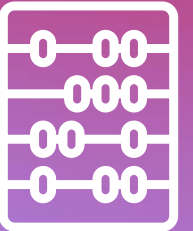# Long-Term Care Quality Improvement Community of Practice

Palliative Care QI Opportunities in the Long-Term Care Setting

Presenters: Dr. Amit Arya,
Sharon Kaasalainen
Holly Finn

Date: February 6, 2023

The Palliative Care ECHO Project

The Palliative Care ECHO Project is a 5-year national initiative to cultivate communities of practice and establish continuous professional development among health care providers across Canada who care for patients with life-limiting illness.

The Palliative Care ECHO Project is supported by a financial contribution from Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.

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LEAP Long-Term Care

- Interprofessional course that focuses on the essential competencies to provide a palliative care approach.

- Case studies contextualized to the long-term care setting.

- Delivered online or in-person.

- Ideal for any health care professional (e.g., physician, nurse, pharmacist, social worker, etc.) working in long-term care and nursing homes.

- Accredited by CFPC for **26.5 Mainpro+ credits** (online) and **26.5 Mainpro+ credits** (in-person).

Learn more about the course and topics covered by visiting

www.pallium.ca/course/leap-long-term-care

Welcome and Reminders

- Please introduce yourself in the chat! Let us know what province you are joining us from and what your role is in the Long-Term Care setting.

- Your microphones are muted. There will be time during this session for questions and discussion.

- You are welcome to use the chat function to ask questions, if you have any comments or are having technical difficulties, but also please also feel free to raise your hand!

- This session is being recorded- this recording and a copy of the slides will be emailed to registrants within the next week.

- Remember not to disclose any Personal Health Information (PHI) during the session.

Conflict of Interest

This program has received financial support from:

- Health Canada: in the form of a contribution program
- Pallium Canada: a non-profit that generates funds to support operations, research and development from Pallium Pocketbook sales and course registration Fees

Presenter Disclosures

- Holly Finn: employed by Pallium Canada.
- Dr. Amit Arya: no conflicts of interest to disclose.
- Sharon Kaasalainen: no conflicts of interest to disclose.

BY

Introductions

Holly Finn, PMP
Senior Manager of Program Delivery
Pallium Canada

Sharon Kaasalainen, RN PhD
Professor & Gladys Sharpe Chair in Nursing
McMaster University

Dr. Amit Arya, MD, CCFP (PC), FCFP
Palliative Care Lead, Kensington Health, Toronto
Lecturer, Division of Palliative Care, Department of Family & Community Medicine, University of Toronto
Assistant Clinical Professor, Division of Palliative Care, Faculty of Health Sciences, McMaster University

Meet the rest of our core team!

Bev Faubert
Registered Nurse, Ontario

Shannon Fogarasi
Social Worker, Ontario

Gloria Nickels
Personal Support Worker, Ontario

Julie Weir
CEO, New Brunswick Association of Nursing Homes,
New Brunswick

About this Community of Practice (COP)

Who is it for

- Administrators and clinicians from across Canada who work in the Long-Term Care setting who have a desire to continuously improve they deliver a palliative approach to residents and their close ones

Main goals

- To identify palliative-care related QI opportunities in the Long-Term Care setting
- To develop Quality Improvement Toolkits as a resource for those who wish to implement these kinds of projects
- To support teams who are implementing these quality improvement initiatives

Role of the core group

- Identify short list of QI priorities, refine root causes that have been identified etc.

- Create prototype QI toolkit

- Seek input from the broader COP the prototype QI toolkit

- Provide ongoing support and mentorship to practices who decide to engage in these QI activities though these COP meetings

Role of the broader Community of Practice

- Help to determine which QI priorities to focus on first, identify root causes, barriers/ facilitator etc.

