

# Person-centred Approach to Care through the Eyes of the Resident

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**RNAO**

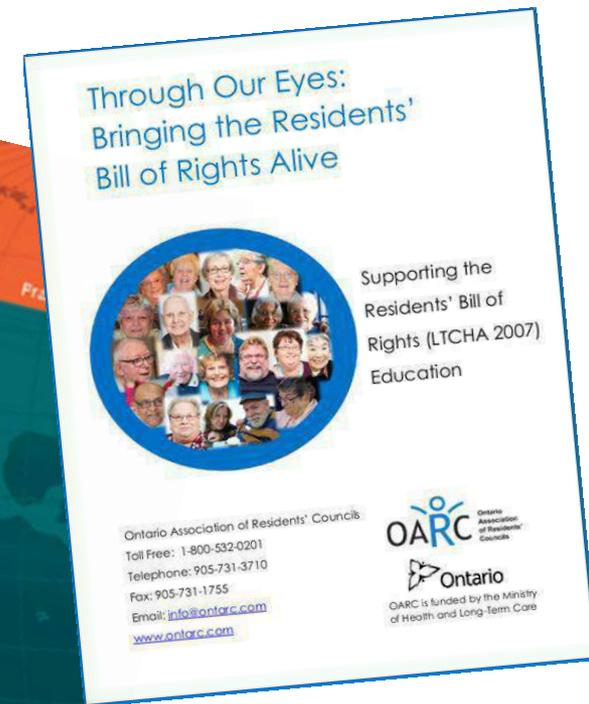


**OARC**

Ontario  
Association  
of Residents'  
Councils

# Our Time Together

- Discuss the process of implementing evidence-based practices and how you can track your progress, involve stakeholders, communicate the process and get staff buy-in.
- focusing on practical approaches to culture change and relationship building to improve resident and family satisfaction.





**Ontario  
Association  
of Residents'  
Councils**

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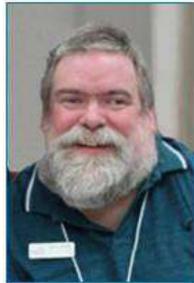
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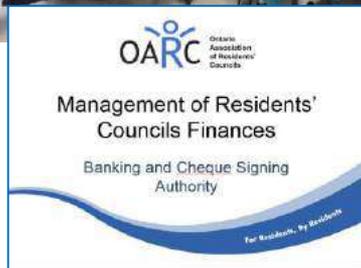


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# OARC Supports Residents' Councils in LTCH



Education

**OARC In Action** For Residents By Residents  Ontario Association of Residents' Councils  
September 2018  
**November 14, 2018 – OARC Live Webinar – Becoming an OARC Board**  
**Director: Resident Leaders in Long-Term Care**  
*Guest Speakers: Board Director, OARC and Melissa McVie, Education and Home Support Facilitator*

**Seasons**  Celebrating the Seasons of Life | For Residents, By Residents  
The Power of Storytelling  
Celebrating Life in Long-Term Care Homes Across Ontario  
OARC Convenes Expert Panel in Response to Media Coverage of LTC

Communications

- Bylaw Template
- Minutes Template
- Provisional Agenda
- Residents' Bill of Rights Pocket Guide



Tools

# What is the Through Our Eyes Program?



Through Our Eyes:  
Bringing the Residents'  
Bill of Rights Alive



Supporting Residents' Bill  
of Rights (LTCHA 2007)  
Education

- Comprehensive program including DVD, worksheets, activities, resources
- Residents' Bill of Rights from the perspective of RESIDENTS'
- Residents co-develop *and* deliver with staff member
- Residents with cognitive changes CAN be engaged as teachers
- Its about relationship building

# Progress and Spread of Program





LONG-TERM CARE  
**BEST PRACTICES**  
**PROGRAM**

# Long Term Care 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.



Funded by the Ontario Ministry of Health and Long-Term Care

# A Brief History of the LTC Best Practices Program



2005	2008-09	2011	2014	2017
<p><b>3-year pilot project</b>                      Managed by MOHLTC Performance Improvement and Compliance Branch</p>	<p><b>April 2008</b>                      Management transferred to RNAO  <b>November 2009</b>                      Received the Minister's Award of Excellence</p>	<p><b>April 2011</b>                      Program expansion                      15 LTC BP Co-ordinators</p>	<p><b>April 2014</b>                      Launch LTC Best Practice Spotlight Organizations</p>	<p><b>April 2017</b>                      LTC Best Practice Spotlight Organizations Designation</p>

