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Inside this issue:

Strengthening a Palliative Approach in Long Term Care

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Strengthening a Palliative Approach in Long Term Care (SPA-LTC) is a program focused on ensuring that individuals with chronic and life-limiting illnesses are afforded the opportunity to experience an elevated quality of life from the time of their admission to LTC, through to the time of their passing (death). The approach is intended to provide individuals in LTC with a 'seamless transition' from chronic disease management to appropriate end-of-life planning and care, while maximizing comfort and respecting the individual's wishes through the course of their illness.

Intercare Site Quality Projects

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Why is there a need for a Palliative Approach in LTC?

- In Canada, the current average length of stay in LTC is less than eighteen (18) months.
- More than one (1) in four (4) individuals residing in LTC die each year.
- Decision making often occurs too late and while in crisis mode.
- Individuals in LTC are generally frail and marginalized with multiple, chronic health conditions and experiencing social isolation.

Intercare Site-Level Quality Projects: Brentwood and Chinook

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- Individuals in LTC with a dementia and mental illness diagnosis require a unique approach to care.

Intercare Site-Level Quality Projects: Chinook, Southwood and Kingsland Terrace

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Intercare has partnered with the SPA-LTC team. The SPA-LTC program has been funded by Health Canada and its overall objectives are to:

- Build **Palliative Care Approach** capacity in LTC settings.
- Develop tools to support front line staff to manage difficult situations.
- Develop tools and approaches to support residents and families.
- Bolster health care provider and staff knowledge about **Palliative Approaches** in LTC settings.

For more information about the SPA-LTC program in LTC, please visit: <https://spaltc.ca/>



Site-level Quality Improvement (QI) Projects

Quality Improvement (QI) Projects occur in many different areas of Intercare. Directors of Care, Clinical Team Leaders and Case Managers at Intercare sites have continuous QI Projects on the go, based upon clinical need and opportunities for improvement. Many of Intercare's other departments also champion QI Projects based upon best practice, resident and family feedback and resident need. This QI Newsletter highlights some of the QI Projects taking place at our sites.



Brentwood Care Centre QI Projects

DECREASE/REDUCE THE NUMBER OF ANTIPSYCHOTIC BEING USED

Decrease overall percentage of residents on anti-psychotic medication by 5% over a 6 month period and 15% over the 12 month period following. Measures taken may include:

- Review discontinuing PRNs that are not being used or that have not been given for at least 3-6 months.
- Taper off resident anti-psychotic medication with attending physician's and family's consents.
- Review alternative approaches to address resident behavior.

DELIRIUM VS DEMENTIA

Recognize delirium versus dementia behaviors through ability to highlight delirium symptoms as more than regular behaviors.

WOUNDS

Decrease number of wounds in a 3 month period by 25% by reviewing current measures and procedures with all staff.

HEALTH CARE AIDE DOCUMENTATION

Improve HCAs understanding of Point of Care (POC) documentation, thereby improving the accuracy of POC documentation.

FALLS

Decrease falls by 25% through multiple measures and strategies.

DECREASE THE INCIDENCE OF MISSED DOCUMENTATION AND ERRORS BY STAFF BY 50% (Behavioral Support Unit)

Decrease missed documentation and errors through targeted education for nurses, including adequate use of Point Click Care (PCC).



Chinook Care Centre QI Projects

COMPLEX WOUND CARE

Evaluate the effectiveness of one wound product's clinical effectiveness and the possible impact to residents to achieve:

- Faster wound healing that will help improve quality of life for residents.
- A decrease in the number of stage 2, 3 and complex wounds seen in the last quarter 2023 in first two quarters 2024.
- A decrease in wound supply costs by comparing a new product to existing 3 products used at the facility to manage chronic wounds.

FALLS

Decrease number of falls related to behavior by 50% by focusing on staff awareness of frequent fallers, decreasing fall rates, specific fall prevention strategies and the identification of high-risk frequent fallers, including root cause(s) and exploration of 1:1 intervention. QI projects also includes focus on positioning frequent fallers in lounge spaces and common areas for enhanced observation and support.

