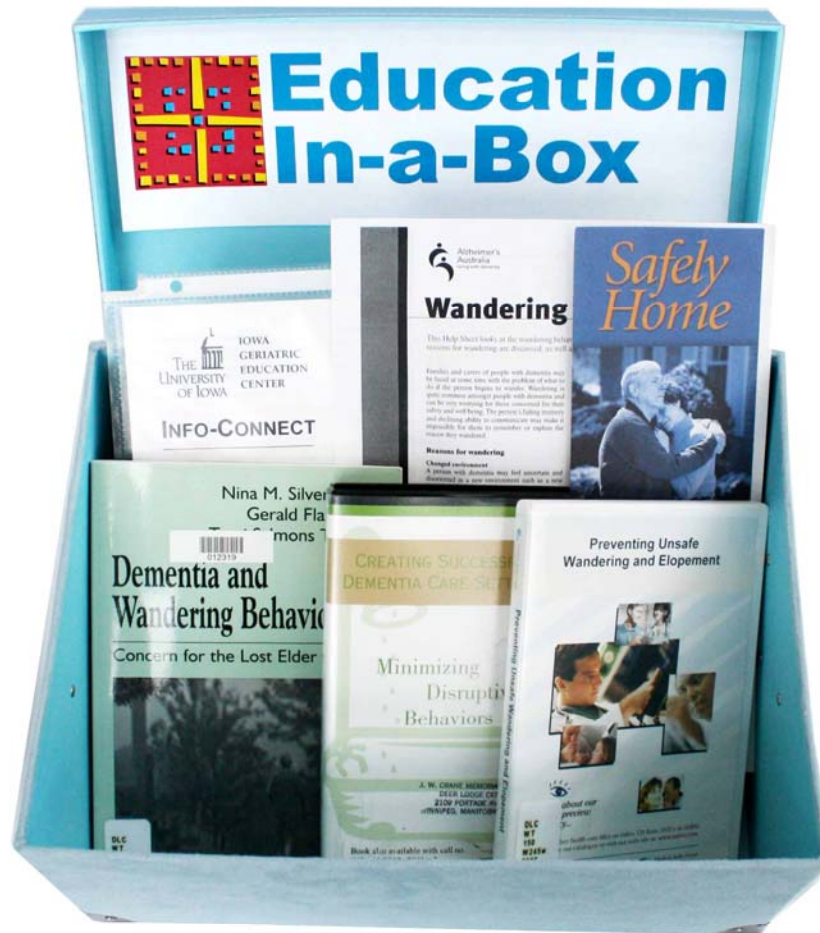
# Number of Transfers to Hospital



28% Decrease



## 2. Education-in-a-Box



# Education-in-a-Box

- Each Box contains:
  - best-practice journal articles and books
  - videos
  - a list of further recommended reading
  - a list of websites
  - may also contain pertinent handouts and pamphlets



# Education-in-a-Box

- Six boxes have been developed so far
- Topics include:
  - Wandering
  - Sexuality and the Elderly
  - Falls
  - Person-Centered Care
  - Caring for the Resident with MS
  - Oral Care



## 3. Research Activity

- Translating Research in Elder Care (TREC)
- Canadian Health Outcomes through Better Information in Care (CHOBIC)
- Research to Action: Workplace Solutions for Nurses (RTA)



# TREC

*To determine the impact of setting (i.e., context) on research utilization and the subsequent impact of research utilization on health outcomes (and secondarily on system and provider outcomes) in facility-based long term care settings.*



# TREC Objectives

- To develop a robust explanation of context and verify its elements and their inter-relationships
- To develop an explanation of how context affects research utilization
- To assess the impact of improved research utilization on resident and system outcomes
- To build research utilization and knowledge translation theory
- To build capacity in knowledge translation and elder care research



# CHOBIC

- To provide nurses and the team with clinical outcome information related to certain “nurse-sensitive” indicators
- To evaluate the value to nurses
- To explore how outcome information is integrated into the work flow
- To describe how managers use the information
- To provide feedback on conditions necessary for nursing uptake