**RNAO Home Office**



**Suman Iqbal**



**Ibo MacDonald**



**Citlali Singh**



**Verity White**



**Freda Poirier**

12



**Connie Wood**

9



**Lee Mantini**

10



**Stephanie Kim**

11



**Rebecca de Witte**

5



**Sue Bailey**

8



**Shaila Aranha**

3



**Susan McRae**

7



**Sue Sweeney**

2



**Beverly Faubert**

1



**Deirdre Boyle**

4



**Saima Shaikh**

6



**Heather Woodbeck**

14

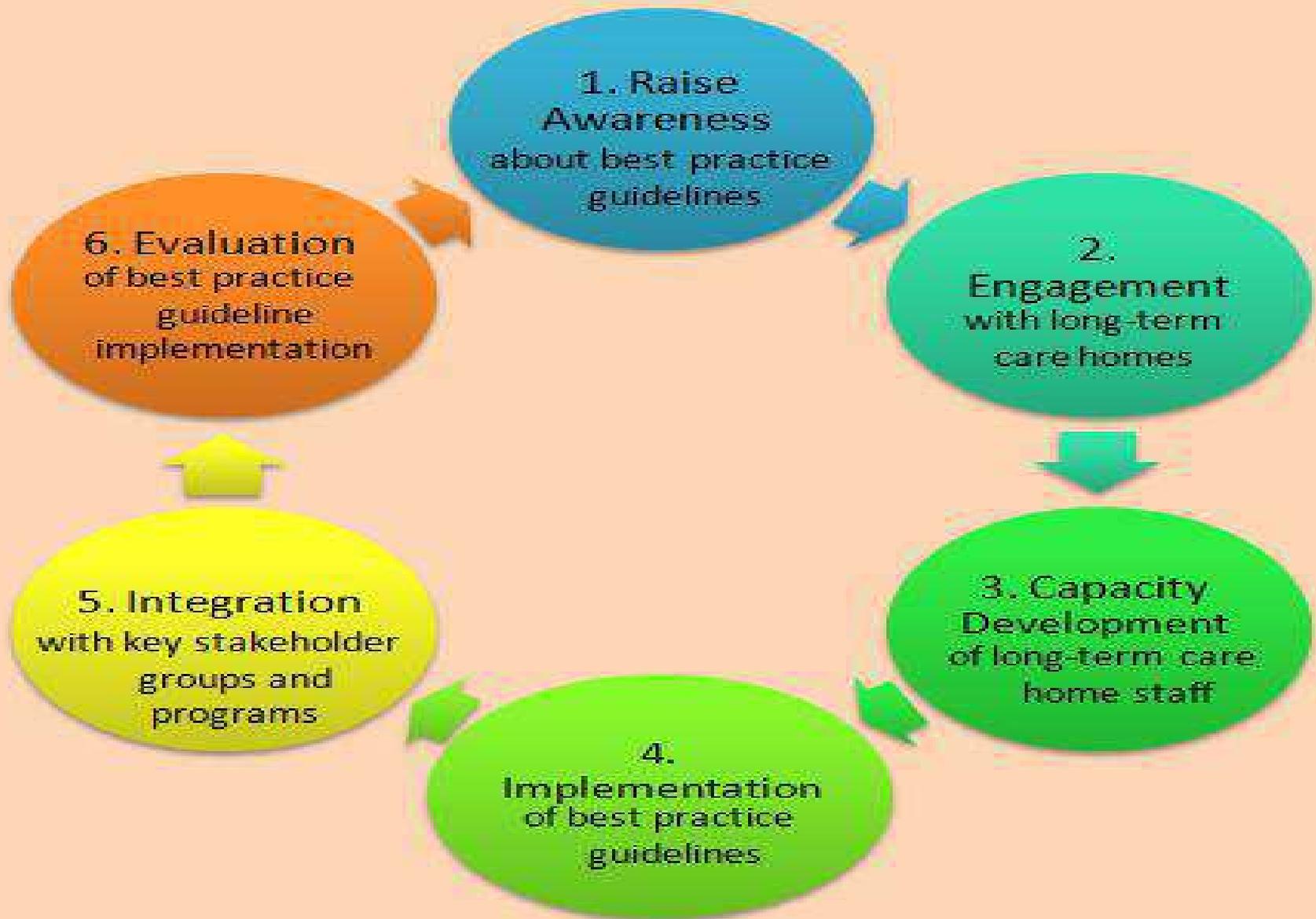


**Amy Reid**

13



# Six Strategies of the LTC Best Practices Program





## Long-Term Care Best Practices Toolkit, 2nd edition

Implementing and sustaining evidence-based practices in long-term care.

### Welcome

The Registered Nurses' Association of Ontario (RNAO) welcomes you to the second edition of the Long-Term Care Best Practices Toolkit. RNAO is delighted to provide this key resource to you, developed by the Long-Term Care Best Practices Program. We invite you to explore the resources and share the Toolkit with colleagues in your organization and others in the long-term care sector.

#### Purpose of the LTC Toolkit

The LTC Toolkit is designed to offer point-of-care staff, nurses, educators and leaders access to the best available evidence-based resources and tools. It supports the use of best practice guidelines (BPG), program development, implementation and evaluation to enhance the quality of resident care and create a healthy work environment (HWE). It is intended to promote the integration of BPGs with relevant provincial legislation, performance improvement and other health-care initiatives.

#### Structure of the LTC Toolkit

The LTC Toolkit is organized into the following sections:

- **Clinical BPGs** – RNAO clinical BPGs and related resources that support the direct care of residents and long-term care (LTC) programs
- **HWE BPGs** – RNAO HWE BPGs and related resources that support long-term care homes (LTCH) in creating a positive work environment for leaders and staff
- **Program Planning & Evaluation** – program planning, monitoring and evaluation resources and tools
- **French Resources** – RNAO clinical and HWE BPGs and other resources available in the French language
