

INTERNATIONAL AFFAIRS & BEST PRACTICE GUIDELINES CENTRE

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GUIDELINES CENTRE

Promoting Resident-Centered Care through the Implementation of Best Practices: A System-Level Implementation Program

STTI's 25th International Nursing Research Congress

July 24th - -28th, 2014

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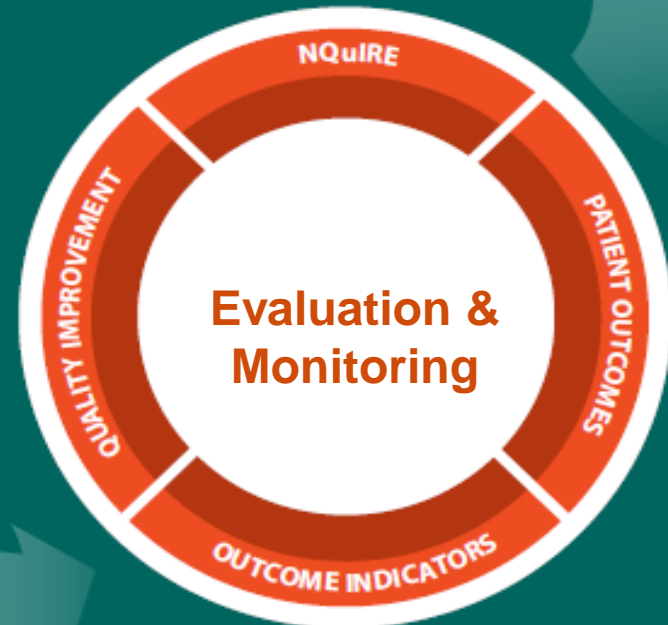
International Affairs and Best Practice Guideline Centre Mandate

Funded by the Ontario Ministry of Health and Long-Term Care since 1999 to:

Develop, disseminate, and actively support the uptake of evidence-based clinical & healthy work environment best practice guidelines and to **evaluate their impact** in patient/organizational and health system outcomes.



INTERNATIONAL AFFAIRS &
BEST PRACTICE GUIDELINES
PROGRAM COMPONENTS



RNAO Best Practice Guideline Program

RNAO's BPG Implementation Methodology

– Individual Level

- Champion Network®
- Learning Institutes
- eLearning programs
- Resources for mobile technology
- Nursing Order Sets

– Organizational Level

- Best Practice Spotlight
Organization® Designation

– System Level

- Implementation Projects



Ontario has
over 600
LTC Homes



LTC Best Practices Program

Mission:

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.

Funding support from the Government of Ontario.



LTC Best Practice Co-ordinators

- Seek, create and co-ordinate opportunities to promote and use evidence-based best practices in the LTC sector.
- Develop a plan for implementation of best practices in the LTC homes including strategies to facilitate spread.
- Assist LTC homes in using evidence-based practices and quality improvement.
- Promote and support knowledge transfer within LTC homes.
- Provide support for best practice implementation and increase integration of best practices within and among LTC homes.