# “Nurse-sensitive Indicators”

- Outcomes that can be achieved or influenced by “nursing” interventions
- Included in Manitoba project:
  - Activities of daily living
  - Bladder continence
  - Pain
  - Falls
  - Pressure ulcers



# C-HOBIC Resident Report

## Individual Outcome Measure Report - Long Term Care

| Facility                          | Resident                  | Unit               | Room           | January 27, 2009  |                    |
|-----------------------------------|---------------------------|--------------------|----------------|-------------------|--------------------|
| XXXXXXXXXX                        | XXXXXX                    | XXXX               | XXXX           |                   |                    |
|                                   |                           | September 10, 2008 | March 06, 2008 | December 27, 2007 | September 11, 2007 |
| <b>Activities of Daily Living</b> | Bed Mobility              | 2                  | 2              | 2                 | 2                  |
|                                   | Transfer                  | 3                  | 3              | 3                 | 3                  |
|                                   | Walking in Room           | 8                  | 8              | 8                 | 8                  |
|                                   | Walking in Hall           | 8                  | 8              | 8                 | 8                  |
|                                   | Locomotion on unit        | 3                  | 3              | 3                 | 3                  |
|                                   | Locomotion off unit       | 4                  | 4              | 4                 | 4                  |
|                                   | Dressing                  | 4                  | 4              | 4                 | 4                  |
|                                   | Eating                    | 0                  | 0              | 0                 | 0                  |
|                                   | Toilet Use                | 4                  | 4              | 4                 | 4                  |
|                                   | Personal Hygiene          | 3                  | 3              | 3                 | 3                  |
|                                   | Bathing                   | 3                  | 3              | 3                 | 3                  |
|                                   | <b>Bladder Continence</b> | Last 14 Days       | 4              | 4                 | 4                  |
| <b>Pain</b>                       | Pain Frequency (0-2)      | 2                  | 2              | 2                 | 2                  |
|                                   | Pain Intensity (1-3)      | 1                  | 2              | 2                 | 2                  |
| <b>Falls</b>                      | Fell in past 30 days      | No                 | No             | Yes               | Yes                |
|                                   | Fell in past 31-180 days  | No                 | No             | No                | No                 |
| <b>Skin Ulcers</b>                | Stage 1                   | 0                  | 1              | 1                 | 1                  |
|                                   | Stage 2                   | 0                  | 0              | 0                 | 0                  |
|                                   | Stage 3                   | 0                  | 0              | 0                 | 0                  |
|                                   | Stage 4                   | 0                  | 0              | 0                 | 0                  |
| <b>Pressure Ulcers</b>            | Pressure Ulcers (Total)   | 0                  | 0              | 0                 | 0                  |