- **LTCH Implementation Stories** – experiences of LTCHs that have implemented clinical and HWE BPGs. This section is under development and will be available in 2016.

#### RNAO - Resources and Links

[Long-Term Care Best Practices Program](#)

[Nursing Orientation e-Resource for Long-Term Care](#)

[Long-Term Care - Best Practice Spotlight Organization \(LTC-BPSO\)](#)

[Best Practice Spotlight Organizations \(BPSO\)](#)

[Best Practice Champions Network](#)

[RNAO Online Courses](#)

[RNAO Projects and Initiatives](#)

<http://ltctoolkit.rnao.ca>

# Nursing Orientation e-Resource for Long-Term Care

The screenshot shows the website's header with an orange 'e-Resource' tab, the RNAO logo, and the text 'Registered Nurses' Association of Ontario / L'Association des infirmières et infirmiers autorisés de l'Ontario'. The main title 'NURSING ORIENTATION' is displayed in large teal letters, with the subtitle 'e-Resource for Long-Term Care' below it. A search bar with a 'Search' button is on the right. A dark navigation bar contains the following menu items: HOME, INTRODUCTION, PROFESSIONAL DOMAIN, ROLE DOMAIN, CLINICAL DOMAIN, and ORGANIZATIONAL DOMAIN. The main content area features a photograph of three people: an elderly woman, a young woman, and an elderly man. A black text box overlaid on the photo reads: 'Welcome' followed by 'Welcome to RNAO's Nursing Orientation e-resource for long-term care.' A small graphic of five colored circles is visible in the bottom right corner of the photo area.

<http://ltcorientationeresource.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 category.

- ▶ Best Practice Guidelines
- ▶ eHealth
- ▶ Multiple IV Infusion Safety
- ▶ Preventing and Addressing Abuse and Neglect of Older Adults

**Login**

Username:

Password:

[Create new account.](#)  
[Lost password?](#)

This eLearning course includes four modules, various learning activities (e.g. resources and reflection activities) a Knowledge Check and Supplemental Resources. Supplemental Resources includes additional links to related resources, a list of contributors to the development of this course and a complete reference list can be found here: [Supplemental Resources](#).