Amy Reid



Ibo MacDonald



Carol Holmes



Citlali Singh



Marilyn Irwin



Sue Bailey



Natalie Warner



Sandra Kioke



Shaila Aranha



Susan McRae



Sue Sweeney



Elaine Calvert



Saima Shaikh



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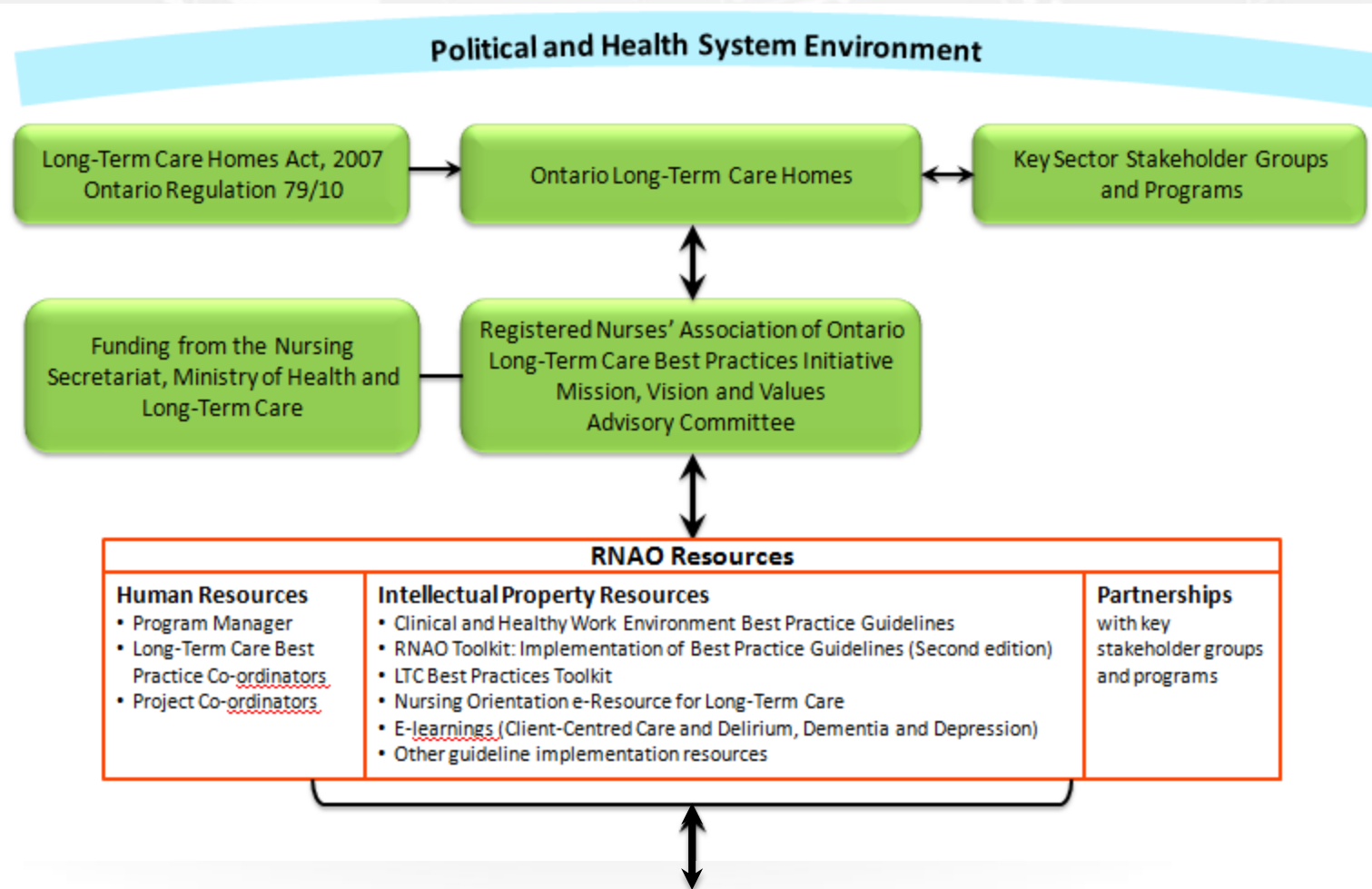


