

# Journey to BPSO 2020-2023

## Mackenzie Health Long Term Care

### Richmond Hill, Ontario

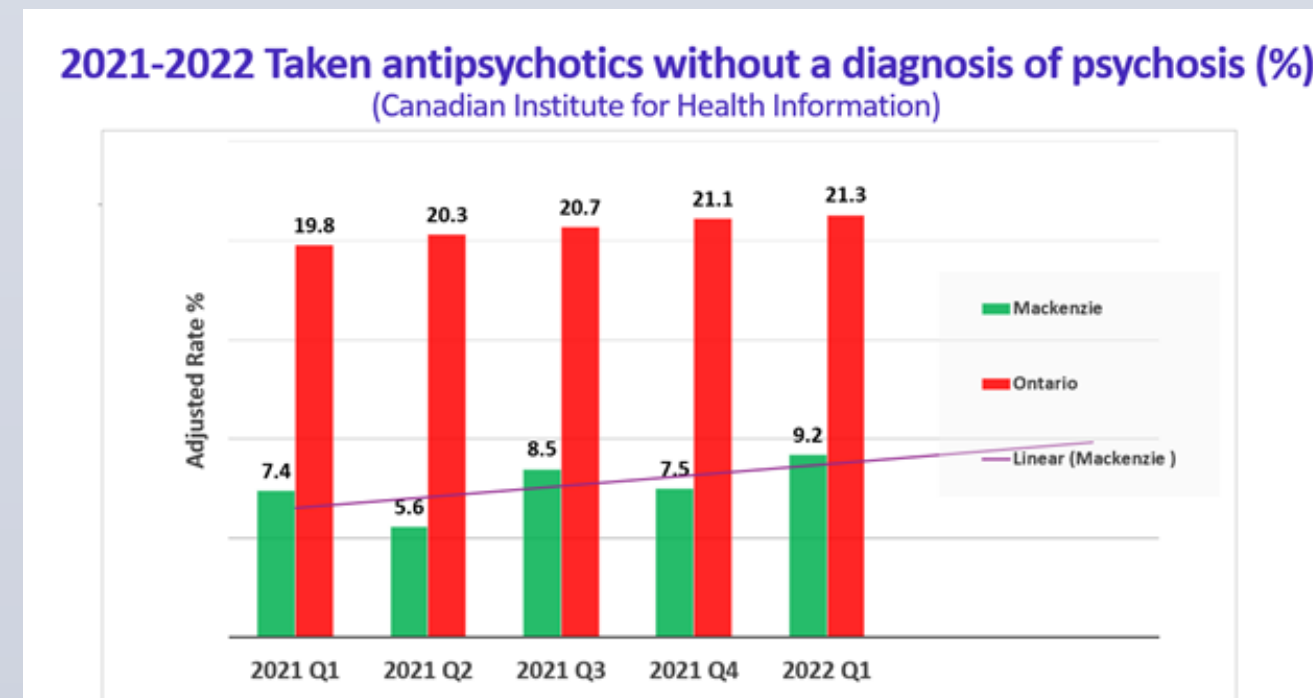
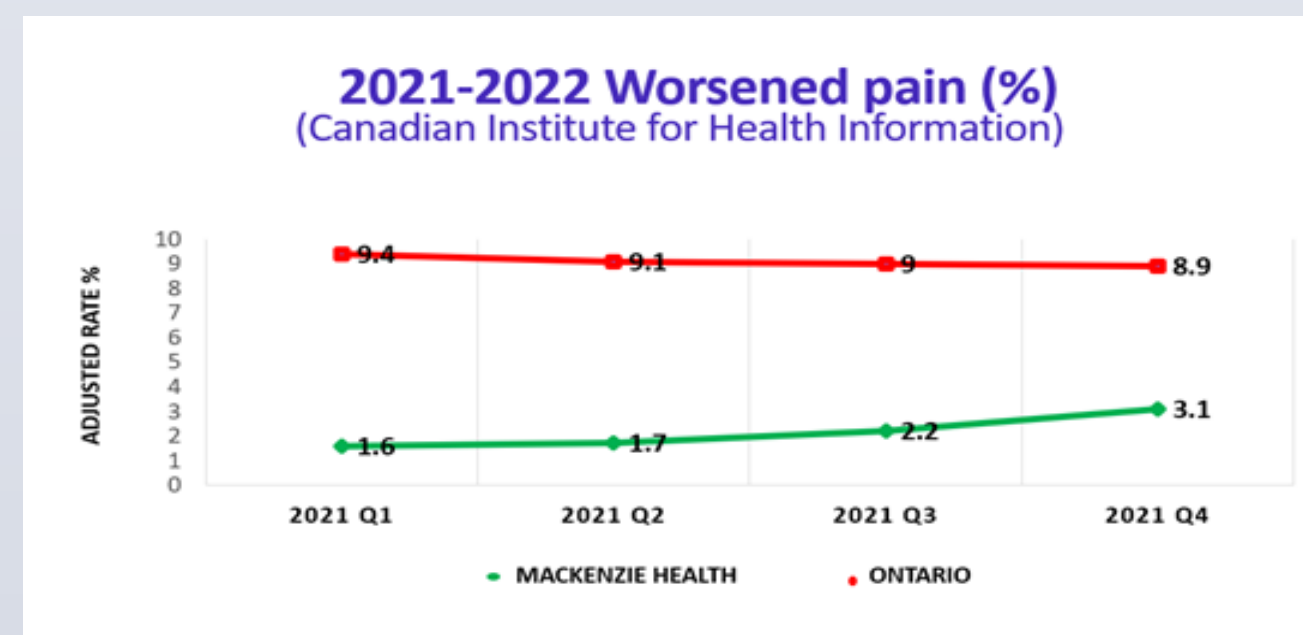