The course can be used in many ways including the following:

**Delirium, Dementia and Depression**  
**e-Learning Course**  
<http://elearning.rnao.ca>

**Preventing and Addressing Abuse and Neglect of Older Adults**  
**e-Learning Course**  
<http://elearning.rnao.ca/>

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▼ 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:

[Create new account.](#)  
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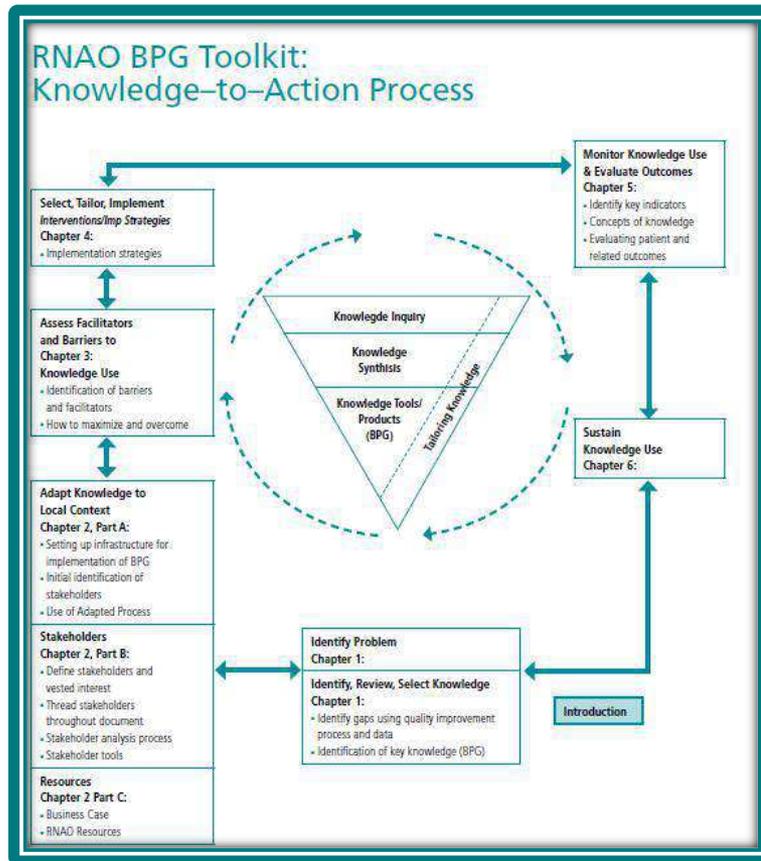
# Communities of Practice

Communities of practice (CoPs) are usually groups of people who share a concern or passion for something they do and learn how to do it better through regular interaction

*Canadian Health Services Research Foundation, 2006*

LTC Best Practice Co-ordinators facilitate RNAO-led provincial and local CoPs to support LTC homes' efforts in best practice guideline implementation