# C-HOBIC Management Detailed Report

## Management Outcome Measure Report - Detailed Long Term Care

| Facility                   |                        | Unit       | March 06, 2009 |            |            |                 |
|----------------------------|------------------------|------------|----------------|------------|------------|-----------------|
| Number of Clients          |                        | 2008-09 Q3 | 2008-09 Q2     | 2008-09 Q1 | 2007-08 Q4 |                 |
|                            |                        | 145        | 141            | 132        | 40         |                 |
| Activities of Daily Living |                        | 2008-09 Q3 | 2008-09 Q2     | 2008-09 Q1 | 2007-08 Q4 | Quarter Average |
| Bed Mobility               | Independent            | 80         | 84             | 79         | 22         | 66.25           |
|                            | Supervision            | 3          | 3              | 3          | 0          | 2.25            |
|                            | Limited Assistance     | 15         | 12             | 13         | 3          | 10.75           |
|                            | Extensive Assistance   | 17         | 18             | 15         | 7          | 14.25           |
|                            | Total Dependence       | 34         | 27             | 25         | 8          | 23.50           |
| Transfer                   | Independent            | 53         | 52             | 44         | 15         | 41.00           |
|                            | Supervision            | 8          | 8              | 7          | 2          | 6.25            |
|                            | Limited Assistance     | 12         | 13             | 18         | 3          | 11.50           |
|                            | Extensive Assistance   | 18         | 16             | 17         | 6          | 14.25           |
| Total Dependence           | 58                     | 55         | 49             | 14         | 44.00      |                 |
| Walking in Room            | Independent            | 62         | 57             | 49         | 16         | 46.00           |
|                            | Supervision            | 6          | 8              | 11         | 0          | 6.25            |
|                            | Limited Assistance     | 7          | 8              | 9          | 3          | 6.75            |
|                            | Extensive Assistance   | 6          | 6              | 7          | 2          | 5.25            |
|                            | Total Dependence       | 0          | 2              | 1          | 0          | 0.75            |
| Walking in Hall            | Activity Did Not Occur | 68         | 63             | 58         | 19         | 52.00           |
|                            | Independent            | 45         | 39             | 37         | 14         | 33.75           |
|                            | Supervision            | 8          | 10             | 12         | 2          | 8.00            |
|                            | Limited Assistance     | 10         | 8              | 7          | 3          | 7.00            |
|                            | Extensive Assistance   | 5          | 2              | 2          | 0          | 2.25            |
| Total Dependence           | 0                      | 3          | 2              | 0          | 1.25       |                 |



# Research to Action: Applied Workplace Solutions for Nurses

- Canadian Federation of Nurse Unions national project
- Funded by Health Canada
- 9 projects across Canada
- \$4 million dollars over 3 years
- Manitoba project focuses on long term care



# Manitoba Project

- Collaborative project between MNU, Manitoba Health and Healthy Living and WRHA
  - 3 PCHs enrolled in the study
- Enhanced orientation for nurses new to long term care
- Education for mentors, new nurses and other staff
- Recognition of the specialized skills



## 4. Electronic Health Record

- All 38 Personal Care Homes in Winnipeg have now implemented MDS and Care Organizer.

This means that PCHs are now:

1. Completing quarterly standardized assessments on residents.
2. Creating individualized electronic Care Plans.

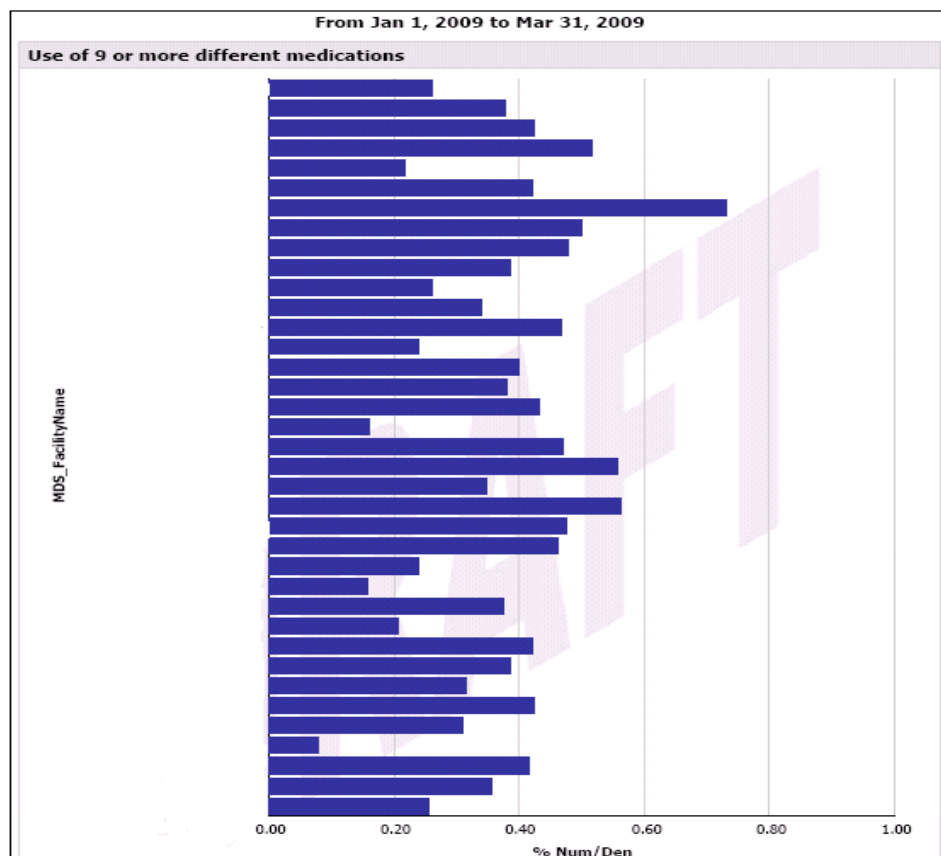


# Why is data important?

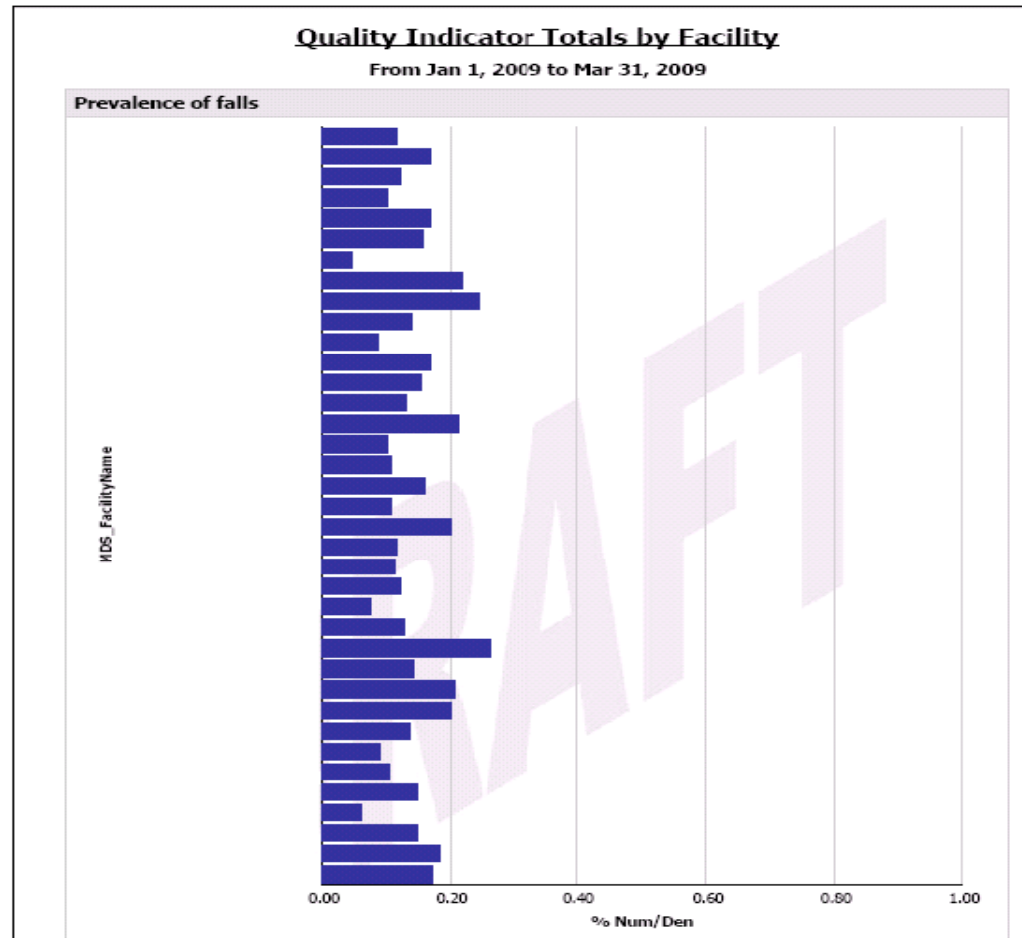
- Assessments are directly reflected in Care Plans, which will result in providing improved resident care.
- MDS reports can be used to quickly view a clinical 'snapshot' of a resident, unit or facility and also track changes over time.
- Facilities can compare their data to other facilities in order to help understand where they are succeeding and where they can possibly improve.