- Provide feedback on the QI Toolkit prototype

- To implement and champion quality improvement initiatives in their care settings

- To actively engage in this COP as a means of receiving continual support, sharing lessons learned, and supporting their peers

Agenda for Today's Session

- Quality improvement in the Long-Term Care Setting

- Selection of priority palliative care quality improvement topic and problem statement

- Group Discussion on root causes, barriers/ facilitators for change and identification of stakeholders

- Next Steps

Quality Improvement in the Long-Term Care Setting

Sharon Kasaalainen

Poll #1:

What is your level of knowledge/ experience with Quality Improvement?

a) Novice

b) Intermediate

c) Expert

What is QI

- A philosophy to continuously make things better
- Application of Best Practice
- Can refine/ improve with new knowledge produced
- Uses multiple methods/ tools to implement change & measure the impact

"An organizational philosophy that seeks to meet clients' needs and exceed their expectations by using a structured process that selectively identifies and improves all aspects of service."

Accreditation Canada

A QI intervention is dependent on the nature and aim of the QI goal

QI Intervention	Example of Activities	Aim of QI Project
LTC staff education	Workshops, training sessions, educational outreach visits, distribution of educational materials	Increase knowledge and use of evidence-based practices of LTC staff managing pain for residents in LTC
Organizational Change in Care Delivery	Multidisciplinary teams, increased staffing, use of pain protocol, change from paper to computer-based records, regular assessments and documentation	Reduce pain in residents in LTC

Chadborn NH, Devi R, Hinsliff-Smith K, Banerjee J, Gordon AL. Quality improvement in long-term care settings: a scoping review of effective strategies used in care homes. Eur Geriatr Med. 2021 Feb;12(1):17-26. doi: 10.1007/s41999-020-00389-w.

Donabedian's Measures (1966)

Proposed 3 types of measures for assessing the quality of healthcare:

- Structures
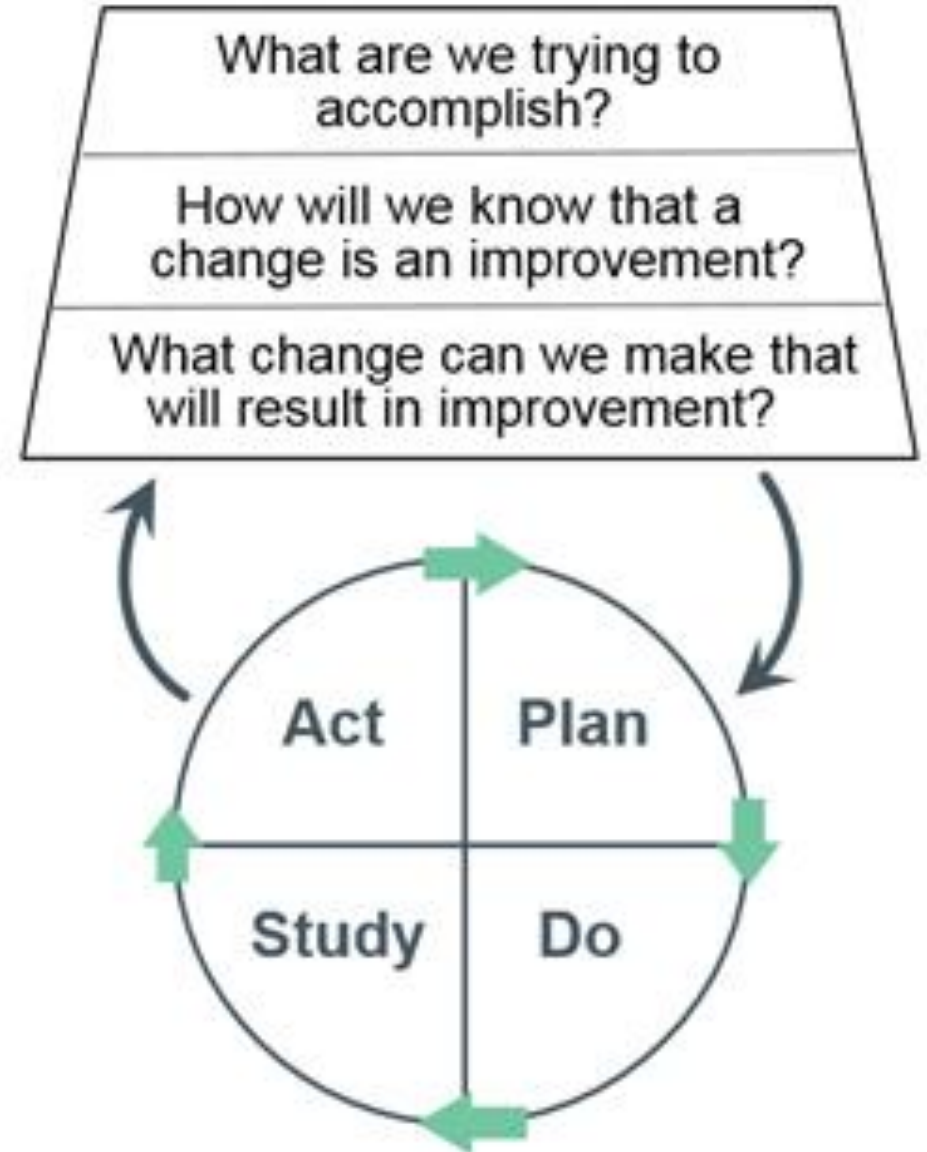- Processes
- Outcomes

These measures remain the foundation of QI today

Source: Donabedian, A. Evaluating quality of medical care. Milbank Quarterly. 1966; 44: 166-206.

PDSA Cycle

1. **PLAN:** Plan a change or test of how something works.
2. **DO:** Carry out the plan.
3. **STUDY:** Look at the results. What did you find out?
4. **ACT:** Decide what actions should be taken to improve.

Repeat as needed until the desired goal is achieved

Example of Quality Improvement Tool to Improve Palliative Approach in LTC

Quality Palliative Care in Long Term Care
A Community-University Research Alliance

Quality Palliative Care in Long-Term Care: Self-Assessment Checklist

https://www.palliativealliance.ca/assets/files/Alliance_Reources/Self-Assessment_Oct._2012.pdf

Selection of priority palliative care quality improvement topic and problem statement

Dr. Amit Arya

Poll #2:

Which palliative care topic area do we want to prioritize for this first series?

a) Improved use of opioids to manage pain and dyspnea

b) Improving goals of care conversations

c) Improving prognostication to guide intensity and urgency of integrating a palliative care approach

Group
Discussion

What are the root causes of this problem?

What could potentially block us in our efforts to improve this issue?

What could help us to improve this issue?

Who needs to be involved to make this type of QI project a success?

Next Steps & Wrap-Up

Dr. Amit Arya

Next Steps

Feb-March 2023

- The core group will collate notes from today's session (e.g., create fishbone diagram), prioritize root causes, brainstorm some potential change ideas discuss, relevant measures and aim statements and will start building a prototype of the QI Toolkit

April 17th, 2023 (save the date!)

- The core team will share the (very rough!) prototype with the broader COP

May-June 2023

- Further refinements will be made to the toolkit based on feedback from the broader COP
- Core group will work through some mock PDSA scenarios, which can be included in the toolkit

Sept 11th, 2023 (save the date!)

- Final Toolkit will be shared with the broader COP and we will discuss how this COP and toolkit can be used moving forward

Session Wrap Up

- Please fill out the feedback survey following the session! Link has been added into the chat.

- A recording of this session and a copy of these slides will be emailed to registrants within the next week.

- We hope to see you again at our next session taking place on **April 17, 2023 from 2-3pm ET** on the topic of **Introduction to the QUIC Toolkit: A Resource to Support the Implementation of Palliative Care Quality Improvement Initiatives in Long-Term Care.**

- Thank you for your participation!

Thank You

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