# Systematic Approach to Guideline Implementation



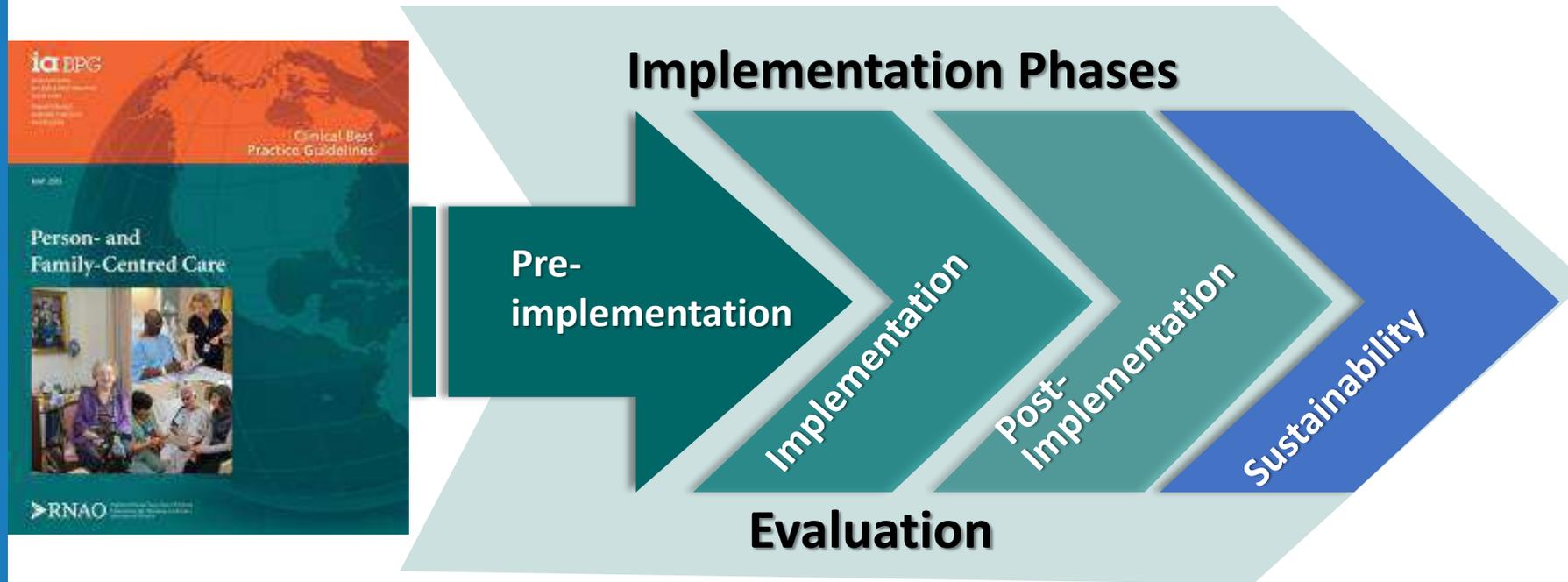
- LTC-BPCs
- BPG Implementation Toolkit
- LTC Best Practices Toolkit
- Nursing Orientation e-Resource for LTC
- Capacity building
- Dissemination
- Evaluation

# What a Gap Analysis Reveals

- Where best practices are being used
- Opportunities for early success – move “partially met” to “met”
- Areas for practice change
- Enables future comparison for annual evaluation



# Evaluation involves demonstrating value of implementation efforts



# Creating Champions and Leaders at the Bedside and Beyond



PSWS  
Allied Health



Management  
Dietary

Administration  
Housekeeping

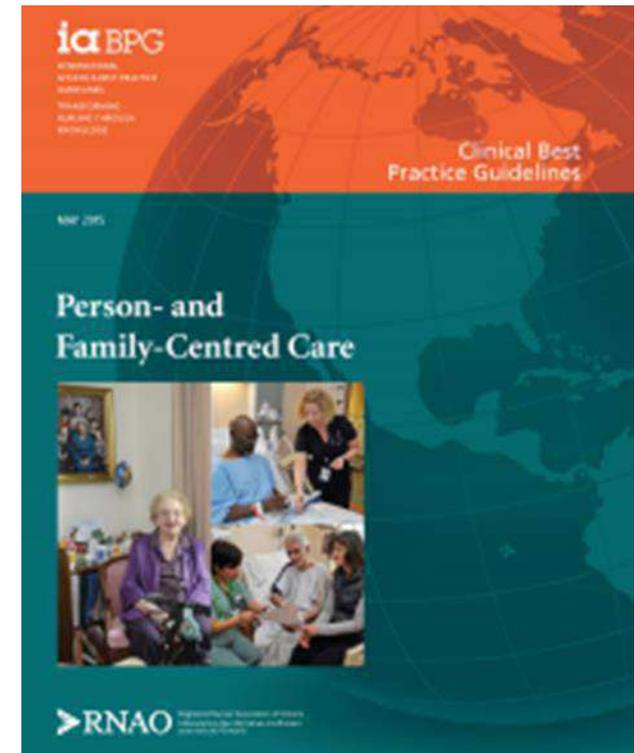


RNs & RPNs  
Recreation



# Effectively Transforming to a Culture of *Person- and Family-Centred Care*

This Best Practice Guideline was released in May, 2015 and replaces the RNAO BPG *Client Centred Care (2002)* and its *supplement (2006a)*



<https://rnao.ca/bpg/guidelines/person-and-family-centred-care>

# What is Person-and Family-Centred Care

A person- and family-centred approach to care demonstrates certain practices that put the person and their family members at the centre of health care and services. Person- and family-centred care respects and empowers individuals to be genuine partners with health-care providers for their health.