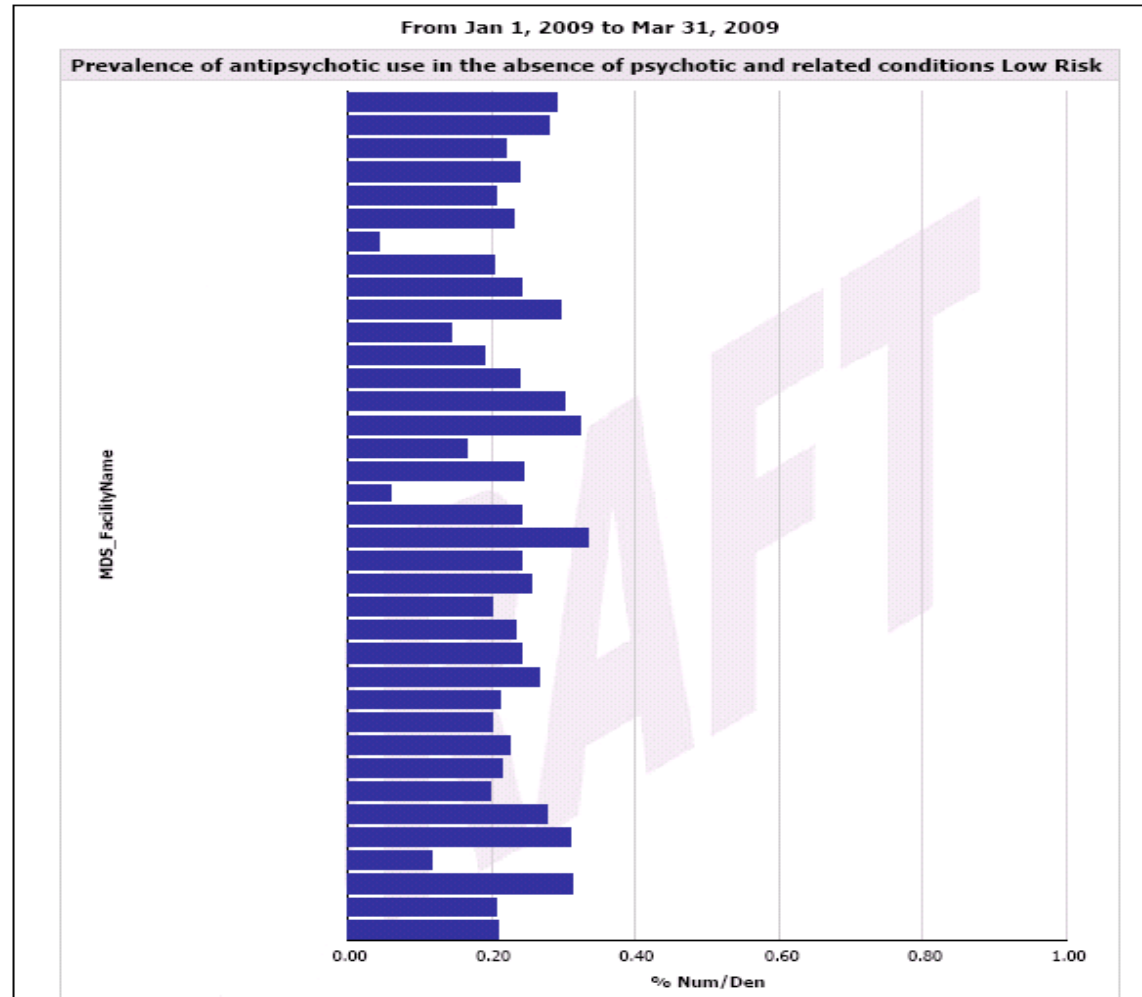
# 9 or More different medications



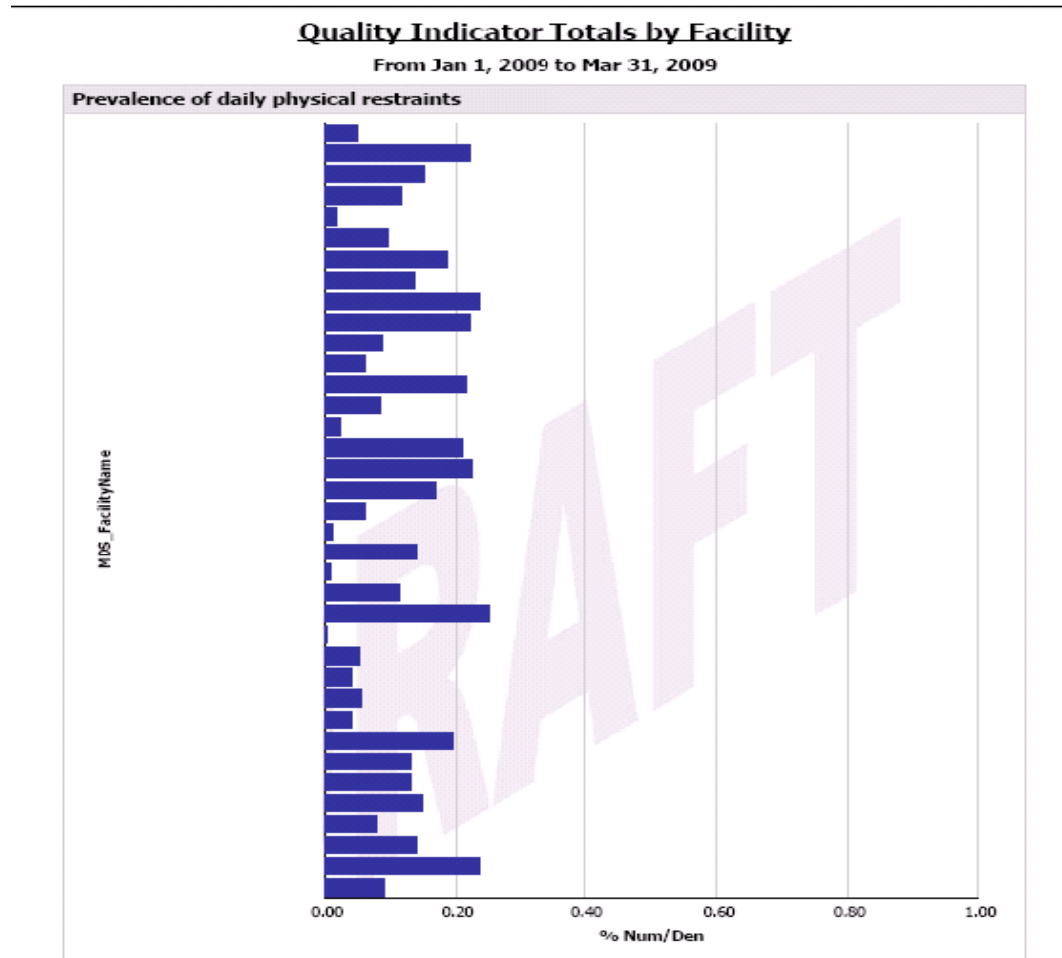
# Falls



# Antipsychotic Use (low risk)



# Physical Restraints



# 5. Learning with Residents

- Important to learn about how residents experience long term care
- Most residents can tell us – take the time to ask
- Examples:
  - Orientation for new staff
  - Cognitively well – quality of life
  - Response to new initiatives



# Questions

- For further information contact:

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