#### Pain

Goals of pain management are focused on reducing the severity of pain and the effect of pain on the resident's functionality and quality of life.

#### How do we manage pain using Best Practice Spotlight Organization (BPSO) and implementation of Best Practice Guidelines (BPG)?

- BPG: Assessment and management of pain  
Pain brochure
- Intentional hourly rounding pilot project
- Interprofessional study of pain assessment and management
- Intentional hourly rounding transferred to electronic chart
- Goal is to improve pain assessment and management
- Identification of designated Pain Quality Champions by providing full paid day for three registered staff on a monthly basis
- Audit resident charts for proper pain control
- Ongoing education for all staff
- Review of medication regimen for pain control
- Ongoing dissemination, evaluation and sustainability of pain management for residents, families and staff
- Medical cannabis for chronic and neuropathic pain



Mackenzie Health LTC is a home of 170 beds in total: 136 beds LTC and 34 interim beds. Within the 170 beds we accommodate 20 to 30 hemodialysis beds.

#### RNAO/Best Practice Spotlight Organization projects:

Best Practice Guidelines (BPG):

1. Assessment and management of pain
2. A palliative approach to care in the last 12 months of life
3. End of life care during the last days and hours
4. Alternative approaches to use the use of restraints
5. Person and family centered care
6. Delirium



#### Delirium in older adults assessment and care

- The BPG Clinical Pathways for Delirium were developed and implemented based on RNAO BPG and delivered by Point Click Care (PCC) under the Nursing Advantage Platform.
- N Adv Can done on admission, screening assessment using Person and Family Centered Care approach. The Home interprofessional clinical team has incorporated the BPG Clinical Pathways into the daily clinical practice
- Ongoing education provided by clinical managers PCC and RNAO
- Delirium symptoms include: decreased concentration, changes in mood, visual or auditory hallucinations, changes in appetite, agitation and more.
- Registered staff screen for changes in the resident condition during hourly rounding and are trained on intervention and prevention of delirium
- Registered staff to screen for delirium using evidence-based CAM tool when there is acute or sudden changes to the resident's mental status or behaviours
- When a resident screens positive for delirium, registered staff notify Physician and NP and any other professional team members to review assessment information for treatment options

#### The palliative approach

- A palliative approach to care in the last 12 months of Life
- End-of-life care: during the last days and hours

The purpose of the Palliative Care Program is to provide a holistic assessment of a resident's functional abilities and assist the resident and family to make choices regarding goals of care and end of life care decisions. The program is based on the FLTCA, 2021 and meets ministry standards:

- Discussions starting from preadmission for Goals of Care
- Individualized, person and family centered care plan
- Management of pain and symptoms
- Psychosocial and spiritual support aspects of care involving all interprofessional team members as well as resident and families
- Implementation of clinical pathways assessment for palliative care use of evidence-based screening tools for palliative care
- Formal interprofessional team training on an ongoing basis such as Fundamentals for Palliative care, LEAP, education by Western York Region Ontario Health Team as well as formal mandatory education on ITACIT (internal education)
- Education for patients, substitute decision-makers, families and caregivers on an ongoing basis during the resident stay in LTC, taking into consideration cultural beliefs.



#### Alternative approaches to the use of restraints

Restraints are physical, chemical or environmental measures used to control the physical or behavioural activity of a person or a portion of their body.

Practice changes to alternative approach to use restrains were implemented and decreased great success

Comprehensive assessment is completed for each resident on admission and on a monthly basis. The data submitted to RNAO by NQIRE tool implementation of gap analysis and action plan in collaboration with RNAO is ongoing.

#### Person and family-centred care

Person-centered care is an approach to care that considers the whole person, their history and their goals for their care.

- Goals of care discussions by interprofessional team, resident and family on pre-admission considering the unique individual
- Implementing evidence-based care, promoting self-management
- Build empowering relationships, implementation of gap analysis and action plan in collaboration with RNAO
- Create space for residents and their families to talk about their personhood and their values
- Continuous care plan and GOC reviews during care conferences