RNAO, 2015

# A focus on approaches

Examples of person and family centred approaches include:

- Empowering the person to be actively involved in making decisions regarding their health care (independence and autonomy, right to self-determination);
- Sharing of evidence-based options for care, education, and information that is unbiased, clear, and comprehensive to support the person in making decisions;
- Respecting the person and personalizing care by promoting the person's strengths, self-knowledge, preferences, and goals for care based on their beliefs, values, culture, and their experience of health;

RNAO, 2015

# Making the Connection

Person and  
Family Centred  
Care Clinical  
Best Practices  
Guidelines



Residents' Bill of  
Rights Education  
with  
Residents, Staff  
and Families

Ontario Long-Term Care Homes(LTCH) function under the LTC Homes Act, 2007 and follow a fundamental principle that the LTC home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social and spiritual and cultural needs adequately met (2007, c.8, s.1). The LTC homes work together with residents and families to provide a safe environment for the residents without compromising their dignity or freedom.



# F.J. Davey Home





“TOE is a positive approach to strengthen connections between residents and care givers. It restores focus of care to the individual. If you are cognizant of Resident Rights, you **will** be upholding the best practice recommendations for person centered care. It serves to restore residents’ voices. The value is undeniable.” – F.J Davey Home



Strathmere Lodge  
Long-Term Care  
Home.

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# Woodingford Lodge Long-Term Care Home



‘We may have fumbled at times, however as I watched the audience, I realized that with the teary eyes, smiles and laughter we had met our challenge. The group of management, most of which had worked in LTC for many years, were being impacted with resident's rights as seen through their eyes, based on real daily experiences within our home. Some of the concerns were very simple, yet the negative effects that can be had, very apparent when stated by someone living the experience of LTC.’- Woodingford LTC Home

“This is a program that would benefit any home, its residents and staff. I knew that our home was already proactive and resident centered, however this program shows that learning the rights of residents is not enough, the words must really come to life, through the eyes of those living in LTC. “ - Woodingford LTC Home

My personal commitment:

"In my current role, of BSO PSW within our home, I have committed to continue to advocate positively for residents, and to assist them to maintain their dignity, and have choices in their daily lives to promote a resident centered living environment."

Through Our Eyes Facilitator: Tina Gray BSO PSW



# TOE & Quality Improvement Plans

# In Review

LTC home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social and spiritual and cultural needs adequately met (2007, c.8, s.1).

Together, these programs work to complement evidence-based recommendations and facilitate participation from residents, family members and the staff as they improve residents experience of health care and the Residents' Bill of Rights.



**RNAAO**

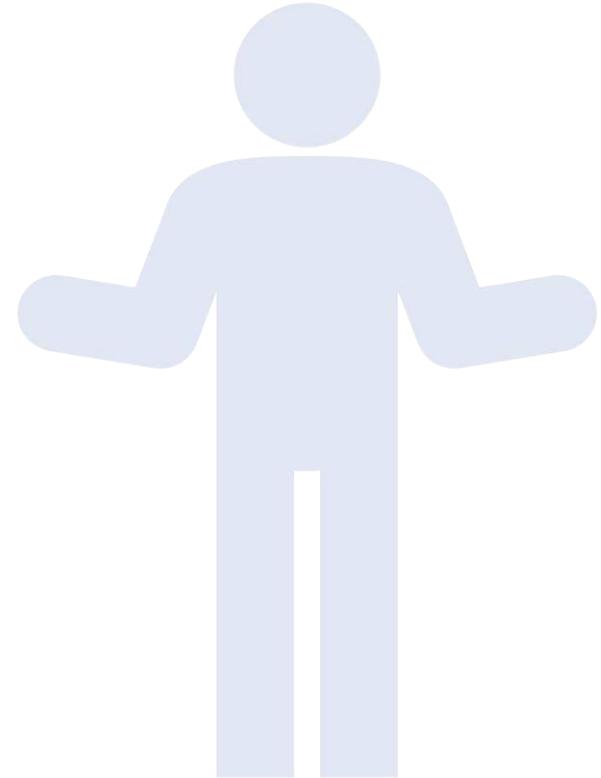


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Questions?



# Thank You

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