EVENING RECREATION

Reduce amount of falls, reduce responsive behaviors and increase resident engagement through the diversional recreation programs that are facilitated by HCAs during the evening.

SEATED EXERCISE PROGRAMMING

Group exercise program created for residents who are already participating in maintenance rehabilitation program 3 times a week, with benefits anticipated to include:

- Physical gains including improved strength, range of motion, endurance, etc.
- Increased social engagement and connection with other residents and/or staff.
- Cognitive stimulation.
- Maintained ability to carry out daily functional tasks.
- Potential mental health benefits including improved mood, reduction in depressive symptoms, etc.
- Fostering a sense of achievement.
- Improved motivation to work towards and obtain goals.

PREVENTION OF PRESSURE RELATED INJURIES IN RESIDENTS WITH CHALLENGING BEHAVIOURS (Complex Dementia Care Unit)

Reduction of the number of new pressure-related injuries in the unit through:

- Early recognition and identification of risks for pressure injuries and early management.
- Consistency in applying interventions to mitigate risks of pressure injuries and application of intervention to mitigate risks before they begin.
- Improvement in reporting and documentation of skin observations.



Chinook Care Centre QI Projects - Continued

IMPROVING THE QUALITY OF END OF LIFE FOR HOSPICE PATIENTS

Improve quality of life at EOL by:

- Increasing the frequency of Hospice patient being visited by volunteers, staff and family members and pets, including Pet Access League Society (PALS).
- Offering extra external resources to be used for the emotional and spiritual support for all Hospice patients.
- Offering Hospice patients an opportunity to have a voice by completing a 'Compassion Survey', as able and willing.

Southwood Care Centre Quality Projects

REDUCTION IN INAPPROPRIATE USE OF CHEMICAL RESTRAINTS

Decrease the site's percentage of residents on chemical restraints by 15% overall in the next year. Measures will include identification of strategies to remove or reduce use, focusing on individual behaviors and needs.

PHYSICAN ASSESSMENTS

Working with the Physician team to ensure timely completion of admission and annual assessments.

BEHAVIOUR AND AGGRESSIVE INCIDENT TRACKING

Improve documentation on aggressive incident tracking sheet by staff and to improve behaviors documented in progress notes.

FALLS

Review frequent fallers to determine what other preventative measures can be put into place to decrease risk of falls.

ANTIPSYCHOTIC USE (Special Care Unit)

Ensure antipsychotics are used appropriately for this unique resident population; majority have unpredictable and challenging behaviors that often result in both verbal and physical aggression towards others and self. Behaviors in this resident population require pharmaceutical management, in addition to other interventions.

WOUNDS (Special Care Unit)

Ensure all residents wounds are captured on the wound tracking sheet, with necessary assessments completed.

WAYS TO PROVIDE SUPPORT AND IMPROVE TEAM MORALE

Improve hospice team morale and support by:

- Helping the team identify and increase awareness of risk factors and signs of compassion fatigue and burnout to ensure staff wellness and a high functioning team.
- Providing staff education targeted to 'the impact of dealing with deaths and end of life issues'.
- Providing team building activities to reduce overall stress.
- Promoting casual gatherings to facilitates team building and communication.
- Providing on-going reminders of the importance of self-care.

HEALTH CARE AIDE (HCA) DOCUMENTATION

Improve HCA compliance with signing MARS by 50%, through education and auditing.



Kingsland Terrace Supportive Living QI Projects

DEVELOPING A SYSTEMIC APPROACH FOR COMMUNICATION FOR ALL TEAM MEMBERS (PHASE 2)

Create a collaborative approach in which inter-professional teams work together in partnership with patients/residents and families to achieve optimal health outcomes.

SENSORY CART

Help residents maintain and improve sensory stimulation (Taste, Auditory, Touch, Sight and Smell) that residents may otherwise have difficulty achieving on their own, in a safe judgement-free sensory stimulating program.

