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

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Dr. Irmajean Bajnok, RN, MScN, PhD
Director, RNAO International Affairs and Best Practice Guideline Centre

Dr. Doris Grinspun, RN, MSN, PhD, LLD (hon), OONT
CEO, Registered Nurses' Association of Ontario

Heather McConnell, RN, BScN, MA (Ed)
Registered Nurses' Association of Ontario

Carol Holmes, RN, BScN, MN, GNC (C)
Registered Nurses' Association of Ontario
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.
RNAO Best Practice Guideline Program

Guideline Development

Deployment & Implementation

Evaluation & Monitoring

OUTCOMES
Nurse
Patient
Organization
Societal

INTERNATIONAL AFFAIRS & BEST PRACTICE GUIDELINES PROGRAM COMPONENTS

Topic Selection
Panel of Experts
Systematic Review
Recommendation Development
Stakeholder Review
Publication
3 yr Guideline Review

Champions
BPSOs
RNAso Communities
Fellowships
Nursing OrderSets
RNAO Communities
Quality Improvement
NQuIRE
Patient Outcomes
Outcome Indicators
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.
LTC BP Program Model

Political and Health System Environment

- Long-Term Care Homes Act, 2007
- Ontario Regulation 79/10
- Funding from the Nursing Secretariat, Ministry of Health and Long-Term Care

Ontario Long-Term Care Homes

- Registered Nurses’ Association of Ontario
  - Long-Term Care Best Practices Initiative
  - Mission, Vision and Values
  - Advisory Committee

Key Sector Stakeholder Groups and Programs

RNAO Resources

<table>
<thead>
<tr>
<th>Human Resources</th>
<th>Intellectual Property Resources</th>
<th>Partnerships</th>
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<tr>
<td>• Program Manager • Long-Term Care Best Practice Co-ordinators • Project Co-ordinators</td>
<td>• Clinical and Healthy Work Environment Best Practice Guidelines • RNAO Toolkit: Implementation of Best Practice Guidelines (Second edition) • LTC Best Practices Toolkit • Nursing Orientation e-Resource for Long-Term Care • E-Learnings (Client-Centred Care and Delirium, Dementia and Depression) • Other guideline implementation resources</td>
<td>with key stakeholder groups and programs</td>
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Program Model continued...

Six Strategies of the LTC Best Practices Program

1. Raise Awareness about best practice guidelines
2. Engagement with long-term care homes
3. Capacity Development of long-term care home staff
4. Implementation of best practice guidelines
5. Integration with key stakeholder groups and programs
6. Evaluation of best practice guideline implementation
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
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
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

http://ltcorientationeresource.rnão.ca
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.rnnao.ca
Delirium, Dementia and Depression (3Ds) e-Learning
http://elearning.rnao.ca
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)
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
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

cholmes@rnao.org

ibajnok@rnao.org

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