Heather Woodbeck

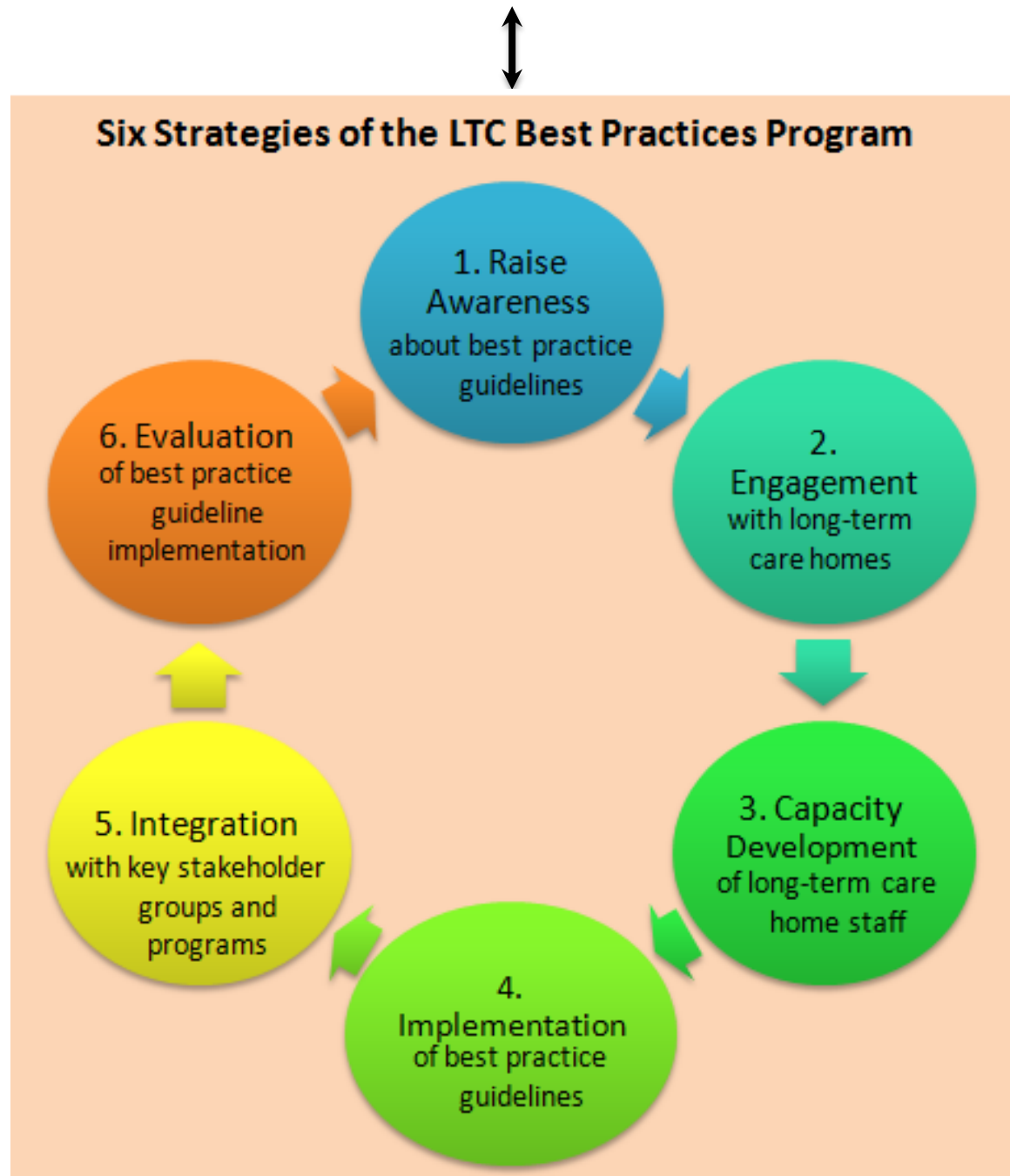


RNAO Long-Term Care Best Practices Program

LTC BP Program Model



Program Model continued...



1. Raise Awareness

- Share knowledge about evidence-based practice and BPGs
 - Newsletters, brochures, mail outs, meetings with LTCH leaders and staff
- Co-ordinate forums and approaches for information sharing
 - Story collection, publications and presentations

RNAO Best Practice Guidelines



2. Engagement

- Establish and participate in networking groups working on similar BPG topics
 - Communities of Practice (CoP) at local and provincial levels
- Collaborate with local and provincial initiatives, networks and organizations

3. Capacity Development

- Create opportunities to build expertise by promoting and supporting knowledge transfer
 - Best Practice Champions Workshops
 - Best Practice Knowledge Exchange Institutes
 - Nursing Executive Leadership Academy
 - Advanced Clinical Practice Fellowships
 - Best Practice Spotlight Organization® (BPSO®)
- Provide ongoing best practice consultations with LTC leaders and staff

NURSING BEST PRACTICE CHAMPIONS NETWORK®



Nursing
Knowledge in
Action

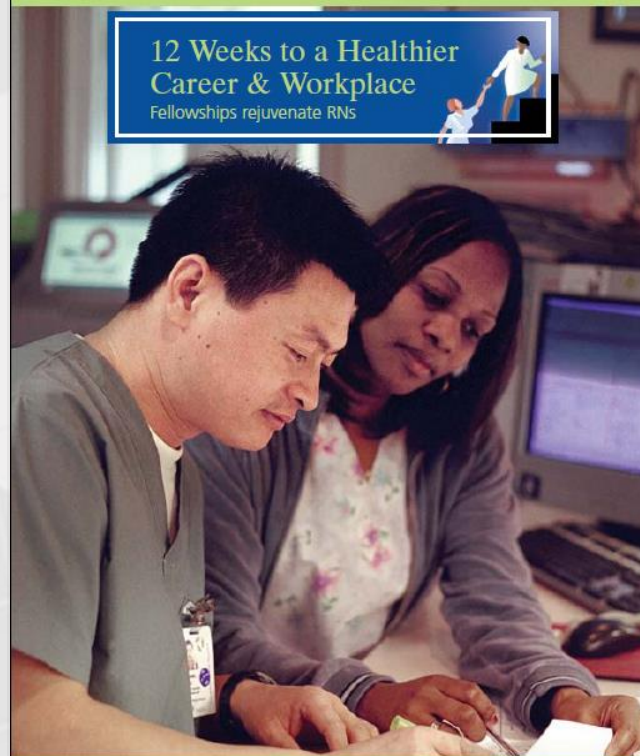


R N A O
BEST PRACTICE
SPOTLIGHT
ORGANIZATION
C A N A D A

Advanced Clinical/Practice Fellowships

12 Weeks to a Healthier
Career & Workplace

Fellowships rejuvenate RNs



4. Implementation

- Create and disseminate educational and implementation resources
 - Nursing Orientation e-Resource for Long-Term Care
 - LTC Best Practices Toolkit
 - E-learning programs such as Client Centred Care and Delirium, Dementia and Depression
- Support LTCHs to develop implementation plans and strategies for sustainability and spread

Nursing Orientation e-Resource for Long-Term Care

e-Resource

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L'Association des infirmières et infirmiers
autorisés de l'Ontario

NURSING ORIENTATION
e-Resource for Long-Term Care

Search

HOME INTRODUCTION PROFESSIONAL DOMAIN ROLE DOMAIN CLINICAL DOMAIN ORGANIZATIONAL DOMAIN

Welcome
Welcome to RNAO's Nursing Orientation e-resource for long-term care.

<http://ltcorientationresource.rnao.ca>

Best Practices Toolkit

Implementing and Sustaining Change in Long-Term Care

[Home](#) [Client Centred Care](#) [Continenence/Constipation](#) [Falls](#) [Pain](#) [Pressure Ulcer](#) [3Ds](#) [End-of-Life Care](#) [Oral Health](#) [Stories](#)

Introduction


In 2005, the Long-Term Care Best Practice Coordinator role was introduced into the long-term care sector as a three-year pilot initiative funded by the Ministry of Health and Long-Term Care through the Nursing Secretariat. The goal of the 'Long-Term Care Best Practices Initiative' is to support long-term care homes in adopting evidence-based practices that will support systematic and consistent approaches to providing quality care for residents. At the completion of the pilot phase in March 2008, the Registered Nurses' Association of Ontario (RNAO) assumed the management of the initiative with funding from the Ministry of Health and Long-Term Care's Performance Improvement and Compliance (PIC) Branch.

In 2008, a provincial survey of the long-term care (LTC) sector was undertaken by the Long-Term Care Best Practice Coordinators (LTC BPCs) to assess the current status of use of best practices in LTC, and to direct the focus of the work of the LTC Best Practice Initiative team. Based on the survey results, the following have been identified as top clinical priorities in Ontario LTC homes:


<http://ltctoolkit.rnao.ca>


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 Contact

Client Centred Care e-Learning Course



First time here?

The client's perspective of his/her personal health and life experience is pivotal to informing exemplary nursing practice, and is one of the unique contributions nursing brings to the planning and delivery of optimal health care.

The content of this e-learning course is comprehensive but not exhaustive. It is based upon and is a complement to the RNAO Nursing Best Practice Guideline for [Client Centred Care Revised \(2006\)](#).

This e-learning course is designed to build on existing knowledge, skills and experience of all health care providers and to help you integrate evidence-based recommendations into your practice.

[Find out More](#) [Start Registration](#)

Return user? Login below

If you've already registered, please enter your email address and password to log in and resume your progress.

Email Address:

Password:

[Forgot password?](#)

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Speaking out for nursing. Speaking out for health.

Client Centred Care e-Learning Course

<http://clientcentredcare.rnao.ca>

Delirium, Dementia and Depression (3Ds) e-Learning

<http://elearning.rnao.ca>


RNAO eLearning

Nurses. Knowledge Professionals.

The RNAO offers several orientation programs, e-learning courses and books to assist in your learning and suit your learning style. Below is a list of our offerings.

▼ Select a course.

Nursing Best Practice Guidelines



Delirium, Dementia and Depression

This is a free course. The purpose of this course is to provide an overview of the RNAO's best practice guidelines for the screening and care strategies for delirium, dementia and depression.

Login

Username

Password

[Login](#)

[Create new account](#)

[Lost password?](#)

5. Integration

- Collaborate with other provincial networks and quality improvement initiatives
 - League of Excellence for LTC Nurse Leaders to integrate best practices with LTC legislation, quality improvement and RAI-MDS

- Disseminate provincial survey reports (2008 and 2011)



**League of Excellence
for Long-Term Care**

Integrating Best Practices with: LTC Legislation,
RAI-MDS, & Quality Improvement

Long-Term Care Best Practice Spotlight Organization®

LTC homes partner with RNAO to create evidence-based organizational cultures through systematic implementation of multiple RNAO BPGs by:

- establishing dynamic, long-term partnerships that positively impact resident care through supporting knowledge-based nursing practice
- demonstrating creative contextualized strategies and successfully implement BPGs at the individual and organizational level
- establishing and utilizing effective approaches to evaluate implementation using structure, process and outcome indicators, and
- identifying effective strategies for system-wide dissemination of guideline implementation and outcomes specific to LTC.

6. Evaluation

- Evaluate the impact of the program in promoting and implementing evidence-based practices in LTC
- Seek and engage in research opportunities to evaluate the impact of best practices on resident care outcomes
- Assist homes to develop and monitor outcome measures that enhance resident care

Challenges

- Maintaining the engagement of LTCHs related to competing demands and priorities
- Turnover of leadership staff in LTCHs
- Proportion of registered staff to unregulated care staff in LTCHs

Key Successes

- In 2009 the Program received the Minister's Award of Excellence
- Currently over half of the LTCHs in the province are actively engaged (53%) in BPG implementation with the program
- LTC nurses are actively engaged in capacity building events
- The new LTC-BPSO® launched in April 2014
- Phase 1 of a comprehensive program evaluation completed in March 2014

*Celebrating
Innovations in
Health Care Expo*

Next Steps

- Implement recommendations from Phase 1 of the program evaluation including:
 - expand the use of different types of consultation and support activities with LTCHs
 - administer a Provincial Survey of LTCHs again in 2014
 - develop a comprehensive monitoring and evaluation framework for the program
 - develop a comprehensive data collection and management system
- Conduct Phase 2 of the program evaluation

Questions and Discussion

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Thank You

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www.RNAO.org